

**EXPLORING ACCESS TO BASIC SERVICES TO SUPPORT LOCAL ECONOMIC
DEVELOPMENT:
A CASE STUDY OF MAHWELERING, MOGALAKWENA LOCAL MUNICIPALITY**

BY

TSHILIDZI NEMAKHAVHANI

STUDENT NO: 11530788

SUPERVISOR: PROF. J. CHAKWIZIRA

CO-SUPERVISOR: PROF. P. BIKAM

**This dissertation is submitted in fulfilment of the requirements for the award of a
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DECLARATION

Full names of student: Tshilidzi Nemakhavhani

Student number: 11530788

Declaration

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ETHICS STATEMENT

I **Tshilidzi Nemakhavhani** have obtained, for the research described in this work, the applicable research ethics approval (Appendix Annexure D attached).

I further declare that I have observed and complied with the ethical standards required in terms of the University of Venda's Code of ethics for researchers and the Policy guidelines for responsible research.

ACKNOWLEDGEMENTS

I thank my Almighty God for giving me the opportunity to study at the University of Venda, the courage, and the perseverance to realize this study despite several setbacks encountered. I also want to thank my family and friends who supported me during the period of studying.

Worth mentioning is my supervisor Professor J. Chakwizira and co-supervisor Professor P. Bikam for patiently encouraging and advising me whenever the sun of hope was about to set. Thank you very much for your guidance and wisdom throughout this research.

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ABSTRACT

The study focuses on exploring access to basic services to support local economic development in Mahwelereng area, Mogalakwena Local Municipality. Provision of basic services has been a challenge in most of the local municipalities in South Africa. In most of these municipalities, the basic service delivery challenges have resulted in public protests. It is in this context that several regions within South Africa have experienced service delivery protests since 1994, which are characterised by increased violence and local governance system inefficiency debates.

The Mogalakwena Local Municipality as part of local government is mandated to fulfil constitutional obligations to ensure that provision of sustainable, effective, and efficient basic services (such as water, sanitation, electricity, refuse removal and roads networks) to the communities, while promoting social and local economic development in the area that they serve. The supply of basic services in Mokgalakwena Local Municipality has over the years experienced severe infrastructural and delivery challenges which involve poor capacity, electricity blackouts and disruptions, poor sanitation, rapid loss of water supply due to leaks, and service provision management challenges.

A qualitative research approach was employed in this study because the study was explanatory and descriptive in nature. This approach assisted in investigating the study problem, its nature, magnitude, and severity within the specific social and or geographic settings rather than broader populations. The primary data source were interviews, while the secondary sources was documents reviews, Integrated Development Plan (IDP), Spatial Development Framework (SDF) and Integrated Transport Plan (ITP), which included books, journals, dissertations, and reports. The sampled key informant population or target groups in the study area included community members, ward committee members or councillors, managers, and technicians of the Mogalakwena municipal area.

The findings are expressed by means of discussing the extent of the provision of basic services to support local economic development in communities. Furthermore, they were determined by the impacts of poor service delivery on supporting local economic development and challenges experienced by the local municipalities in terms of basic service delivery.

Based on the findings and analyses, the study recommended a raft of strategies that can be used by the Municipalities in improving basic service delivery to the residents; those strategies include Performance Measurement, Motivation, Capacity building within municipalities. Strengthening

and better aligning the IDP, SDF and ITP is one way through which the systems of planning at local government level can be improved to better support sustainable access to basic services, local economic growth and development. However, implementing these study findings must be done in adherence and compliance to existing legislative and policy frameworks.

Furthermore, the study concluded that Mogalakwena Municipality should further streamline and strengthen the effective and efficient legislative and policy framework that underpin the adequate provision of basic services to the residents of Mahwelereng. In addition, the implementation and updating of local economic growth and development policies, strategies and ancillary programmatic action coupled with implementing new and amending existing by-laws that support satisfactory basic service delivery to the residents of Mahwelereng should be a top development priority in local government areas such as typified by the study area.

