

# **CHALLENGES ON THE PROVISION OF FREE BASIC SERVICES IN MAKHADO LOCAL MUNICIPALITY**

By

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A mini dissertation submitted in partial fulfilment of the requirements for the degree

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## DECLARATION

I, AZWIHANGWISI FAITH MUTHAMBI, declare that the mini-dissertation hereby submitted by me to the University of Venda for the degree of Master of Public Management has not been previously submitted by me for a degree at this university or any other university, and that it is my own work in design and execution, and that all material contained therein has been duly acknowledged.



Signed:

Date: 22 APRIL 2022

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## ABSTRACT

The study is about the challenges that are faced by Makhado Local Municipality in the provision of free basic services. The free basic services that are offered by the Makhado Local Municipality are water, sanitation and electricity. Electricity was previously not regarded as one of the free basic service, but it was regarded as such with further development within the ambit of the Constitution of the Republic of South Africa, 1996. It is for this reason that there is legislative framework that is in place to regularize the provision of these services within the limited resources. The constitutional framework also regularizes the norms and standards in the provision of these services. Makhado Local Municipality experiences huge backlogs in the provision of these services and the backlogs in question require some strategic interventions. Strategic interventions might as well be outlined in the Integrated Development Plans (IDP) of the municipality. From these free basic services, water and sanitation have been the highest in the backlogs while electricity provisioning has also been taking its toll. Essential household service package comprises of water supply, sanitation, refuse removal and supply of basic energy as well as assisting in the housing process. The challenges that are experienced by Makhado Local Municipality are resource and budgetary constraints coupled with insufficient funding complimented by selected ones pertaining to the lack of modern infrastructure and water reserves. Contrary to the norm, is that electrical power cables get vandalized from time to time culminating to further challenges in the provision of free basic services. Selected solutions peep into the building of water reserves and an effective turnaround strategy in the provision of water and sanitary pipes in the rural areas. Additional results relate to the expected co-operation between the councilors and traditional leaders in order for them to address the experienced challenges.

**Keywords:** local government, free basic services, service delivery

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## **LIST OF ABBREVIATIONS AND ACRONYM**

AGSA	- Auditor General South Africa
DPME	- Department of Performance Monitoring and Evaluation
DPSA	- Department of Public Service and Administration
IBM	- International Business Machine
MFMA	- Municipal Finance Management Act
NDP	- National Development Plan
POPIA	- Protection of Personal Information Act
PSC	- Public Service Commission
SA	- South Africa
SCM	- Supply Chain Management
SIU	- Special Investigation Unit
SPSS	- Statistical Package for the Social Science

## **CHAPTER 1**

### **ORIENTATION TO THE STUDY**

#### **1.1 INTRODUCTION AND BACKGROUND**

The delivery of municipal services to the urban and rural poor is one of South Africa's most urgent development challenges, with direct implications for health, environmental sustainability, and gender equity and poverty alleviation. In fulfilling this responsibility municipalities face an enormous task within the ambit of developmental local government scope (Nkuna, 2011). Municipal Audit Outcomes by the Auditor-General are showing that municipalities are struggling to render those services (Auditor-General, 2019). There is a huge backlog of service and infrastructure in the country, stark inequalities in the distribution of municipal assets, weak and fragmented information on resource capacities, and limited funds (David, 2005). The cost of providing municipal services to the approximately 20 million South Africans who have inadequate or non-existent facilities is estimated to be in the range of \$10-20 billion, the lower figure providing a basic level of services such as pit latrines, and a water tap within 200 meters of the household; the higher figure providing a flush toilet and a tap in every backyard, or an internal tap.

#### **1.2 PROBLEM STATEMENT**

Ensuring an adequate delivery of free basic services is largely the responsibility of local government in South Africa – a fact which many South Africans do not fully appreciate (Sunday Times Business, 2006, 28). It is a policy that the government has introduced to ensure that all households have access to basic supply of water. Six thousand (6000) litres of clean water must be provided free per household per month. The policy is aimed at the poor households; however, each municipality decide whether to provide free basic water for all or only to the poor. The provision of free basic supply of water, sanitation and electricity is aimed at improving the quality of life of those South Africans who cannot afford to pay for water and contributing to the government's fight to eradicate poverty. In an attempt to carry all these, local authorities are faced with extreme challenges of resources and infrastructures being vandalized.



There is lack of resources and water services infrastructure. At present, about R545 million is required to eradicate the backlog. R136 million per annum is needed to reach the national target of 2010. The sustainability of the VIPs, with regard to maintenance is emerging as a problem.

Non-adherence to the operation manuals poses a problem. The water is no longer good for consumption, as water contains calcium. Cost recovery also poses a problem. No integrated planning on the settlement development. Copper water pipes are stolen to make rings. Illegal connections cause major disruptions. The general problems highlighted by the presentation revealed the following: Lack of demand management; Lack of reasonable cost recovery; Refurbishment of schemes was expensive; the demand exceeded the design capacity; the population growth versus demand has not been factored in; The operation and maintenance costs are high; vandalism and stealing of engines for water services systems, for example, valves, telemetry and boreholes prove to be costly. The lack of underground water and limited sources exacerbates the water situation. At the present moment, Eskom does not provide free basic electricity to the poor in its distribution areas in former black townships and homelands. Free basic electricity will enable a poor household to have sufficient energy for lighting, ironing, water heating, TV and radio (Kasrils, 2001).

Infrastructure backlog in Limpopo denote that non-electrified households as at end of 2001 is 12,5%(urban), 41,9%(rural), total is 37.7%. Water backlog- 1,106, 927 (22.1%) without clean drinking water. Backlog on sanitation is 2,766,065 (55,3%). The Department of Water Affairs and Forestry provide assistance to municipalities to ensure that more people receive a basic amount of water free per household per month. When it comes to electricity, each household should be provided with 50 kwh free per month. The provision of free basic electricity in terms of the Grid-connected customers will be made on a self-targeting basis, where poor households choose the benefit from subsidies, subject to being connected to a reduced level of supply (10 Amps). This means that a poor household, legally connected to the national grid at a metered point of supply, will be issued with free basic electricity of 50kwh per month. The average cost of this benefit is about R25 and will depend on prevailing service provider tariffs.

### **1.3 HYPOTHESIS**

According to Brynard and Hanekom (1997: 19), a hypothesis is defined as a suggested, preliminary yet specific answer to a problem. It is an educational guess of some kind which should be tested empirically before it can be accepted as a concrete answer, qualifying to be incorporated into a theory. In every study, it is recommended, although not a “must to have”, that a hypothesis be articulated. In this study, in view of the nature and the mini dissertation scope of application, it has been considered not to incorporate a hypothesis. According to Burns and Grove (2005: 5), a hypothesis is to be tested and not proved and where formulated, researchers get tempted to prove that their “educational guess” that has been hypothesized is positively attested. In order to avoid the temptation of proving in relation to testing, it was considered to approach the study openly without constraining it to what is guesstimated.

In addition to the cited motivation, a hypothesis is not formulated in the study because the nature of the study is fairly descriptive than it is explorative. In addition, Kerlinger (1964:18) informs that a hypothesis is a conjectural statement of the relationship between two or more variables, relational propositions, so to emphasize. A statement that lacks either or both of these characteristics is in the scientific sense do not fall under hypothetical construction. The nature of the study does not show relationship equations and thus no hypothesis is formulated.

### **1.4 AIM OF THE STUDY**

The aim of the study is to investigate challenges faced by Makhado Municipality in the provision of the free basic services. The aim of the study as formulated herein provide meaning to the intended provision of free basic services by Makhado Local Municipality in order to make recommendations on strategies of dealing with the challenges service delivery in local government. The formulated aim guides the progression of the study to the strategic direction it is intended. The aim of the study is thus herein formulated in view of Treece and Treece (1986: 4) counsel that research without an aim is meaningless, thus the meaning(s) of the unfolding study is premised on the aim as stated here above. In order to pursue the stated aim, the application of various methods and techniques are effected to create scientifically obtained knowledge by using objective research methods and procedures.

## **1.5 RESEARCH OBJECTIVES**

The Universal Dictionary of the Readers Digest (1986:345) defines the objectives in relation with the aim as that which has to do with a material object and being distinguished from a mental concept, idea, or belief and having actual existence or reality. The objectives as here give are more actual and real than the conceptual framework pertaining the aim as indicated above. These objectives are not only distinguished, but are concrete foundations within the aim articulation of the study. The aim as indicated above in point 1.5 is more conceptual and idealistic. The objective of the study is to investigate whether the provision of water at Makhado Municipality is carried out with immense; whether the sanitary services provided by Makhado municipality is confronted with difficulty encounters; whether the provision of electricity services by Makhado Municipality faces difficulties.

## **1.6 SIGNIFICANCE OF THE STUDY**

In South Africa, a major challenge facing government has been the extension of free basic services to black communities, which historically were denied infrastructure of all kinds. In this process, there has recently been considerable restructuring of delivery systems for water and electricity in terms of ownership, control, metering and funding (combining tariffs, local and national budget funding). These processes have a huge impact on working class communities as well as on local government employees. MSPs research is currently focused on the delivery of free basic water and the implementation in some areas of prepaid water metering systems. The provision of free basic amounts of electricity and water to the local communities alleviate the plight of the poorest of the poorest while plans for the stimulation of the local economy should lead to the creation of new jobs and the reduction of poverty". Enhancing the delivery of Free Basic Services to the poorest of the South African citizens. In this context, the study is significant because it will enhance service delivery of free basic services. According to LoBiondo-Wood and Haber (2002: 56), the problem under study should, contribute to the significance of the study.

Free Basic Services is much a part of government's overall strategy to create a more developmental state. In the past few years government has emphasized targeted poverty relief and the creation of

universal social safety nets. Under the constitution local government has an important developmental role to play in securing both redistribution and the basic welfare of citizens. One such role is as the provider of FBS to communities.

FBS is aimed at including those currently excluded from access to basic services, through the provision of a social safety net. What poor people have in common is the need to access affordable basic services that will facilitate their productive and healthy engagement in society. Significantly, through free basic services the poor communities are also able to gain access to socio-economic opportunities. Free Basic Services are faced with the following specific challenges: Policy challenges, funding challenges, capacity challenges, monitoring and evaluation challenges, and planning and sustainability challenges. Around the challenge of policy, there needs to be greater clarity and cohesion in and between the various policy frameworks that regulate the Free Basic Services. Municipalities have articulated that the current funding arrangements that support Free Basic Services are insufficient and the study will concretize its significances around these.

## **1.7 RELEVANCE OF THE STUDY**

The topic under investigation is not only relevant and appropriate but topical in the South African public service. It is not too broad and neither is it too narrow. It falls within the stipulation effected in the writings of Treece and Treece (1986: 66) to the effect that the research topic should be limited to a specific aspect. The specific aspect in this instant being performance management and development system, thus the topic is carefully formulated taking into account its originality and the practical research feasibility.

The topic was formulated in view of the guidelines provided by Huysamen (1994: 188) that the topic formulation of a mini dissertation in this case, is required to present a meaningful contribution to the field of the study. The formulated topic satisfies this expectation and will contribute to the knowledge body of human resources management with specific reference to performance management.

## **1.8 Limitation of the Study.**

The study is limited to the period from 2004 – 2006 of the calendar year. The problems that the researcher will encounter are the time constraints, access to records and consumer information as well as the necessary support in terms of resources. A limitation to this study is the final sample size used for data analysis compared to what was initially envisaged according to the population of the study, though this sample remains representative for statistical purposes. Not all distributed questionnaires were returned from those distributed and not all returned questionnaires were fully completed resulting in rejection of few. In the interest of inclusivity in reporting, comments made by respondents where they clearly expressed their uncertainty (unsure) for responses to some of the questionnaire questions could not be disregarded, particularly these being responses from senior managers expected to fully understand and lead processes of performance management. These expressed uncertainties provide an informative basis for other researchers that may look at this report for further gaps to consider in their research in related areas to those covered by this study. A more inclusive research may be useful to test findings from the national sample in a sample inclusive

## **1.9 RESEARCH QUESTIONS**

The primary research question guiding the study is whether there are challenges that are faced by Makhado Local Municipality in the provision of free basic services. The secondary question(s) is whether the provision of water, electricity and sanitary services by Makhado Municipality are challenged by any constraints. The formulation of these research questions is guided by the criterion developed in the writings of Maree (2007: 3) in stipulating that the primary research questions is a reformulation of the statement of purpose so that it forms a question and secondary research questions need to be closely linked to the primary question. Each secondary question should be researchable on their own, separately from the primary question. Two or three secondary questions are usually sufficient to refine the statement of purpose although four secondary questions were developed in this paper due to the nature of the topic under investigation. Research questions relates directly to the statement of purpose and they are connected logically meaning that question two of the research question can only be answered if question one is answered. They

are conceptually through key terms which appear in text and they are self-explanatory and can stand on their own as researchable questions.