Keywords: *Municipality, Local Economic Development, Mogalakwena, Mahwelereng, Basic services*

List of acronyms

Acronyms	Descriptions
LED	Local Economic Development
MLM	Mogalakwena Local Municipality
IDP	Integrated Development Plan
DBSA	Development Bank of Southern Africa
SDF	Spatial Development Framework
NGO	Non-Governmental Organisations
DPSA	Department of Provincial and Local Government and Department of Public Service and Administration
GCIS	Government Communication and Information Systems
ITP	Integrated Transport Plan
VIDCOs	Village Development Committees
WADCOs	Ward Development Committees
CAMPFIRE	Communal Areas Management Programme for Indigenous Resources
DDG	District Development Grant
MLG	Ministry of Local Government, Public Construction and National Housing
RDF	Rural Development Fund
CAP	Community Action Plan
DDC	District Development Committees
NDP	National Development Plan
NGO	Non-Governmental Organisations
MSA	Municipal System Act (Act 32 of 2000)
COGTA	Department of Cooperative Governance and Traditional Affairs
NDP	National Development Plan
NEMA	National Environmental Management Act
SPLUMA	Spatial Planning and Land Use Management Act (Act 16 of 2013)
NLTA	National Land Transport Act, 2009
DoRA	Division of Revenue Act
B2B	Back-To-Basics Programme
DBSA	Development Bank of Southern African
DDM	District Development Model

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1 CHAPTER ONE: BACKGROUND OF THE STUDY

1.1 Introduction

Mutyambizi, Mokhele, Ndinda & Hongoro (2020:14) assert that several developing countries are facing basic service delivery challenges. In most of these countries, the basic service delivery challenges have resulted in public protests (Xulu, 2019:13). In this context, several South African regions have been experiencing service delivery protests which have been characterised by increased antagonism or violence since 1994. According to Morudu (2017:25), in South Africa, the incidents of violent protests in respect of poor service delivery have been viewed as systemic for the past decades.

According to Ramafamba, & Mear (2011:1), basic service delivery is defined as the extent in which municipal services such as sanitation, water, refuse removal, electricity, and road networks are being delivered according to the local economic development needs of the communities. Thobejane (2011:23) claims that there is a linkage between basic service delivery and local economic development. Provision of adequate basic services to the communities plays an imperative role in supporting the local economic development. Development Bank of Southern Africa study on Local Economic Development (LED) (2020:14) indicated that LED is “concerned with the creation of an environment, which will engage stakeholders in implementing strategies and programmes”. Furthermore, LED is described as the constitutional mandate for every municipality. In this vein, the main responsibility of municipalities (local and district) is to establish an environment which support LED and that can attract both private and public investment (Ramafamba, & Mear ,2011:19). In most cases, private investment is attracted by reliable basic service delivery (Allan & Heese, 2016:19).

Furthermore, a report by Global Insight’s (2009) revealed that communities in Africa face challenges relating to inadequate provision of municipal services and resources to promote local economic development. With respect to this subject, (Frant and Kumar, 2014) indicated that the provision of basic services is to support the local economic development in the communities and put into consideration the unique challenges facing the communities. The authors argue that the characteristics of basic services delivery calls for a realistic framework to enhance the provision of basic services.

Allan & Heese (2016:22), observed that in some areas there is need to amend certain policies on information dissemination to rural communities to target local economic development and growth

where it is really needed. This explains why Kumar (2014:23) indicated that for rural areas to provide basic infrastructure there should be sufficient funding. The author further indicated that the expected output for this approach is to improve and fast-track service delivery to support local economic development through innovative and adapted services delivery framework suitable for local economic development. In addition, Chen (2014:32) indicated that for communities to have access to basic services (clean water, sanitation, electricity, waste removal and socio- economic infrastructure) a service delivery framework approach is needed to support the provision of basic services and their upgrading to intermediate and full services.

Considering that infrastructure is important for the provision of services, there is need for the rehabilitation of existing infrastructure, their maintenance as well as construction of new ones (Xulu, 2019:32 and Allan & Heese, 2016:29). Moreover, the challenge is that provision, rehabilitation, and maintenance of infrastructure require Public – Private Partnership which is not easy to achieve (Mutyambizi, Mokhele, Ndinda & Hongoro, 2020:28). Related to the problems of the provision of services, the challenge is to come up with a service delivery framework to support development.

The provision of basic services was identified as a focal point of the South African government since the transition to the democracy in 1994 (Makhari, 2016:23). Three spheres of government are found in South Africa, and these are National, Provincial and Local government (Morudu, 2017:17). Municipalities are found in the local government that is described as the lowest level of government spheres. Furthermore, municipalities are referred to as an administrative division which may represent big urbanised areas that are covering multiple cities, towns and primarily rural areas (Masiya, Davids & Mangai, 2019:22).

In their capacity as the third and lowest sphere of government and the ones mandated with the responsibilities or functions that are closest or nearest to the local communities, municipalities have frequently been defined as the sphere of government which is mandated with local economic development and supply of basic services to the communities (Akinboade, Mokwena, & Kinpack, 2013:45). Several authors have mentioned that if a municipality fails to effectively perform or carry out its service provision mandates or responsibilities, it must forfeit its rights to exist (Xulu, 2019:19; Mangai, 2016:16 & Morudu, 2017:32). This idealism or notion is mainly rooted in the modern constitutional framework which has been formulated for the local government. Even though all municipalities across South Africa were constitutionally mandated to provide sustainable, effective, and reliable services, such responsibility is very difficult to achieve in reality.

Like other communities, access to basic services in Mahwelereng community is critical for the local economic development of the area. It is in this context that this dissertation uses Mahwelereng community in Mokgalakwena Local Municipality to propose an innovative service delivery framework to support the satisfactory delivery of basic services (such as road network, sanitation, refuse removal, water, and electricity) to promote local economic development.

1.2 Problem Statement

According to the Development Bank of Southern Africa (2020:1), efficient and consistent service delivery is identified as one critical challenge which South Africa experiences. This is mainly caused by the fact that the municipalities across South Africa lack resources that are required to fulfil the delivery of basic services to the communities within which they service and operate. Lack of resources, plays major roles in disrupting LED and growth opportunities in the communities.

South Africa is characterised by a public outcry in terms of poor performance of municipalities in basic service delivery. According to Xulu (2019:11), performances of several South African municipalities are below community expectations. Most attempts in evaluating service delivery during the era of post-apartheid South Africa revealed significant numerical improvement regarding the figures of households who obtained access to many basic services. Then what appears to be inconsistent is that regardless of the reported progress within South Africa, there have been an increased outcry of poor basic service delivery among many urban and rural societies recently. This advocates that different dimensions or approaches are needed for the purpose of measuring access to basic or municipal services with the goal of understanding the matter on hand. The supply of basic services in Mokgalakwena Local Municipality has over the decades experienced serious infrastructural and service delivery challenges which involve poor capacity, electricity disruptions, poor sanitation, rapid loss of water supply due to leaks, and service provision management challenges.

Xulu (2019:35) contends that poor basic service delivery has negative impacts towards the quest of supporting local economic development across South Africa. Morudu (2017:11) is of the view that poor water and electricity supply affects the local economic development aspirations of many municipalities in South Africa. Poor basic service delivery unavoidably plays a major role in generating community reactions which generally causes community protests and clashes. Basic service delivery within South African municipalities is predominantly a growing serious problem

amongst the rural and urban areas. Poor implementation of the policies and legislations for basic service delivery is another serious challenge that experienced by the South African municipalities such as Mogalakwena Local Municipality.

1.3 Research aim and objectives

1.3.1 Aim of the Study

The aim of this research study is to determine the level of access to basic services that support local economic development in Mahwelereng area.

1.3.2 Research Objectives

To address the above research problems, the objectives of this research study were as follows:

1. Describing the challenges experienced by the Mogalakwena Local Municipality in terms of basic service delivery.
2. Determining the extent to which the provision of basic services can support local economic development (LED) in Mahwelereng
3. Determining the impacts of poor service delivery in supporting local economic development in Mahwelereng area.
4. Assessing the legislative and policy framework in respect of promoting adequate provision of basic services to the residents of Mahwelereng.
5. Analysing strategies that can be used by the Mogalakwena Local Municipality to support basic service delivery to the residents of Mahwelereng, and
6. Exploring why Mogalakwena Local Municipality is failing to implement policies and legislations that support satisfactory basic services delivery to the residents of Mahwelereng.

1.4 Research Questions

The following questions directed the research study:

- What are the challenges experienced by the Mogalakwena Local Municipality in terms of basic service delivery in Mahwelereng?
- What is the level of access to basic services to residents in Mahwelereng?
- What are the impacts of poor service delivery in supporting local economic development in Mahwelereng area?