### 1.10 REFERENCE TECHNIQUE.

The researcher will use the Harvard method of reference as follows: author, initial, year, description of the title follows the publisher and e.g. Mouton, J. 2001. *How to Succeed in your Masters and Doctoral Studies*: South African Guide and Resource Book, Pretoria: J.L Van Schaik. According to English dictionary reference is “a direction in book to another passage or another book where information can be found (usually reference to something) mention of it, an allusion to it. Text references are cited in terms of the surname of the author and the year at which the book was published including the page numbers where the information appear. The full information pertaining the book used are found in the bibliography.

### 1.11 Definition of Concepts.

For the purpose of the study, the relevant concepts, which form part of this study, will be defined as follows:

**Service Delivery:** Service delivery means supplying users with services needed or demanded. This can be done by government institutions and organizations, parastatal organizations, private companies, non-profit organizations or individual service providers ([www.statssa.gov.za](http://www.statssa.gov.za) :2004).

**Free Basic Services:** Free Basic Services refers to a basket of four service namely, water, electricity, sewerage and sanitation and solid waste management, a basic amount of which government has committed itself to provide free to all poor households (([www.statssa.gov.za](http://www.statssa.gov.za) :2004).

**Integrated Development Plan (IDP):** It is a plan that the community contributes towards by giving their developmental and service delivery needs. Once this has been achieved, the needs are prioritized in an integrated manner by determining the activities and operational plans and guide

the allocation of resources over a five-year period (Makhado Municipality. Adopted Document on IDP: 2007).

**International Development Research Centre (IDRC):** International Development Research Centre (IDRC) is a [multi-partner](#) initiative examining the restructuring of municipal services in South Africa and other countries ([www.statssa.gov.za](http://www.statssa.gov.za) :2004).

**Municipal Service Project (MSP):** An MSP is a contractual arrangement with another body or organization for the delivery or performance of any municipal service. The municipal services covered by this MSP policy include:

- All services listed in Schedule 4, part B and Schedule 5, part B of the Constitution.
- All services listed in Schedule 4, part A, and Schedule 5, part B of the Constitution that may, from time to time, be assigned by a provincial government to a municipal council in terms of Section 156(4) of the Constitution.
- Other services that may be, from time to time, assigned by national or provincial legislation to a municipal council ([www.statssa.gov.za](http://www.statssa.gov.za) :2004).

## 1.12 CHAPTER SEQUENCE

The study follows a sound structure of the research importance applicable to the selected topic and research design and methodology and such a structure is in this case depicted as follows: Chapter one deals with the orientation to the study, covering the specific issues that provide the fundamentals of the study namely; the problem statement, aim and objectives of the study, significances and the research questions as well as the ethical considerations among others. Important within the provision of this chapter is the definition of terms and concepts.

Chapter two is an accumulation of the literature that is already available pertaining provision of free services to local municipalities Although the collated reviews constitute the secondary data, such is complementary to the collected primary data. In this chapter, selected public service documentations are perused for contextualization and analytical application.

Chapter three is demonstrative of the research design and methodology applied. The sampling methods used and the concrete realization of it in the study including how the interviews were carried out in the data collection scale.

Chapter four deals with data analyses accompanied with presentation and interpretation. The analyses in question provide primary data in relation to the secondary data provided in chapter two. With these analyses, a holistic picture is presented regarding specific challenges that are experienced.

Chapter five is conclusion and recommendations and the chapter provide the entire journey travelled from the introductory to the finishing chapter.

### **1.13 CONCLUSION**

This chapter provides for the problem delimitation and the hypothetical assumptions that was avoided to be effected for scientific reasons. It provides scoping of the study within the ambit of the broader aim and specific objectives. It provides for the research questions and outlines the significances of the study as well as the ethical issues that were taken into account. Essentially is that in its introductory nature, it defines the applicable terms and concepts. Furthermore, it outlines the sequence of the envisaged chapters towards the final realization of the expected. The sequencing of the chapter prepares and stimulates the intellectual desire of the reader regarding what is still to come. The chapter is fairly orientationally in its scope and application of its contextual and content related proportions.



## **CHAPTER 2**

### **LITERATURE REVIEWS**

#### **2.1. INTRODUCTION**

The purpose of this section is to review the existing data that is already published and perceived to be relevant to the purpose of the study. The purpose of the reviews is to ensure that all information is accessed, the information that is related to the provision of free basic services. The reviewed information will assist in the determination of the key challenges that face Makhado Local Authority in the provision of free basic services. The available literature is reviewed mindful of the fact that attention to basic free services related to water, sanitation and electricity are turned to implementation in the South African context. The legislative framework are not only about ensuring adequate quality and quantity of water for human need; they are also about protecting the resources available for current and future use as well as providing directives in terms of who should do what in respect of the provincial administration and local authority. Due to the extent and multiplicity of the management functions associated with the provision of free basic services, it is no longer considered to be the sole obligation of a single authority. It is increasingly the responsibility of all spheres of government each fulfilling its role with local government playing a critical role at the delivery level.

#### **2.2 BACKGROUND**

As part of its overall strategy to alleviate poverty in South Africa the government has put in place a policy for the provision of a free basic level of municipal services. In his address at the inauguration of the Executive Mayor of Tshwane on 10 February 2001, then President Thabo Mbeki said: "The provision of free basic amounts of electricity and water to our people will alleviate the plight of the poorest among us while plans for the stimulation of the local economy should lead to the creation of new jobs and the reduction of poverty." From these articulations, it is clear that water, sanitation and electricity has been prioritized as a free basic service for the poor. In their recent submission, the Financial and Fiscal Commission (FFC) contended that other services certainly also fit the definition of "basic services". For example, low-income residents in rural areas generally do not see electricity as critical as they can access other sources of energy such as wood or paraffin. In addition, roads, or rather the lack of accessible roads negatively affects

the daily/economic activity, mobility and safety of citizens. This implies that some flexibility should be allowed for municipalities to determine which services they will define as "basic service". By far the most complex issue to consider when discussing the provision of free basic services is the funding of such services. After receiving their part of the equitable share, municipalities can apply for infrastructure grants and in addition they can raise their own revenue through service charges. Municipalities need to analyze what their costs for free basic service provision is, what allocations they receive and what their internal resource base is. This should then form the basis of what the most suitable options for implementation would be which include tariff setting (Education and Training Unit for Democracy and Development, 2017).

Local municipalities should have a policy to provide free basic water and free basic electricity to people who cannot afford to pay for basic services (section 73 of the Municipal Systems Act). Municipalities can choose whether to give free basic water and electricity to everyone as a universal allocation or to target poor households (means-tested or targeted allocation, like a social grant). The national standard for free basic water is six (6) kiloliters (6 000 litres) per household per month, and 50 kilowatt hours (kWh) of free basic electricity per household per month. The provision of free basic services is not consistent among all Municipalities. Some municipalities provide free basic services and others do not. In addition, some municipalities provide more free basic water and more free basic electricity than the amounts mentioned above. In numerous municipalities, citizens have to register on the indigence register to receive free basic water and free basic electricity. In selected municipalities, if waterborne sanitation is available, there is an extra allocation of free basic water to cover basic sanitation. Citizens have the right to ask whether there is a free basic water and a free basic electricity policy available in their Municipalities and whether their household qualifies for benefits under these policies. If there is no free basic water or free basic electricity policy in a specific municipality, citizens can demand it in terms of their Constitutional rights.

### **2.3. REGULATORY FRAMEWORK**

The citizenry of South Africa has a right to certain free basic services. As such, the access to sufficient water is protected in section 27(1)(b) of the Constitution. According to national

regulations, everyone has the right to a minimum basic water supply (Water Services Act, Regulations Relating to Compulsory National Standards and Measures to Conserve Water - GN 22355 of 8 June 2001). According to regulation 3(b), the minimum supply for basic water is: A minimum amount of 25 litres per person per day or 6 000 litres (6 kilolitres) per household per month (a household is defined as everyone living on one stand); At a minimum flow rate of not less than 10 litres per minute; Within 200 metres of a household and With an effectiveness such that no consumer is without a supply for more than seven full days in any year.

The Constitution does not specify the right to electricity, but the right to basic municipal services is described in section 73 of the Municipal Systems Act. In a case known as *Joseph*, the Constitutional Court ruled that the right to basic municipal services included electricity. Correspondingly, there is no right to sanitation in the Constitution, but it is part of the right to basic municipal services in section 73 of the Municipal Systems Act. And it is expanded on by Regulation 2 of the Water Services Act, Regulations Relating to Compulsory National Standards and Measures to Conserve Water - GN 22355 of 8 June 2001), which states that the minimum standard for basic sanitation services is "a toilet that is safe, reliable, environmentally sound, easy to keep clean, provides privacy and protection against the weather, well ventilated, keeps smells to a minimum and prevents the entry and exit of flies and other disease-carrying pests". Citizens also have a right to "an environment that is not harmful to their health or wellbeing" (sections 26(1) & 24(a) of the Constitution), which relates to adequate access to water, electricity and sanitation. It is well known that sanitation is very important for maintaining health. Children often get sick because of problems of waterborne diseases and women often struggle to meet their family's needs when water is scarce or inaccessible. Citizens' rights to water, electricity and sanitation are also related to their right to adequate housing and access to health services.

In light of the above, local government is responsible for the provision of water, electricity and sanitation services to households. Municipalities must act reasonably, using a development plan, to extend basic water and basic electricity services to everyone. This means that local government has an obligation to systematically move forward to make sure the poor, and especially vulnerable people such as women and children, have improved access to adequate water, electricity and sanitation. Municipalities are not entitled to unfairly discriminate in delivering water, electricity or sanitation services based on race, gender, HIV/AIDS status, disability or any other protected

ground in terms of section 9 of the Constitution. Local government also has a duty to discuss with communities what kind of water, electricity and sanitation is appropriate in their unique circumstances. Municipalities should attempt to continually improve access to water (from river access, to communal taps, to yard taps, to in-house provision) and should try to electrify all areas and provide sanitation. Regarding sanitation, it is usual that urban areas will have waterborne sanitation, while rural areas might have other forms of “dry” sanitation such as chemical toilets or Ventilated Improved Pit latrines (VIPs).

## **2.4. CONCEPTS RELATED TO FREE BASIC SERVICES**

The Constitution suggests that the following goods and services are considered as necessities for an individual to survive (Department of Provincial and Local Government, 2005):

- a) Sufficient water.
- b) Basic sanitation.
- c) Refuse removal in denser settlements.
- d) Environmental health.
- e) Basic energy.
- f) Health care.
- g) Housing.
- h) Food and clothing.

Anyone who does not have access to these goods and services, is considered indigent. This definition (indigent) explicitly excludes a household income condition. This is partly due to the difficulties of accurately measuring income but, more importantly, it relates to the fact that the condition of being indigent is experienced by the lack of these basic goods and services and their cost and the way they are provided in different locations in the country varies tremendously. In relation to the functions allocated to local government in terms of the constitution, the role of municipalities in providing for indigents can be summarised as follows (Department of Provincial and Local Government, 2005:14):

Goods or service	Role of local government in the provision thereof
Sufficient water	Local government responsibility.
Basic sanitation.	Local government responsibility.
Refuse removal	This is a local government responsibility and becomes increasingly important as settlement densities increase.
Environmental health	Falls under the function 'municipal health' which is a local government responsibility but the importance of environmental health from the point of view of indigents has been considerably watered down through the definitions applied by the National Department of Health which imply that environmental health is primarily a regulatory function.
Basic energy	The Constitution does not deal with energy explicitly but electricity provision is identified as a municipal function.
Health care	This is now a provincial responsibility as the definition of municipal health has been taken to exclude primary health care.
Housing	Housing is a provincial responsibility. However, local government has a role to play in planning, land development and implementing projects. From an indigent point of view, access to land for housing, with secure tenure, is a critically important matter. Further, essential services such as water supply and sanitation are often delivered as part of a housing package. Therefore, considerable attention is placed on housing and land in this policy.
Food and clothing	This is not the responsibility of local government. As noted above this is dealt with through welfare grants distributed at national scale.

It should also be noted that an important factor to consider is the level [or standard] at which the service could be provided. The aforementioned is influenced by affordability as well as community needs. When municipalities consider the level of services to be provided the long-term viability of providing a service at a particular level should be taken into cognizance. As such, if a municipality

provides a service at a higher level the costs to provide said service increases and so does the price that the municipality will have to charge customers. Since municipalities rely heavily on income generated from users, if costs are too high and citizens are unable to pay, the municipality will lose money and will be unable to continue service delivery (Municipal Service Delivery <http://www.etu.org.za/toolbox/docs/localgov/munservice.html>). The following table lists the different service levels for the most important services:

**Table 2.4.1: Level of service delivery**

Service Type	Level 1 Basic	Level 2 Intermediate	Level 3 Full
Water	Communal standpipes	Yard taps, yard tanks	In house water
Sanitation	(Sewage collection/disposal	VIP Latrine Septic tanks	Full water borne
Electricity	5-8 Amp or non-grid electricity	20 Amps	60 Amps
Roads	Graded	Gravel	Paved/tarred & kerbs
Storm-water drainage	Earth lined open channel	Open channel lined	Piped systems
Solid Waste disposal	Communal (Residents)	Communal (Contractors)	Kerbside

It is notable that the responsibility for dealing with indigents is considerably fragmented and there are really only three services which are solely in the realm of local government, namely water supply, sanitation and refuse removal. The fact that housing is not a municipal function, creates considerable difficulties for municipalities in urban areas because water supply and sanitation services are delivered as part of a housing package. Furthermore, the exclusion of the primary health service from municipal health has meant that health-related services (water, sanitation, refuse removal, environmental health and primary health care) are no longer integrated. The importance of access to land by the indigent, with secure tenure, needs to be emphasised for a number of reasons: The link between access to land and housing, particularly in urban areas; the importance of individual tenure rights in rural areas in a context where property valuation is being introduced, leading to the future potential for municipalities to raise income from property rates

and, thereby, improve access to public services; Access to land for productive purposes with the option for the poor to invest in productive capacity.

## 2.5. ESSENTIAL HOUSEHOLD SERVICES PACKAGE

With the considerable reduction in local government responsibility for health, and the emphasis of environmental health as a regulatory function, the role of local government in providing for indigents can be distilled to the following basic services (Department of Provincial and Local Government, 2005:15):

- Water supply.
- Sanitation.
- Refuse removal.
- Supply of basic energy.
- Assisting in the housing process.

After distilling the basic services which local government should provide, the definition of each of these services follow (Department of Water Affairs and Forestry, 2003:66):

Basic water supply facility	The infrastructure necessary to supply 25 litres of <i>portable water</i> per person per day supplied within 200 metres of a household and with a minimum flow of 10 litres per minute (in the case of communal water points) or 6 000 litres of portable water supplied per <i>formal connection</i> per month (in the case of yard or house connections).
Basic water supply service	The provision of a basic water supply facility, the sustainable operation of the facility (available for at least 350 days per year and not interrupted for more than 48 consecutive hours per incident) and the communication of good water-use, hygiene and related practices.
Basic sanitation facility	The infrastructure necessary to provide a sanitation facility which is safe, reliable, private, protected from the weather and ventilated, keeps smells to

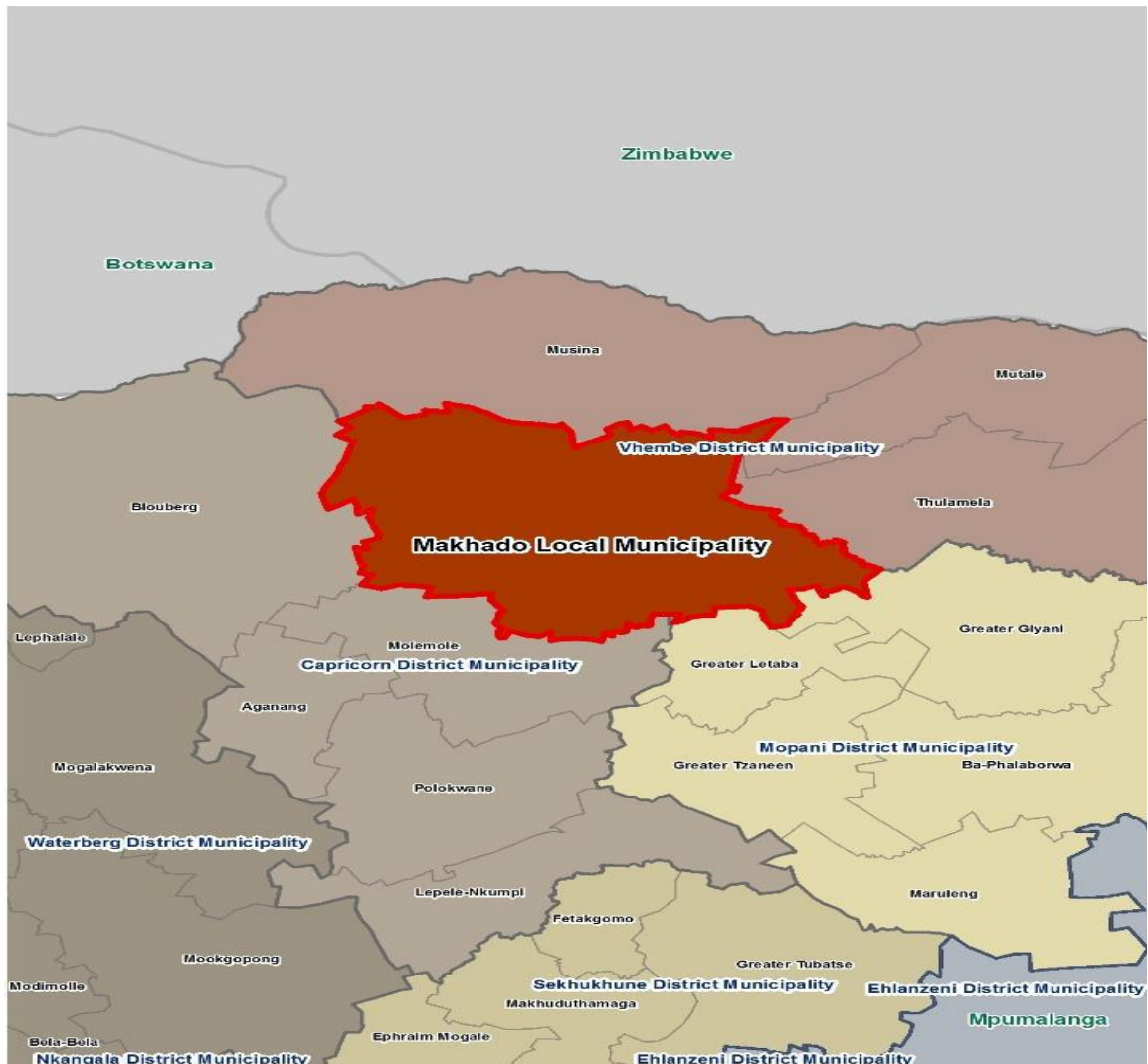
the minimum, is easy to keep clean, minimises the risk of the spread of sanitation-related diseases by facilitating the appropriate control of disease carrying flies and pests, and enables safe and appropriate treatment and/or removal of human waste and wastewater in an environmentally sound manner.

- |   |  |
|---|--|
| Basic sanitation service                            | The provision of a basic sanitation facility which is easily accessible to a household, the sustainable operation of the facility, including the safe removal of human waste and wastewater from the premises where this is appropriate and necessary, and the communication of good sanitation, hygiene and related practices.  |
| refuse removal service                              | The disposal of refuse on a property where housing densities permit this or the removal of refuse from each property located within a municipality and disposal of this waste in an adequate landfill site either option undertaken in such a way that the health of the community is maintained and no diseases are propagated, or pests allowed to breed due to refuse which is not properly removed and disposed of.  |
| Basic energy service                                | The provision of sufficient energy to allow for lighting, access to media and cooking.   |
| Basic housing assistance provided by a municipality | Ensuring that sufficient land is identified within the municipal boundary, in appropriate locations, for all the residents in the municipality and that the necessary planning is undertaken to ensure that this land can be properly developed. Further, to ensure that funding available from the province for housing is properly allocated to assist the indigent with access to serviced plots and assistance with providing ‘top structure’ through the ‘peoples housing process’. Finally, in the case of inner city locations, to ensure that the indigent can get access to some form of shelter. |



## 2.6. DEMOGRAPHY OF MAKHADO LOCAL AUTHORITY

The following map provides a depiction of the demography of Makhado Local-Authority:



Makhado Local Authority was first established on 31 October 1934 as the Louis Trichardt Town Council. With the new municipal demarcation, a number of municipalities were established in 1997. However, following the Municipal Structures Act of 1998, the municipalities were merged into an NP344 Municipality that is now known as the Makhado Municipality. It is divided into four regions: Makhado (previously Louis Trichardt), Vuwani, Dzanani and Waterval. Cities/Towns: The main economic sectors of Makhado Local Authority

are segregated in the following manner: Community services (30%), finance (29%), trade (15%), and transport (13%).

**Table: 2.6.1. PROVISION OF FREE BASIC SERVICES**

The table below demonstrates how the provision of free basic services is carried out within the Municipality in respect of the indigent household, household receiving free basic electricity and debts owed to municipality as well as free basic energy solar,

Number of Voters	Indigent household	Receiving Free Basic Electricity	Receiving Free Basic Water	Debts owed to Municipality	Free Basic Energy Solar
217 641	67 000	13 094	6 773	R52 000 000	1 120

## 2.7. Water and Sanitation

In the Limpopo Province, water can definitely be seen as the scarcest of natural resources. The existing water supply infrastructure is based on bulk supply from the Department of Water Affairs (DWAF) and the municipality purchases such from the Department. DWAF is responsible for the planning and design of the distribution and reticulation systems. The rural areas are serviced with water from the communal pipes and boreholes (Strategic Framework for Water Services (2003:62).

In some areas within the municipality boreholes are drying up since Limpopo is substantially a dry province. The water consumption at the air force base is for example extremely high and the base sources its water from underground reserves that are under severe stress as they are drying up. The former Louis Trichardt TLC has done investigations for the air force to source its water or part of it from Lepelle water board. The rural areas of Kutama and Sinthumule were upgraded to the level of communal standpipes to achieve the minimum RDP standard of 25/a/d, at a cost of about 41 million. The scenario presented herein denote that water resource is a scarce commodity such that

the municipality has a huge backlog in terms of the required provision. Makhado Municipality has inadequate and fragmented water service provision with different standards and plans. The inadequate water provision implies that less water will be available for agricultural ,which is one of the pillars of the economy.

- Most of the pit latrines in the rural areas have not been properly constructed. A number of innovative systems are available on the market.
- Unauthorized water connection
- The water systems are not metered and monitored on continual basis.
- The overall sanitation system needs improvement.

Lack of resources and water services infrastructure is required. At present, about R545 million is required to eradicate the backlog. R136 million per annum is needed to reach the national target of 2010. The sustainability of the VIPs, with regard to maintenance is emerging as a problem.

Non-adherence to the operation manuals poses a problem to water provisioning. The water is not very good for consumption, as water contains calcium. Cost recovery also poses a problem. No integrated planning on the settlement development. Copper water pipes are stolen to make rings and illegal connections cause major disruptions.

The lack of underground water and limited sources exacerbates the water situation (**Makhado Municipality** Adopted Document on IDP.2007).

The following table indicates the water backlog in Makhado Municipality.

***Table 2.7.1: Water Backlog in Makhado Municipality***

AMALGAMATED ENTITIES	WATER BACKLOG
Makhado region	16760
Dzanani region	19200
Waterval region	20600
Vuwani region	450

<b>Total</b>	<b>59 010</b>
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Source: Makhado IDP 2016:76)

The water backlog is estimated at approximately 59 510 households and Waterval region has the largest backlog followed by Dzanani. They are ex-homeland areas that have since become the responsibility of the Municipality. To address the backlog will require much effort from the Municipality. Serious municipal infrastructure backlogs were noted, and these impeded the facilitation of access to basic services. Whilst these have been addressed by the Consolidated Municipal Infrastructure Programme, aimed at dealing with the current infrastructure backlog, in some municipalities, posed a bigger problem. In 2004, the MIG was introduced to consolidate Water Services Projects. The Department intends to facilitate the development of Municipal Infrastructure Plans to guide future municipal infrastructure investment and development. Water provision is still a major challenge, and where there is considerable progress, the programme is hampered by the lack of access to reliable infrastructure, and the delays in appointments of water services providers as per the requirements and stipulations of the section 78 processes. The department is still faced with the challenge of effective coordination of municipal Integrated Development Plan process. A number of the IDPs are not yet legally compliant. The challenge is to ensure that IDPs become legally compliant and the content supports both social and local economic development, driven in strategic partnerships.