- What are the challenges experienced by the Mogalakwena Local Municipality in terms of basic service delivery in Mahwelereng?
- Which strategies can be used by the Mogalakwena Local Municipality to improve basic service delivery to the residents of Mahwelereng?
- Which legislative and policy framework can be used by Mogalakwena Local Municipality to adequately provide basic services to the residents of Mahwelereng?
- Why is Mogalakwena Local Municipality failing to implement policies and by-laws that support satisfactory basic service delivery to the residents of Mahwelereng?

1.5 Significance of the study

This study will be beneficial to generating new and context specific knowledge on the significance of adequate delivery of basic services that is needed to support local economic development. Specific tailor-made strategies for supporting Mogalakwena Local Municipality in its quest for delivering sufficient basic services to the residents of Mahwelereng, will be revealed in this study. Moreover, this study will serve as reference for future scholars, academics, researchers, and practitioners who will be intending to take forward research(es) in the field of the impacts of basic service delivery in supporting LED. Given the difficulties of basic service delivery, this study therefore forms and contributes to part of the solution in comprehending why municipalities are unable to deliver basic services and by extension suggesting ways to resolve the identified challenges.

1.6 Study Limitations

The research was done during COVID – 19 pandemic period, so the researcher did not conduct face-to-face interviews with the municipal officials who were selected to be participants. Moreover, the residents of Mahwelereng feared the Covid – 19, so getting them to be interviewed was a serious challenge which encountered by the researcher. Only few selected participants from Mahwelereng Township were interviewed face-to-face and the Covid-19 protocols were effectively adhered to. Furthermore, the researcher did not get the direct opinions or views of the municipal officials about exploring access to basic services to support Local Economic Development in Mahwelereng Township. Additionally, since the current study is only confined to Mahwelereng Township, the findings of this study cannot be generalised.

1.7 Scope of the study

1.7.1 Theoretical scope

The study is based on exploring access to basic services to support Local Economic Development (LED) within Mahwelereng which is located within a municipal jurisdiction of Mogalakwena Local Municipality (MLM). This study was only limited to a case study of Mahwelereng settlement.

This research project focused on the Mahwelereng township which is found in the Mogalakwena Local Municipality (MLM) in Limpopo Province. This section presents a contextual background of Mahwelereng Township. Furthermore, it offers a brief synopsis of the Mahwelereng's socio-economic analysis (demographics, employment status, age, and gender), and LED policies. The focal purpose of having a discussion on the contextual background of this study is to ensure that readers are familiarised with the study area and also to provide the link to basic service delivery and Local Economic Development (LED). Furthermore, these partial findings though context specific significantly contributes towards the comprehension and interpretations of the key findings that are related directly to the research objectives.

1.7.2 Temporal / Time Scope

The research study was started in March 2021 and was completed in October 2021. The study took eight months to be completed. Thereafter, study analysis and write up compilation commenced.