There is a huge backlog of sanitation facilities in the rural areas of Makhado Municipality. The communities in the rural areas do construct own toilet facilities and due to insufficient technical skills and materials, households construct very elementary pit latrines that do not only result in the contamination of the ground water, but also pose a real risk to personal hygiene. Makhado town, Tshikota, Eltivillas, Vleifontein, Waterval, and Dzanani are serviced with water borne sewer systems. The level of payment for water and sanitation in these areas is generally high. To develop basic sanitation in the study area could be very costly. There is limited supply of water, which is a constraint on any attempts to upgrade the sanitation system (Hangana, 2005: 123).

The following table indicates the sanitation backlog in Makhado Municipality.

**Table 2.7.2. Sanitation Backlog**

AMALGAMATED ENTITIES	SANITATION BACKLOG
Makhado region	16760
Dzanani region	21700
Waterval region	46500
Dzanani region	450
<b>Total</b>	<b>84 410</b>

Source: Makhado Municipality

From the table it is evident that the rural areas have a large sanitation backlog. The sanitation services go hand in hand with the water services. Whenever the water services are addressed sanitation must also be addressed.

The following table indicates the current situation with regards to sanitation in Makhado Municipality.

**Table 2.7.3. Sanitation**

TYPE	NUMBER
Flush	7644
Pit Latrine	70204
Bucket Latrine	-
None	10420
Unspecified	449

Most rural areas do not have proper sanitation facilities and households have to construct their own pit latrines. About 76% or 99 119 households do not have sanitation at RDP standards. Not all people use water efficiently and it frequently happens that taps are left open which results in

significant water losses. There is high occurrence of water and sanitation related diseases, most prominent of which are: Diarrhoea; Malaria; Bilharzia and Scabies.

Makhado Municipality Council has approved the Water Service Level Agreement appointing as the water service provider during April 2006. The District Municipality draws the water and sanitation plan as the Water Service Authority. Clean drinking water is being supplied to all villages and households through boreholes, extension of the reticulation system and tankers. The District Municipality is responsible for the funding of water and sanitation infrastructure projects and equipments. 49% of the households (59 785) still receive water below the RDP standard. Most rural villages are served with communal taps and water from the boreholes. Water consumption at the air force base is extremely high. Most rural areas do not have proper sanitation facilities and households have to construct their own pit latrines. About 76% or 99 119 households do not have sanitation at RDP standards. The figures for 1996 considered the pit latrines as basic Sanitation, whereas in 2001 pit latrines are excluded. The improvement in 2005 on the provision of Sanitation is because of the inclusion of the VIPs. For example in our municipality, flush toilets improved from 8,6% to 9,5% in 2001, Septic tank and chemical toilets improved from 0% to 3% , VIPs to 8,1% and pit latrines reduced from 79,2% to 62,4%.

In terms of water provision, the infrastructure backlog to RDP street taps is 53% (approximately 729 136 people). 527 communities (85.9%) experience operation and maintenance problems and poor infrastructure conditions. Only 51 communities have adequate water infrastructure. About R528 million is needed to eradicate the backlog. R264 million per annum is needed to reach the national targets.

The District anticipates reaching the 2010 national sanitation target. 24 022 VIPs have been constructed as of 2001. The sanitation backlog is at 73%. R11,232 million has been spent on sanitation for 2005/06, and a further R25 million has been budgeted for 2007 to construct VIP toilets (Hangana, 2005: 27). The District consists of five local municipalities. They are Greater Groblersdal, Greater Marble Hall, Greater Tubatse, Fetakgomo and Makhuduthamaga. The total population of the District is approximately 1 024 748 people. 55% of the population consist of women, 56 of the population is under the age of 20, approximately 23% of the population does not have formal education and 23% of the population has primary education, 22 has secondary education and only 1% has tertiary education.

The District settlement patterns are largely rural with approximately 500 dispersed villages. The main contributions to the economy are community services (52%), mining (20%) and trade (17%). Tourism, agriculture and manufacturing have significant potential to be further enhanced. Only 30,9% of the population is employed. Employment stands at 69,1%. The District still faces huge infrastructural backlogs on basic services – water – 69%, sanitation – 80% and electricity – 60%.

The Greater Sekhukhune District Municipality supplies the 6000 free litres of water, and indigent accounts are paid in areas where there are meters and billing takes place. Water is supplied through water tankers to some villages without infrastructure. 162 000 households benefit annually from Free Basic Water in the GSDM. An amount of R15, 0 million allocated for Free Basic Water in the last financial year, has been fully utilised. An amount of R17, 0 million is allocated for Free Basic Water provision during the 06/07 financial year (**Makhado Municipality Adopted Document on IDP.2007:33**). The intention of the municipality's FBW Policy is to ensure that no one is completely denied access to water and sanitation supply because of being unable to pay for the service. The recipients of Free Basic Water are all metered households who are being billed as the universal approach policy is being used. However, for the Free Basic Sanitation, the poor households are targeted and receive indigent subsidy monthly. An indigent register is kept and is updated annually.

Some of the challenges noted were the following:

The implementation of the Section 78 process and resolutions taken by Council was proving to be a problem as buy-in by all into the process was problematic and re-organizing former DWAF staff into municipal structures has its own challenges.

The implementation and supervision of recruiting and retaining technical skills for project planning was a problem.

An additional R1, 9 billion is allegedly required to eradicate the backlog. This figure excludes the De Hoop Dam development.

Current grant funding appears inadequate to ensure National targets are met. The construction of the De Hoop Dam and raising of the Flag Boshielo Dam wall is crucial to water supply in the

District.

Water demand management measures to be implemented.

Capacity of emerging service providers.

The complex geographic terrain of the district poses a problem.

The high water pumping costs at Nebo Plato is a critical issue.

Small and scattered villages remains challenged in receiving water supply. The WSDP documentation process is completed, but many gaps still remain. It is a process to accumulate and build information base. The vandalism of infrastructure still creates problems.

The District still has major backlogs with regard to water and sanitation (Strategic Framework for Water Services, 2003: 84).

## **2.8. Electricity**

The Municipality buys electricity from Eskom and supplies it to those areas for which it is licensed by the NER to do so. Eskom is also licensed to provide electricity in some of the areas in the municipal area. The pre-paid card system is mostly used in the municipal area and the end-users can purchase these cards at selected outlets in town and in the villages. Even though most houses in the rural areas are electrified, some still prefer to make use of conventional sources of energy such as paraffin, wood and coal. As a result the average electricity consumption in the rural areas is very low. About 74% or 65 000 households have access to electricity. Makhado municipality had spent about R19.97 million in Eskom license areas to electrify 5 740 households using own funds. The municipality was given a licence by the N.E.R to electrify ward 37 in the far outlying areas of Dzanani region. About 20 villages and schools are to be connected in this area (Makhado Municipality Adopted Document on IDP, 2007:35). The municipality has a FBE policy that targets poor households. Free 50 Kilowatts units of electricity are given to the indigent households monthly. An indigent register of the households earning less than R1 100 per month



and or are unemployed is kept and is updated annually. About 14500 indigent households in both Eskom and council's licence areas are receiving FBE. A further 1100 households who are using the Solar systems in areas where there is no electricity grid are receiving Free Basic Energy subsidy of an amount of R40 per month per household.

About 45 000 households are without electricity. Even though most houses in the rural areas are electrified, some do not have the electrical appliances. The community are not educated on the correct use of electricity and pre-paid cards are not accessible to all villages. A very serious concern is currently being expressed with regard to the past, current and future continuation of vandalism and theft of the electrical infrastructure. The value of material loss in 2005/6 was R4.5mil. Currently the figure for July2006 to February 2007 is already R800, 000.00. This has a very serious effect on service delivery with regard to electrical and water supply. Remote installations like water pumps are being targeted resulting in huge replacement costs not budgeted for and much more serious is the fact that communities are being stranded with no water supply (Makhado Municipality Adopted Document on IDP.2007:47).

Electrical power transformers are been vandalized which effected the light industrial area where business are effected as well as in Eltivillas Businesses and residential and other residential and rural areas in and around Makhado Town. A serious concern is the theft of electrical infrastructure in villages where the subsidized funding from DME is being effected. This results in the lack of replacement funds and thus the communities that are being left without electrical supply. Lack of proper maintenance of the reticulation lines causes problems for, example short circuits. There are isolated cases of houses that have caught fire, presumable as a result of short circuits. Not all houses have electricity and the confusion that consumers have in dealing with electrification enquiries to the two suppliers, namely Eskom and the Municipality.

Since it is cited above that the Municipality buys electricity from Eskom and supplies it to those areas for which it is licensed by the NER to do so. The pre-paid card is mostly used and the end user can purchase these cards at selected outlets. In the case of Makhado Town the sites are fully reticulated and the Municipality bills the end users each month. For residential use a once-off fee of R150 is payable upon installation. In the case of businesses, the connection fee varies on the

basis of the distance from the connection to the network. At present, the communities in general still view non-grid power as being inferior to grid power. However non-grid power may present the solution to the deeper rural villages, especially schools or clinics that are located far away from the main power grids and which have low consumption rates. In the case of Makhado, a number of households are making use of solar power as a form of energy. However, at present the high cost of the materials as well as theft of these components hampers the development of this option (Hangana, 2005: 99).

The following table indicates the electricity backlog in Makhado Municipality.

**Table 2.8.1. Electricity Backlog**

<b>Amalgamated entities</b>	<b>Electricity Backlog</b>
Makhado region	1500
Vuwani region	Eskom Supplier
Waterval region	Eskom Supplier
Dzanani	Eskom Supplier
<b>Total</b>	<b>45 320</b>

Source: Makhado Municipality

## **2.9. Cost Recovery**

Cost recovery is about consumers paying partial or full costs for their municipal services. Municipalities use it to try to balance their financial books, to avoid deficit financing and to stabilize finances for service delivery. It's intended to generate revenue for future service upgrades and extensions and can be used along with progressive block tariffs to generate subsidies for poor households. It can be a way to manage demand for power or water by penalizing over-users.

Cost recovery can also lay the groundwork for governments to sell services to private companies to run. Because such companies wouldn't be interested in buying utilities that lose money, cost-recovery is often seen as a pre-condition for privatization.

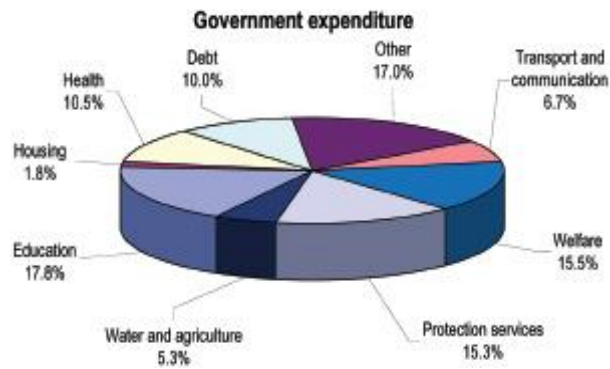
Since apartheid's end, basic municipal services among poorer families have been expanded impressively. More than three million South African households gained clean drinking water, and two and a half million have joined the national power grid. Homes have been built for three million people. But the Municipal Services Project has catalogued problems, too. Numbers belie an affordability problem that current cost recovery policies fuel. "People have been provided the infrastructure, but they can't afford to pay for the service," McDonald says.

The most tragic example of this inability to afford services began in mid-2000 when the provincial government in KwaZulu-Natal began charging rural residents for water that used to be free (a \$10 connection fee and/or volumetric charges). Thousands of poor households could not afford these costs and began using nearby rivers and stagnant ponds. Within weeks, cholera broke out; it has since claimed more than 250 lives and caused more than 100,000 cases of illness.

"The evidence is conclusive that cost recovery was a major factor here, to the point where the ministry responsible for water admitted that this is what caused the cholera outbreak (David,2003:201).

And there is an important economic lesson here as well. It is now costing the South African government much more to deal with the cholera crisis than it did to provide free water. To give some sense of the scale of the problem, some 43,000 people (mostly black children under the age of five) die from diarrhea-related illnesses in South Africa every year, and total cases number 24 million. Direct medical costs for all of these are \$3.4 billion rand, with broader losses in economic production totalling another \$26 billion. To supply proper water and sanitation to everybody in the country would cost less than two-thirds of that.

The improvement of local service delivery is particularly important as it is at the heart of service delivery for government. The 2006 Budget has prioritized municipal services and community infrastructure by allocating R28.4-billion over the next three years.



These services will include improving basic municipal infrastructure - including the provision of water and sanitation - as well as building houses and upgrading of informal settlements (Trevor E, 2006:156). A municipality must frequently review the appropriateness of its mechanisms for providing a municipal service. In conducting the review the municipality must focus on three areas: the municipality as the service provider, general labour issues, and broad social and economic considerations. Having conducted this review, the municipality may then decide that it is best suited to provide the service. Where it considers the possibility of using an external provider, a further inquiry must be conducted (Strategic Framework for Water Services (2003).

**Table 2.9.1. Access to services**

Services	2006(129 665) households	
	Basic and above	Below basic
<b>Water</b>	69 880	59 785
<b>Sanitation</b>	30 546	99 119
<b>Electricity</b>	96 561	45 000
<b>Refuse Removal</b>	9 856	119 809
<b>Housing</b>	106 345	23 320
<b>Telephones</b>	-	-

Notes: 2001 figures – Basic and above include pipe water within a village, which is not included in 1996 and 2005. Housing figures only include housing delivered by government. Infrastructure is not meeting the population growth as well as the source of water which is not meeting demand of the population. The source of water is as well not meeting the RDP standard, as a result water is been supplied below the RDP standard. The 2001 statistics for water infrastructure is inclusive of access beyond 200m RDP while the 2005 only figured the 200m RDP and above.

## **2.10 CONCLUSION**

The provisioning of free basic service is regularized by legislations. Every Municipality can determine own free basic services from the perspectives of its own situation taking into account the economic realities of the communities around it. There is a huge service infrastructure backlog in historically under-serviced areas in all areas of water provision, sanitation and electricity. Most planning and development activities have been carried out on an ad hoc basis, resulting in the incorrect and expensive delivery of services. Fragmentation of residential development gives rise to the duplication of services, which are costly and inefficient.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1. INTRODUCTION**

The chapter is developed to address the notion of research methodology followed in advancing the purpose of the study. Thus, it is about the methodological information provided herein, substantiated by the design imperatives that form part of it. It outlines the research design that articulates how the study has been envisaged to be quantitative in nature and scope. The components of research design in respect of population and sampling (the number of groups that should be used and whether the groups should be drawn randomly from the population or to be drawn randomly and be assigned to groups and exactly what should be done with them in the case of experiential research), data collection and analyses of independent and dependent variables and the pre-testing of questionnaire are explained herein. The provided information herein above as explored herein below is material evidence in details, or rather elements of the original plan of action according to which participants (subjects) were envisaged to be brought to the study in order to assimilate information from them. The chapter interact with the methodological and the design aspects of the study at the crossroad of terminological precision, interpreted same-like but with different emphases in the research regime. In this study, the research design is an element of research methodology, hence the chapter is on research methodology and the design aspects being discussed in point 3.2 below to demonstrate that the design is an element of the methodology. In relation with each other, chapter one provided for the planning component of the study while chapter two provided for the theoretical framework. This current chapter, chapter three constitute for the practical aspect of the study.

#### **3.2. RESEARCH DESIGN**

Research design gives a blueprint for the procedures followed in selecting the population and sampling techniques to be used and specifying the methods of analysis of information collated during the research. The objectives as set out at the beginning of the study are included here to ensure that the information collected is appropriate in solving the research problem statement

(Zikmund, 2003: 61). In its primary objectives, the research design denotes whether the study is qualitative or quantitative. The nature and scope of the design application pertaining to this study shows that the study is primarily quantitative. The notion that the nature of the research design is quantitative informs the framework for adequate testing of relations among variables. In this design imperative, it was facilitated in advance as of what observation to make, how to make them and how to analyse the quantitative representations of the observations, being of the primary application in the design process. The design did not inform what must be done but rather suggests the direction of observation. . An adequate design, this being adequate for this study, suggest how many observations were to be made and which variables are active and which ones are attribute. (Kerlinger, 973: 301).

In order to achieve the objectives of social research, it is required that carefully thought out strategy is developed. In the main, the first step of the research design being centred in answering several fundamental questions about the purpose which the research intends to achieve. These relate to the focus dimensions of the problem at hand (Bless & Smith, 1997: 64). The fundamental questions were imposed in chapter one and the research design articulated herein took the research questions in question into account. The research design is carried out within the ambit of research methodology in that the design focusses on the end product of the study (quantitative); as of what kind of a study is being conducted and what kind of results are being aimed at. It also focusses on the logic of research as of what kinds of evidences are required to address the research questions. The research design is articulated in the broader frame work of research methodology that focuses on the research process and the kind of tools and procedure to be applied; point of departure; individuals (not linear) steps in research process and the most objective (unbiased) procedure to be employed.

### **3.3. POPULATION AND SAMPLING**

The total population of Makhado is estimated at 583 491 and is growing at about 1.4% per annum. It is composed of 53.1% female and about 46.9% male. The local population has a youthful age structure and the immediate significance of this young age structure is that the population will grow rapidly in future and this implies a future high growth rate in the labour force. At present the local economy is not able to provide sufficient employment opportunities to provide in the

needs of the economically active population. A youthful population also implies a relatively higher dependency ratio (Makhado Municipality Adopted Document on IDP, 2007: 89).

There are about 129 665 households in Makhado municipal area with about 217 641 registered voters. The municipality is made up of 5 formal towns being Makhado, Vleifontein, Waterval, Vuwani and Dzanani with about 279 villages. The main administrative office is situated in Makhado town with three other administrative offices in Dzanani, Vuwani and Waterval. The municipal council has 73 elected councillors, being 37 ward councillors and 36 proportional councillors. There are 14 traditional leaders who are ex-officio members of the municipal council. There are 10 councillors who are members of the executive committee and the mayor is the chairperson. Council resolved to appoint the mayor, the speaker, the chief whip and two executive committee members as full time councillors in terms of Section 12 Notice. The municipal wards were increased from 35 to 37 in terms of the new demarcation that was done before the elections of 1 March 2006 (Makhado Municipality Adopted Document on IDP, 2007) and the table below shows the population estimates from the economic perspective:

**Table 3.3.1 Population estimates**

POPULATION ELEMENT	PERCENTAGE (%)
Economically active	54
Economically inactive	46
<b>TOTAL</b>	<b>100</b>

The above figures clearly show that forty six (46%) of the population is economically inactive while fifty four percent is active. The economically inactive part of the population can be attributed to the high percentage of the population under the age of 15, which per definition renders them economically inactive. The majority of the population live in the rural areas and nearly 50% of the population is younger than 15 years. The rural area is also the most underdeveloped area.

Population is an entire group of people or objects that is of interest to the researcher in order to meet the designated set or criteria the researcher is interested in (Brink 1996: 32). In the writing of



Welman et al (2007:126) it is explained that a target population is that which the researcher ideally would like to generalize the results on. When the word population is mentioned, humanity tends to think of it in terms of human population but there is/are animal population as well. According to Jupps and Sapsford (2006:27), a population might consist of individuals, or elements and these could be persons, or events, cabbages, nuts or bolts, cities, patients or anything at all that could be of research interest including observations, judgments and abstract qualities and etc.

During the time of the research, the population of Makhado Local Authority in terms of the total number of employees was six hundred and seventy seven (677) staff members and this is the population that was used during the study than the secular population from the communities. From the six hundred and seventy seven (677) staff members, a sample of two hundred and fifty (250) staff members were drawn from all components of the municipalities. Seaberg (1993: 46) defines the sampling procedure as a specific activity of selecting some cases to be included in a study, while Babbie (1979:158) defines sampling as a process of selecting a subset for possible observation. Grinell (1994: 67) says a sampling plan is a method for including the selected members of a population to be included in a research study, using procedures which will make it possible to draw inferences about the population from the sample Seaberg (1988: 23) in Devos (2002:89) states that a sample is a small portion of the total sets of objects that together comprises the subjects of the study.

A probability sampling method was used guided by Seaberg (1988: 28) who articulated that probability sampling is a sampling method in which every individual within the population has the same known probability of being selected. Devos (1991:105) furthermore writes that probability sampling is a selection of respondents in which all respondents have equal chance of being involved. Rubin and Babbie (2001: 67) state that field research attempted to observe everything within their field of study. In addition, Grinell (1994:145) states that probability sampling is a sampling procedure in which all persons in the events are in a sample frame. The probability sampling that was applied is simple random sampling. According to Barley (1994: 47) in a simple random sampling each and every person in a universe has an equal probability of being chosen for the sample. The person is selected without showing bias for any personal characteristics. It is known as a sampling without replacement, the procedure of simple random sampling is that, the

numbers assigned to each person or to a sampling unit in the sampling frame, so that one cannot be biased by labels, names, or any other identifying criteria.

It was ensured that a sample that was drawn was representative of the population frame in terms of male and female ratio and various age groups. According to Kruger and Welman (1999: 69) a sampling frame is a complete list on which each unit of analysis is listed. Unless such a sampling frame is borne in mind, it is in fact impossible to judge the representativeness of the obtained sample properly. The sample should not only be representative, but should be representative of the sample frame which ideally is the same as the population, but which often differs due to practical problems relating to availability of information. Although the population frame is useful in providing a listing of each element in the population, it may not always be a current updated listing.

### **3.4 DATA COLLECTION**

A questionnaire was used as a tool for data collection. Referring to Polit and Hungler, (1991:193), a questionnaire is a useful tool for collection of data, the collection of data herein refers to primary data in that secondary data was collected in the literature review as discussed in chapter two. According to Welman and Kruger (2000: 71), secondary data consists of information that already exists and having been collected for another purpose. The secondary data collected in chapter two might have been originally collected for a different purpose, but was found relevant to add value in the purpose of this study. The primary data collected herein is directly and meaningfully collected to specifically advance the purpose of this study. The use of the questionnaire reaped the following advantage for the study as advocated in the writing of (Treece and Treece, 277: 277) that the questionnaire is the rapid and efficient method of gathering data; it was inexpensive to administer; respondents could remain anonymous; it was discovered to be the easiest tool to use to test for reliability and validity; analysis and interpretation of data was easily accomplished; measurements was enhanced because all the respondents responded to the same question. The final questionnaire used in administration of this survey study is provided as Annexure A.

In compiling the questionnaire, ethical issues were given due attention in that the questionnaire used for data collection was designed to be anonymous. It was specifically indicated that the instrument is implemented for study purpose. The constitutional rights of the respondents were respected and protected in that they (respondents) were not compelled to participate against their

will and neither were they required to disclose their personal particulars. The National Committee for Ethics in Social Science Research in Health (2000: 15) published useful ethical guidelines for Social Science Research in Health. The guidelines provide for ethical principles, rights and responsibilities of researchers and institutions that were familiarized with in this study. The questionnaire was briefly structured and clearly designed. It consisted of twenty seven (27) structured questions and only one question which was open ended. The questionnaire was coded through the numbering system. Coding involves applying a set of rules to the data to transform information from one form to another. It is often a straightforward administrative task that involves transforming the information provided on a questionnaire into numerical format (Terre et al, 2006: 190). The computer does not understand for example what male and female are so data was transform into numbers by coding males and females. Thus, at this stage of the study, it was already envisaged that analysis of data as discussed in point 3.5, would be carried out through the computer. The structured and closed ended questionnaires are sometimes called the forced choice questionnaire. The advantage they provide is that they are easy to analyse; the respondents are provided with a number of alternative responses suitable to the situation (Treece and Treece, 280-2812). In the compilation of the questionnaire, enough options were provided for the question probed. The respondents were expected to tick their responses where applicable while in the open ended question they were expected to respond thereby listing any applicable respond.

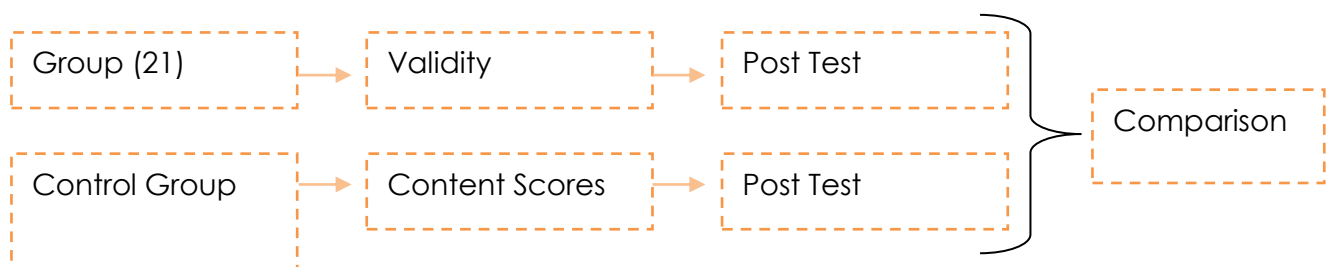
The administration of the questionnaire followed a combination of two methods in that some of them were emailed to the respondents while others were personally administered. Serakan's writing (1984: 200) inform that personally administered questionnaire is the best way to collect data and that data can be collected within a short space of time. Any doubts that the respondents could have becomes clarified on the spot. In a personally administered environment, it became easier to motivate the respondents to participate, although not compelling them to participate against their will. Smit (1995: 47) articulate that mailed questionnaire makes it difficult to establish the representativeness of sample; in this study such difficulty was not experienced. The emailed questionnaires were equally returned in the expected time.

### 3.5 Pre-Testing of the Questionnaire

Before the collection of data, the questionnaire as the instrument of data collection was pre-tested to about twenty one (21) members of the Makhado Local Authority. The word pre-test refers to the trial test of the instrument developed. The pre-test is a technique of testing the validity and the reliability of the instrument developed from the study (Treece & Treece, 1986: 379). During the pretesting of the questionnaire, there were some spelling mistakes that were detected and corrected from the questionnaire. In addition, some questions were detected to be irrelevant and be deleted while some required re-construction which was/were correctly effected. Additional questions were also included and the format of the questionnaire was adjusted.

There are pre-test (for the experiential group) and post-test (for the control groups) design requiring that subjects are randomly assigned. The experimental group is subjected to the event of treatment on content validity. A comparison was thereafter made of the pre-test and post test scores of the experimental group as well as the post test scores of the experimental and the control group in order to assess whether the event or treatment made any difference to the scores of the experimental scores.

#### *Experiential*



The twenty one members of the staff whom the questionnaire was tested constitute the experiential group. The results of the comparisons scores denoted that had it not been that pre-testing was carried out, the grammatical errors and deconstruction of some sentences would have rendered dysfunctional certain elements of the obtained results.

### 3.6. INTERVIEWS

Interviews were conducted in this research project guided by the perspectives expressed in the writings of Bailey (1987:176) in expressing that interviews are a useful tool of social interaction between two persons. Two types of interviews as recommended by Huysamen (1994: 144) were applied i.e. face to face and telephonic interviews in that when data is collected by means of face to face interviews, an interviewer has an opportunity to work closely with the respondents and could assist them where some component(s) of a questionnaire are not clear. Face to face interviews were carried out in the offices of Makhado Local Municipality to realize the ultimate objective of effective data collection during office hours. With respect to an alternative telephonic method that was applied, Huysamen (1994: 144) states that the interviewer asks questions from the interview schedule over the telephone and records the respondent's responses. Telephonic interviews was applied in relation with one workplace center of Makhado Local Municipality which is based in Vuwani. It was difficult to reach out to the Vuwani center of Makhado Local Municipality due to community unrest.

In making use of interviews as a research technique in this study, the following advantages advanced in the writing of (Bailey, 1987: 174) were maximized: Interviews provided an opportunity for more specific answers and repeated the question(s) where misunderstanding prevailed. In the event that misunderstanding of a specific question was observed during the interviewing session, clarity was provided without much difficulties that could have been experienced if contrary methods should have been applied in order to collect data.

The presence of the interviewer facilitated observance of nonverbal behaviour and assess the validity of the respondent's answers. The interviewers were able to record spontaneous answers and spontaneous answers are expected to be more informative and less normative than answers about which the respondents had to think over and again, the answers which might compromise the study. The most advantage is that the interviewer was able to ensure that all questions were answered and recorded and completeness was achieved at the highest level.

The following advantages of telephonic interviews which are stated by Huysamen (1994: 147) proved to be fruitful in the implementation of this research project. Costs and ease application was undoubtedly one of the most critical advantages of telephonic interviews especially that targeted respondents were spread over a vast geographical area such that telephonic interviews facilitated faster collection of data than what could have been achieved if face to face interviews was applied. The respondents had a greater impression of anonymity in telephonic interview than in face to face interviews and this culminated into greater honesty and less false responses.

### **3.7. DATA ANALYSES**

The collected data was analysed through a computer programme, Excel spread sheet. Before the programme was applied, a template had to be created first correspondingly with how the questionnaire was compiled. The responses of those who participated in the study were punched in the created spread sheet. According to Bless and Smith, (2000:137) once data collection and checking have been compiled, the researcher should begin the process of data analysis. The analysis is carried out so that consistent patterns within data such as consistent covariance of two or more variables are detected. In this regard, during the analysis of data, there has been a lot of correlation of data that were carried out in order to provide appropriate understanding of what is recorded. Most data analyses today are conducted with computers, ranging from large, and mainframe computers to small. A computer can go beyond simple counting and sorting to perform intricate computations and provide sophisticated presentations of the results. Popular computer programs examine several variables simultaneously and can compute a variety of results (Babbie & Mouton, 2001: 410).

The analysis of independent and dependent variables were carried out through correlative analysis. A variable is anything that can change or anything that is liable to change. They are attributed of their independence and their dependency to the other and one another. Independent variables in the questionnaire are those that stand alone and are not dependent on any other. They are stated first and be followed by the other that dependents on them in order to communicate further meaning(s) (Treece & Treece, 1986: 156). In the writings of Wimmer and Dominick (1987: 46), dependent variables require to be observed and were indeed herein observed in the analysis. The dependent variables constitute what the researcher intends to explain. Thus, the question of

unconstrained behaviour, which was open-ended and unstructured was analyzed through systematic observation or recording of the free responses of the respondents. The recordings were individualized and interpreted accumulatively into the aggregated categories of responses. The aim of less structured observation is to produce detailed qualitative data on the responses recorded. The emphasis is on flexibility, and on recording behaviour and events in their wholeness, taking full account of the context under which they were recorded and examining the perspectives and interpretations of participants (Jupp & Sapsford, 2006: 82). The analysis of this question was however time consuming as compared to the others that were structured, quantified and coded. The presentation of data analyses is carried out in chapter four. The presentation is in the form of various graphs and tabularization. The coded data is presented in the form of per centile accumulation.

### **3.8. CONCLUSION**

The methodological and design essentials are discussed above herein. The study was representative of the unit of analysis targeted population, inclusive of the population frame. The sampling method of the probability sampling was selected and applied to satisfy the purpose and the aim of the study. Data was collected making use of the questionnaire as a valid and reliable instrument. The instrument was pre tested in order to pilot its content and process provision. Face to face interviews were carried out while some of the questionnaire was administered telephonically. The collected data was analysed through the computer programmes while the results are presented in the subsequent chapter four.

## CHAPTER FOUR

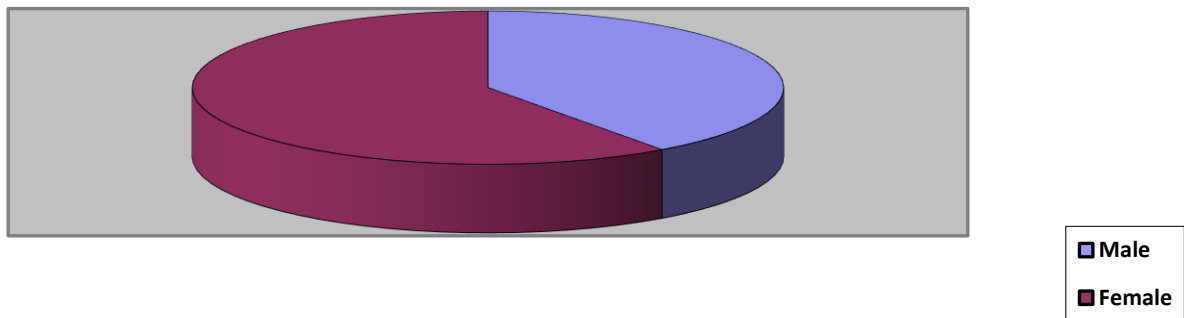
### DATA ANALYSES AND PRESENTATION

#### 4.1. INTRODUCTION

This chapter presents data that have been analysed after it has been collected from the respondents. The presentation somewhat comparatively connected with one aspect of certain data that was collected by the Statistics South Africa on the same provision of basic services. The reason why specific data was comparatively presented was to provide utility to the study and provide precise comprehension regarding challenges faced by Makhado Local Municipality. The reader might find more information beyond the study area insofar as the provision of basic free services matters. The provincial data provides broader spectrum while the situation of Makhado provides specific information and challenges within the jurisdiction of the Municipality.

#### 4.2. GENDER REPRESENTATION

The number of the respondents who participated in the study were analysed from the perspectives of their gender orientation. The notion of gender is useful for the purpose of representation and diversification of views. It may as well serve other purpose within the ambit of human resource management but in the context of this study, generalization and diversification of views between male and female proportion of the sample of the population involved was of primary consideration.

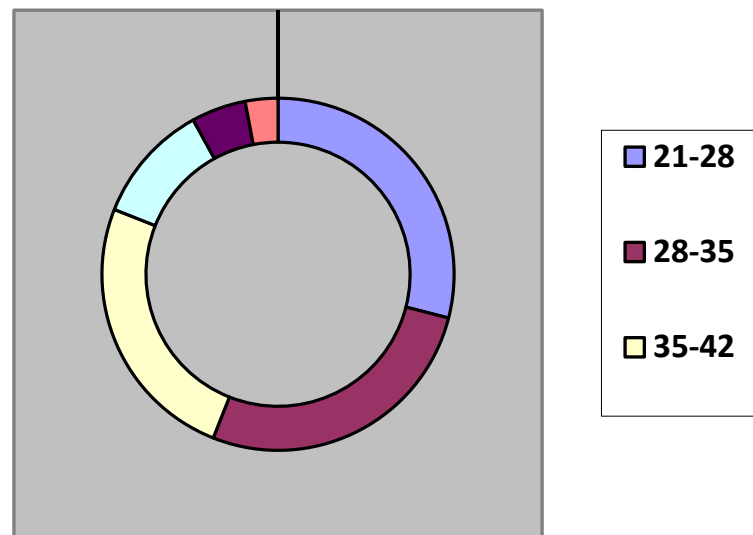




Sixty percent (60%) of the respondents were female while forty (40%) percent were males. Lack of the provision of free basic service might adversely affect female and male components of the population differently. Since there are many female components in the society as compared to males, lack of the provision of free basic services might have a serious impact on them in that these essentials propel welfare of families in the domestic terrain. The larger participation of sixty percent of females in the study might justify responses counterbalanced by the forty percent (40%) of male respondents.

### 4.3. AGE VARIATIONS

Respondents to the study were of varied age margins. The age margins were recorded to comprehend not only the gender orientation that is cited above, but also their age variations. According to the information of the respondents as collected, the age of the respondents was distributed along the scale as it appears below herein:



Twenty nine percent (29%) of the respondents were between the age of twenty one and twenty eight (21-28) while twenty seven percent (27%) were between the age of twenty eight and thirty five (28-35). Twenty five percent (25%) of the respondents were between thirty five and forty two (35-42) years of age. Eleven percent (11%) of the respondents were between the age of forty two

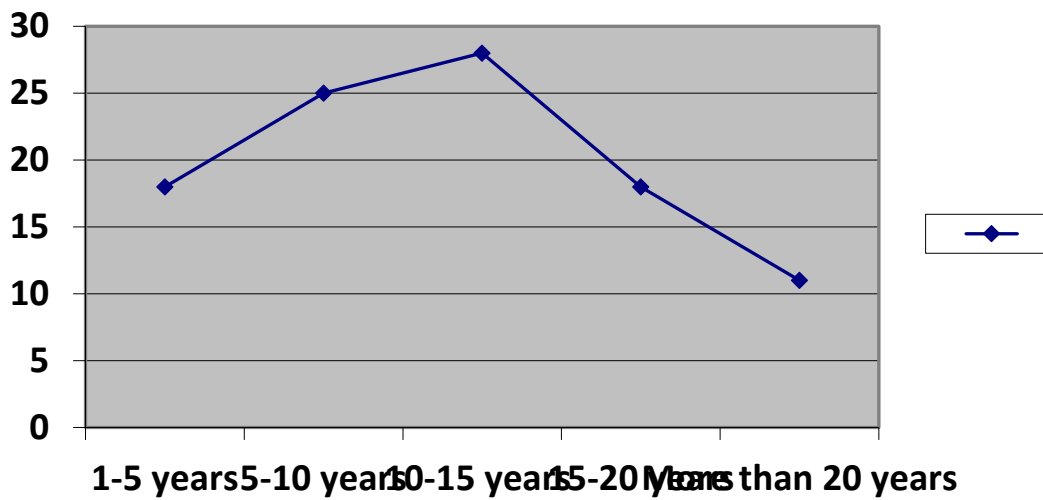
and forty nine (42-49). Additional percentage distribution were of those who were between the age of forty nine and fifty six (49-56) and these age distribution consisted of five percent (5%) of the entire sample population of the respondents. There was additional three percent (3%) of those who were above fifty six (56) years.

The last percentage that is reported of three percent (3%) might appear to be insignificant statistically but it had to be reported to achieve the required one hundred percent equation. In the event that it was not reported, it would have been reported as missing percentage, culminating to invalid reporting.

The age distribution that is reported implies that challenges that are faced by Makhado Local Authority in the provision of free basic services are investigated and responded to with a balanced perspectives of the respondents from varied age groups.

#### **4.4. Years spent at Makhado Local Authority**

A determination was made as to whether the respondents have sufficient experience in the services of Makhado Local Authority. This critical to determine in order to ensure that what they are providing for the study is valid and that it is backed by active involvement in the mater under investigation.

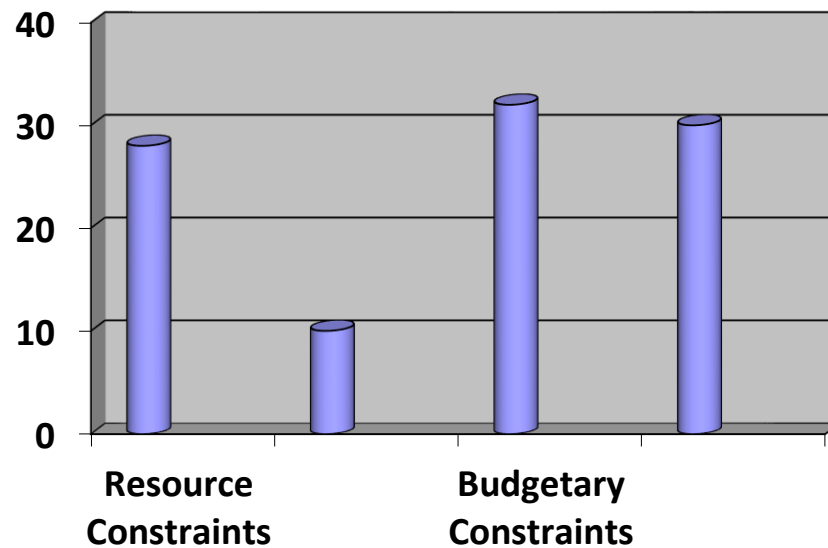


Eighteen percent (18%) of the respondents worked at Makhado local Authority between one and five (1-5) years while twenty five percent (25%) worked there between five and ten (5-10) years, The respondents who worked there between ten and fifteen (10-15) years constituted twenty eight percent (28%) while eighteen percent (18%) of the respondents worked at Makhado local Authority between fifteen and twenty (15-20) years A proportion of eleven percent (11%) worked at the municipality for more than twenty (20) years .

An analytical perspective denote that the respondents to the study have sufficient experience and their responses might have validated the study. It could have been different in line with the validity and the reliability aspects if their experiences were not fairly distributed in this manner.

#### 4.5. CHALLENGES FACED BY MAKHADO LOCAL AUTHORITY

The respondents were asked to indicate the challenges that are faced by Makhado Local Authority in the provision of free basic services and the following were their responses:



Thirty two percent (32%) of the respondents indicated that budgetary constraints is the main challenge facing Makhado local Authority in the provision of free basic services while thirty percent indicated that insufficient funds is the main challenge. Twenty eight percent (28%) sided with resource constraints while ten percent (10%) expressed that lack of infrastructure to constitute a challenge in the provision of free basic services.

It can be deduced that in the event that there are budgetary constraints, resource constraints and insufficient funding, lack of infrastructure cannot be responded to effectively and efficiently because the three aspects that are lacking are the enablers of infrastructural investment. In overall, it can be deduced that the actual challenge faced by Makhado local Authority is in the area of resources, budget and funding and that the lack of infrastructure is the culminated effects.

This challenges experienced by Makhado Local Authority are collaborated with the work carried out by Statistics South Africa in conducting a survey pertaining number of consumer units receiving water and free basic water services from municipalities over the period 2014 and 2015. The proportion benefitting for Limpopo Province was thirty six percent (36%).

**Table 4.5.1 Number of Consumer units receiving free basic services**

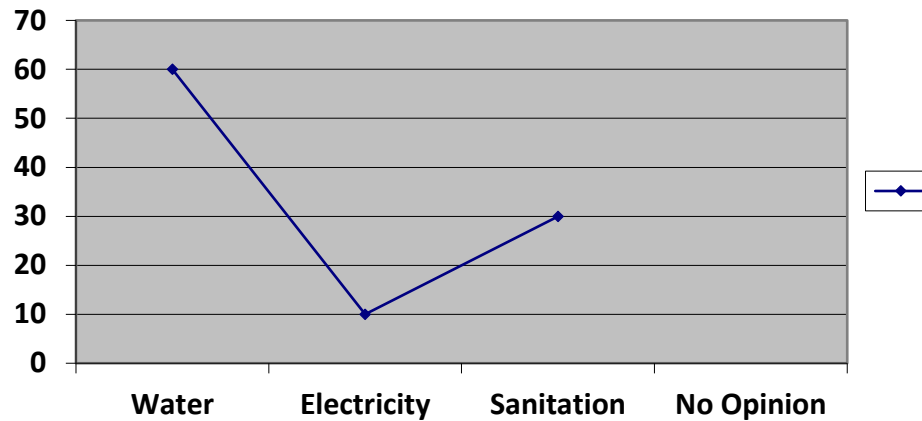
Province	2014*			2015		
	Number of consumer units receiving basic water services	Number of consumer units receiving free basic water services	Proportion benefiting (%)	Number of consumer units receiving basic water services	Number of consumer units receiving free basic water services	Proportion benefiting (%)
Western Cape	1 207 845	926 007	76,7	1 267 789	1 019 484	80,4
Eastern Cape	1 543 859	610 690	39,6	1 590 824	688 459	43,3
Northern Cape	283 657	68 700	24,2	291 970	93 856	32,1
Free State	737 134	169 695	23,0	756 054	151 112	20,0
KwaZulu-Natal	2 115 411	856 225	40,5	2 168 885	764 438	35,2
North West	887 356	196 766	22,2	907 922	133 443	14,7
Gauteng	3 161 842	950 551	30,1	3 201 590	930 300	29,1
Mpumalanga	1 049 447	433 979	41,4	1 082 471	357 417	33,0
Limpopo	1 221 715	459 973	37,6	1 250 675	450 281	36,0
South Africa	12 208 266	4 672 586	38,3	12 518 180	4 588 790	36,7

Some figures have been revised.

Through deductive analyses, it can be outlined that the thirty seven point six percent (37.6%) of the consumer units receiving free basic services in 2014 and thirty six percent (36%) in 2015 in Limpopo Province, cascaded to Makhado Local Authority denote that this percentage is relatively low due to lack of resources in that resource constrains, budgetary constraints, lack of funding are all resource related challenges.

#### **4.6. PROVISION OF FREE BASIC SERVICES**

The challenges faced by Makhado Local Authority were not only explored from the perspective of resources, budgetary constraints, and insufficient funds but also from the perspective of the free basic service themselves. The respondents were asked to indicate whether it is more of a challenge to provide for water in relation with sanitation or electricity and their responses were as follows:



Sixty percent (60%) of the respondents indicated in affirmation that that provision of water is more of a greater challenge for Makhado Local Authority to provide, followed by thirty percent (30%) of affirmation in sanitation. The challenges related to electricity was affirmed and alluded to, at ten percent (10%) and this might be due to the fact that that electricity is provided and connected by ESKOM and not directly by the municipality. In their nature, the provision of water and sanitation are closely related, hence the percentages are higher than the one for electricity.

The respondents were required to express if they have no opinion in this matter but none of the respondents became neutral in terms of having no opinion on the matter as optionally provided. In this regard, it can be deduced that respondents expressed strong committed views on the matter.

In another inquiry outlined by the Statistics South Africa, it is indicated that the province of Limpopo where Makhado Local Authority is based recorded the higher level of seventy four percent (74%) in terms of access of poor households to electricity. The higher percentage could be due to partnership between the Municipality and ESKOM, attesting that it is not a high challenge for electricity to be provided as attested by the ten percent (10%) in relation to Makhado Local Authority. Sixty nine percent (69%) of the poor household are able to access water services while 6.7 % do so in relation with sanitation. The huge differences recorded in relation with water and sanitation in relation with Makhado Local Authority is due to provincial aggregation.

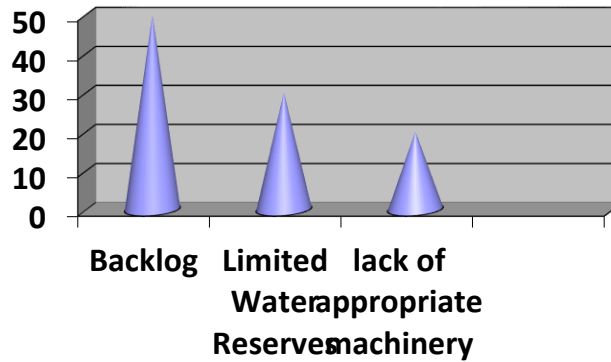
**Table 4.6.1. Access of poor households to essential services per province**

Province	Water	Electricity	Sanitation & sewerage	Solid waste management
WC	87.4	77.2	66.6	68.0
EC	24.3	52.3	12.9	16.3
NC	74.8	73.4	46.4	56.2
FS	85.5	81.5	49.3	70.7
KZN	42.5	51.7	12.9	17.7
NW	69.7	77.2	26.3	37.9
GP	80.1	63.3	58.4	65.1
MP	54.4	76.0	16.3	19.4
LP	69.1	74.0	6.7	5.5
RSA	56.9	65.0	23.3	28.3

*Source: LCS, 2008/2009, Statistics South Africa*

#### **4.7. REASONS WHY FREE BASIC SERVICES ARE NOT PROVIDED**

A follow up question was probed as to what are the reasons why free basic services are not provided by Makhado Local Authority. The question was asked in order to consolidate the comprehension of the challenges that Makhado Local Authority is experiencing in the provision of free basic services. Inasmuch as there can be challenges that are experienced but the reasons why these essential services are not provided were deemed important as well and as much.

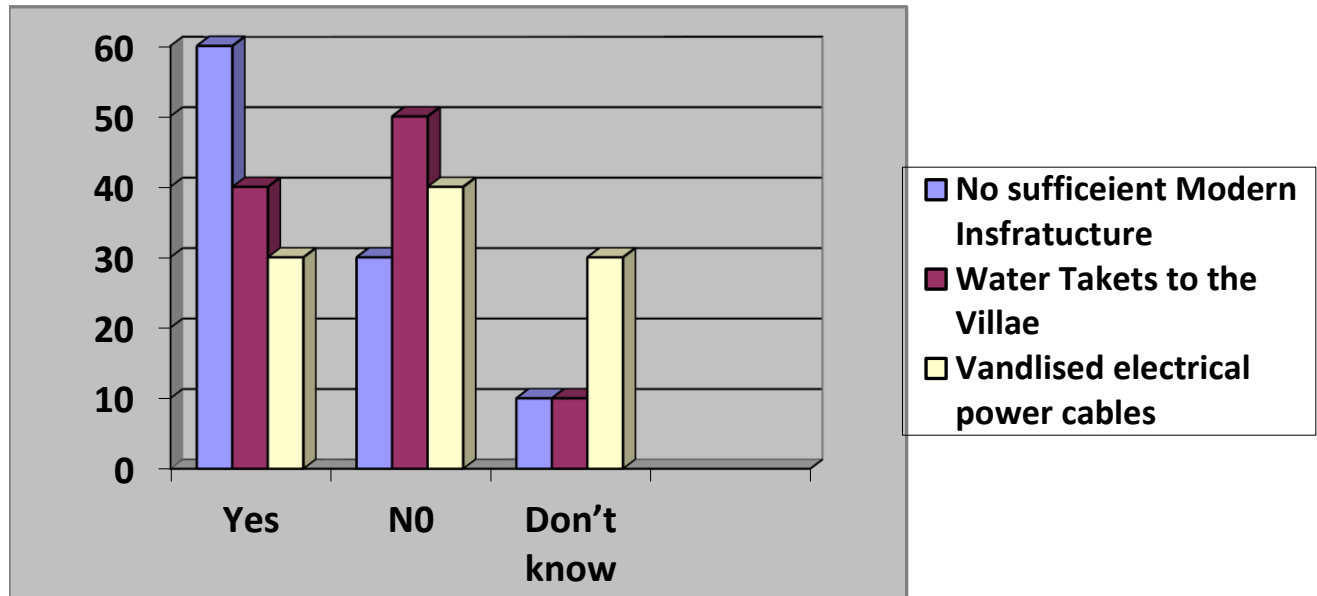


Fifty percent (50%) of the respondents provided that the reasons why these essential services are not provided is due to a huge backlog Makhado Local Authority is experiencing. The issue of backlog was also researched in chapter two of the literature reviews where this backlog is recoded in terms of its quantification in the area of water, sanitation and also electricity. There was thirty percent of the respondents who didn't support the notion of backlog, rather their views are that there are limited water reserves while twenty percent alluded reasons related to lack of appropriate machineries. In final analyses of what have been recorded and cited above, one can correlate that the backlog might be caused by budgetary and resource constraints and lack of sufficient funding. It is these constrains that ensures that appropriate machineries lack and these machineries can me in the form of TLB to dig trenches and suitable escalators where necessary and applicable.

#### 4.8. INQUIRY ON THE INFRASTRUCTURE

The study considered that some inquiries should be made regarding the availability of suitable and appropriate infrastructure that should aid the provision of free basic services. In their responses, the respondents indicated the following:





Sixty percent (60%) of the respondents indicated that Makhado local Authority do not have modern infrastructure to provide free basic services while thirty (30%) percent indicated that the municipality has modern infrastructure, and the percentages were paralleled by ten percent (10%) who indicated that they do not know.

There was forty (40%) percent of the respondents who indicated that water is taken to the villages through water tankers whilst fifty percent indicated that there is no water that is taken to the villagers though water tankers, while ten (10%) percent indicated that they do not know whether waters tankers are used or not to transport water to the villages.

Thirty (30%) percent indicated that electrical power cables are vandalized and forty (40%) percent indicated that as far as they know there are no electrical cables that are vandalized while thirty percent indicated that they do not know whether the electrical cables are vandalized or not.

#### 4.9. GENERAL COMMENTS

There are general comments that were made and recorded by the respondents and these comments were around the backlogs in the provision of free basic services. Selected comments peeped into the building of water reserves and an effective turnaround strategy in the provision of water and sanitary pipes in the rural areas. Additional comments were that councillors and traditional leaders should work together and that the elected councillors shouldn't marginalize traditional leaders. Some comments were to the effect that when traditional leaders were in charge, there was better

services in the provision of water than it is currently the case. Some comments were to the effect that the provision of electricity was much appreciated because there is no rural area without electricity although water is more of a scarce resources. Some comments that are made were to the effect that sanitary aspects are important but the municipality should assist in preserving forestry because rural communities might use that as an alternative to sanitation.

There were other comments that were made ranging from the border disputes; how councillors should work; how communities should be represented in Council; how chiefs should be incorporated and be salaried and many other comments which are not given prime importance because they were perceived not to be related to the objective of the study.

#### **4.10. CONCLUSION**

The challenges that are faced by Makhado Local Authority are resource and budgetary related as well as lack of funding. The provision of water is one of the biggest challenge in the area, followed by sanitation, and lastly electricity. Some of the reasons why free basic services are not provided effectively to the communities is/are due to huge backlogs; limitation of water reserves as well as lack of appropriate machinery. Makhado Local Authority also lack modern infrastructure to provide free basic services to their communities and that water is transported to the villages through water tankers.

## **CHAPTER FIVE**

### **CONCLUSIONS AND RECOMMENDATIONS**

#### **5.1. INTRODUCTION**

The aim of this chapter is to provide an overall conclusion and recommendation of the entire study, as unfolded. The conclusions and recommendations are not isolated aspects, but are drawn from the arguments and constructions that are premised on the purpose and findings of the study. The chapter articulates the nature of the logical conclusions of the arguments advanced in the literature review and the analysis of survey as well as conclusions made in each and every chapter. It does not necessarily provide new propositions but emphasizes the propositions effected earlier. The nature and scope application of the chapter is both conclusive and recommendatory.

#### **5.2. CONCLUSIONS**

The conclusion provided herein is more integrative of the entire chapters' based conclusions. It is not necessarily a summation as it takes the form of the conclusion to decisively put finality of the study, to wind it up and to infer and deduce in order to form a final judgment in the form of the recommendations. Where conclusions are provided, some form of recommendations could be affected as the attestation of the acceptable or reputable views, worthy or desirable to be acceptable as such. In an event where a summary is provided, recommendations are not necessarily effected as stand-alone items in that the summation may have inherent recommendations in their articulation but such is not the case where the conclusion approach is sought. The chapter is not a summary of the study in that the Universal Dictionary of the Readers Digest (1987:1516) stipulates that to summarise is to present the substance in a condensed form. In this chapter, there is no presentation which is made of what is already presented in specific chapters and information is not necessarily condensed in its supposed summation presentation, but rather concluded appropriately from the logical sequence the study had followed. In addition, where a summary is provided, new information can still be added which did not form an integral part of the provided main arguments. In view of the fact that no additional or new information is provided in this final chapter, a conclusion approach was sought desirable than the summation approach.

As articulated earlier, the conclusion provided herein follows the arguments advanced in all the unfolded chapters, the arguments being groups of propositions that followed each other in order to provide and support grounds for acceptance. The conclusion of an argument is that a proposition which is affirmed on the basis of the propositions of the arguments, and the other propositions which are affirmed as providing support are reasons for accepting the conclusion of the premises of that argument. Premises and conclusions are relative terms: one and the same propositions can be a premise in one arguments and a conclusion in another. In the conclusion, every event is necessary and predetermined (Copi, 1978: 7-8). According to Popkin, et al, (1981: 238), no conclusion can follow from two negative premises and if a term is not included in the premises, it must not be distributed in the conclusion, hence the provided information above herein that no additional or new information is provided in these conclusive articulations. In addition, a negative conclusion cannot follow from two affirmative premises.

There are certain words or phrases that typically serve to introduce the conclusion of an argument. Among the most common of these conclusion indicators are “therefore”, “hence”, “thus” “so”, “consequently”, “It follows that”. There are other words or phrases that typically serve to mark the premises of an argument. Among the most common of these premise-indicators are words or phrases such as: since” “because”, “for”, “inasmuch”, “for the reason that”. Once an argument has been recognized, these words and phrases assist in identifying its premises and conclusion.

In this vein, it follows that Chapter one provided for the orientation of the study. The nature and scope application of the chapter was introductory, covering fundamental information or basic instructive text for the course of the study. In that orientationally chapter, the problem delimitation and the scoping of the study within the ambit of the broader aim and specific objectives was carried out. The delimitation of the problem provided a parameter or the extent at which the study was envisaged to extend its horizons. The imposed research questions served as an additional reinforce to the problem delimitation, circumscribing the appropriateness of the boundaries of the study. The terminological precision elucidating applicable terms and concepts could not have been carried out in any other chapter, but in that orientationally chapter. Thus the chapter was fairly orientationally in its scope and application of its contextual and content related proportions.

It is inferred that in order to satisfy the requirements for the scientific inquiry and firstly to resolve available information pertaining to the study, secondly to avoid repetitions and thirdly to provide for firm fundamentals for the theoretical discourse, literature was reviewed in chapter two. In the review process, it was deducted that free basic services include water, sanitation and electricity. The provision of these basic free services is regularized by the legislative framework. From the literature reviews, it follows therefore that Makhado Local Authority have lots of backlogs in the provision of free basic services.

The methodological and design essentials therefore found their place of discussion in chapter three. The population of the study area pertaining was shown to isolate the unit of analysis and the targeted population, inclusive of the population frame. The sampling method chosen was rationalized to uphold the purpose and the aim of the study. The manner in which data was collected, making use of the questionnaire as a valid and reliable instrument was justified in the same chapter. The collected data was computed for analyses in chapter four and various graphs were used to interpret the frequencies in percentile form. Data was not only analyzed, but correlated to provide meaningful information. The collected data was primarily useful and served different purposes as compared to the secondary data collected in chapter two. The different graphs and charts applied to present the information simplified the meanings conveyed in the study.

Consequently, whilst each and every unfolded chapter provided for its own conclusion, the one provided herein is a consolidated one, linking the various disintegrated elements and thus it is more inclusive and integrative of various elements and segmentations of the study. It can be concluded in overall that Makhado Local Authority faces serious challenges pertaining budgetary and resource constraints as well as insufficient funding in the quest for the provision of free basic services. It can also be established in conclusive terms that the municipality experiences a number of backlogs in the provision of free basic services and these backlogs are in the stream of water, sanitation and the provisioning of electricity.

### **5.3. RECOMMENDATIONS**

It is recommended that Makhado Local Authority require to formulate effective and efficient strategies to address backlogs in the provisioning of free basic services.

It is further recommended that the municipality should construct effective mechanisms to address the resource constraints in order for them to provide the expected free basic services to their communities.

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**Annexure A**  
**Questionnaire**

**UNIVERSITY OF VENDA**  
**DEPARTMENT OF PUBLIC ADMINISTRATION**  
**FOR STUDY PURPOSE**

*Dear Respondents:*

I'm a Masters student "Investigating the challenges faced by Makhado Municipality in the provision of Free Basic Services, Water, Electricity and Sanitation" I humbly request you to participate in this study.

Your participation in this study is considered very important. The survey will take only about less than an hour of your time. There is no right or wrong answers. All that matters is your honest opinion.

The information which you shall supply will be treated as confidential and will only be used for this study. Information about name is not needed.

Thanks for your cooperation

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**A.F MUTHAMBI**

## ANNEXURE A

### RESEARCH QUESTIONNAIRE: FOR STUDY PURPOSE

Kindly supply the following information. Please note that your name is not required since the completion of this questionnaire is confidential. Mark X on the space provided below.

#### SECTION A: Personal Information of the respondents

##### 1. Age

21-28	1
28-35	2
35—42	3
49-56	4
Above 56	5

##### 2. Gender

Male	1
Female	2

##### 3. Current Position

Director Technical Services	1
Manager Finance	2
Administrative Officer (Housing)	3
Cashier	4
Ass. Manager : Roads & Storm Water	5
Other ( )	6

##### 4. Year spent at Makhado Municipality

<b>Between 1-5-years</b>	<b>1</b>
<b>Between 5-10 years</b>	<b>2</b>
<b>Between 10-15 years</b>	<b>3</b>
<b>Between 15-20 years</b>	<b>4</b>
<b>More than 20 years</b>	<b>5</b>

## **SECTION B: Service Delivery**

**Please indicate the degree to which you agree or disagree with each of the following by marking the number that best describe your provision of service.**

	<b>Strongly Agree</b>	<b>Agree</b>	<b>No Opinion</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>5.</b> The delivery of free basic services is challenged by resource constraints	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>6.</b> There is a huge backlog within the municipality in respect of the provision of free basic services	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>7.</b> Lack of infrastructure is a serious challenge faced by the Municipality in the provision of free basic services	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>8.</b> Budgetary constraints are serious challenges when free basic services are to be provided.	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>9.</b> The current funding arrangements that support Free Basic Services are insufficient	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>10.</b> The rural area is also the most underdeveloped area and more	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

resources are required to provide free basic services					
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### SECTION C: Provision of Free Basic Services

	Yes	No	No Opinion
<b>11.</b> There is a huge challenge of water provision in the Makhado local authority	<b>1</b>	<b>2</b>	<b>3</b>
<b>12..</b> There is a huge challenge of electricity provision in the local authority	<b>1</b>	<b>3</b>	<b>3</b>
<b>13.</b> There is a huge challenge of sanitation in the Makhado local authority	<b>1</b>	<b>2</b>	<b>3</b>

### Section D: Reasons why free basic services are not provided

	Strongly Agree	Agree	Disagree	Strongly Disagree
<b>14.</b> There is a huge backlog in the provision of free basic services	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>15.</b> There are limited water reserves.	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>
<b>16.</b> It takes time for the municipality to install water	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>

services due to lack of appropriate infrastructure				
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### Section E: Inquiries on the Infrastructure(s)

No sufficient infrastructure	Yes	No	Don't know
Water taken to villages by water tankers	Yes	No	Don't know
Vandalized electrical power cables	Yes	No	Don't know

### General Comments

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