1.7.3 Geographical Scope and Context

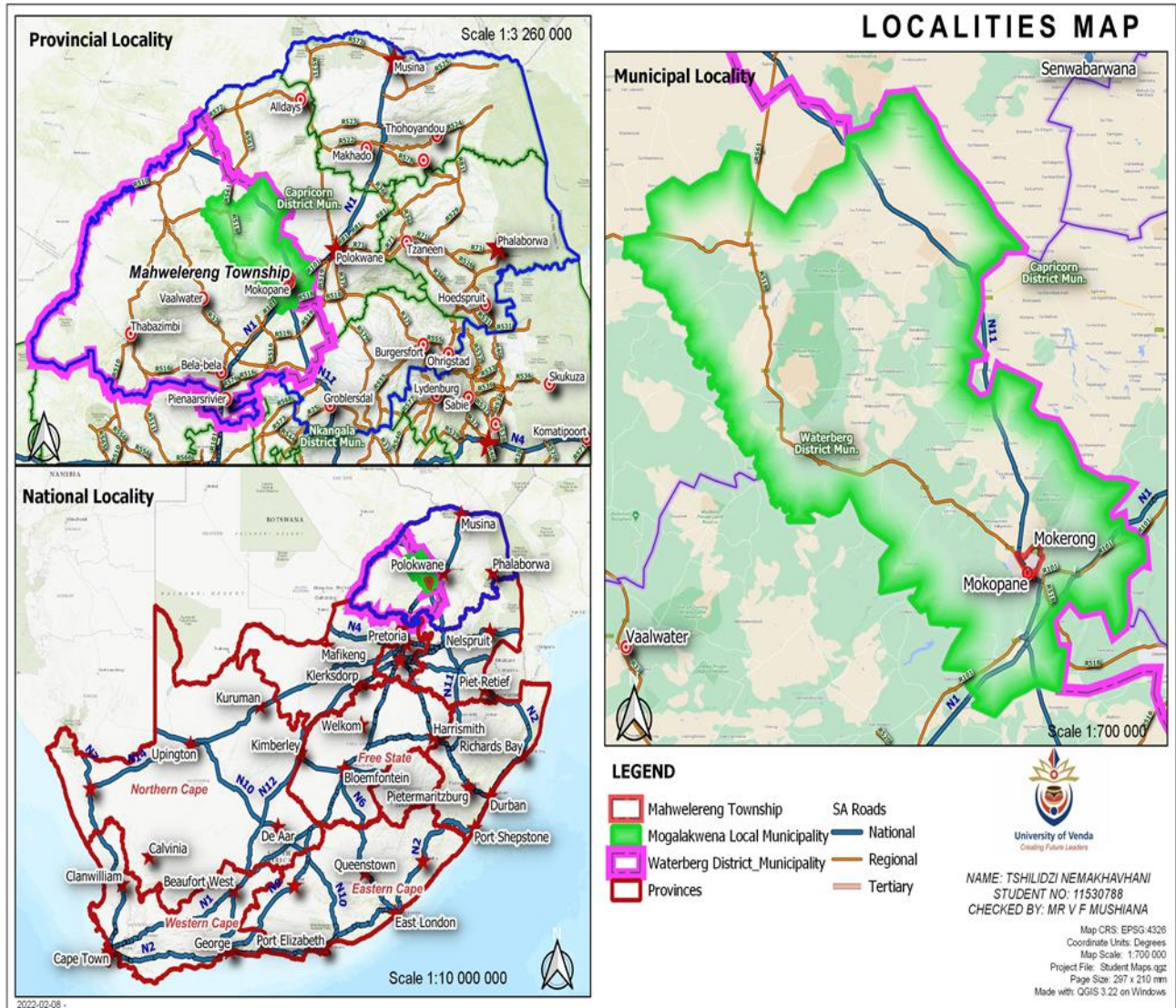
1.7.3.1 Regional Context

Mogalakwena Local Municipality (MLM) is found in Waterberg District Municipality (WDM) and it is one of the six local municipalities that are located in the district. The MLM is characterised by having 6 200Km² in extent and that covers approximately 12% of the total area of WDM. The study area covers an extensive variety of socio-demographic population profiles. The spatial and physical diversity of the area is visible in all components of local development. Mogalakwena Local Municipality is considered to be a typical Category B Local Municipality, located within the iconic Waterberg District Municipality. Mogalakwena functions largely as the interface between the Waterberg District Municipality and the Capricorn District, and is surrounded by mainly deep

rural areas of Lephalale Local Municipality to the north and west (Mogalakwena Local Municipality IDP, 2016:7). Furthermore, to the east direction, MLM is bordered by the city of Polokwane and Blouberg Local Municipality, and to the south direction, that is where Mookgophong Local Municipality and Modimolle local municipality are geographically located. Mogalakwena Local Municipality (MLM) is characterised by having a well-defined rural and urban development footprint which comprise of three (3) proclaimed or formalised townships and one hundred and seventy – eight (178) villages (Mogalakwena Local Municipality IDP, 2016:8). The proclaimed or formalised townships are as follows (i) Mokopane town as a major town of the MLM, (ii) Mahwelereng as secondary node and Rebone as a rural node of the municipality. There are thirty-two (32) wards across the MLM.

Furthermore, MLM has smaller rural settlements which are found between Mokopane and Rebone and they are located approximately 100km to the north along the N11 corridor and Marken settlement which is found along the R518 road. According to Mogalakwena Local Municipality IDP, (2016:12), the N1, N11, and R518 are the main corridor within the MLM. The Mogalakwena river and mountains plays a central role in providing some robust bio-physical environmental elements which boost the local tourism sector of MLM. The Mogalakwena Local Municipality's economy is, to a large extent, reliant on agricultural and mining activities.

Plan 1-1: Mogalakwena LM



Sources: (Own construction, Google edit 2021)

1.7.3.2 Mahwelereng

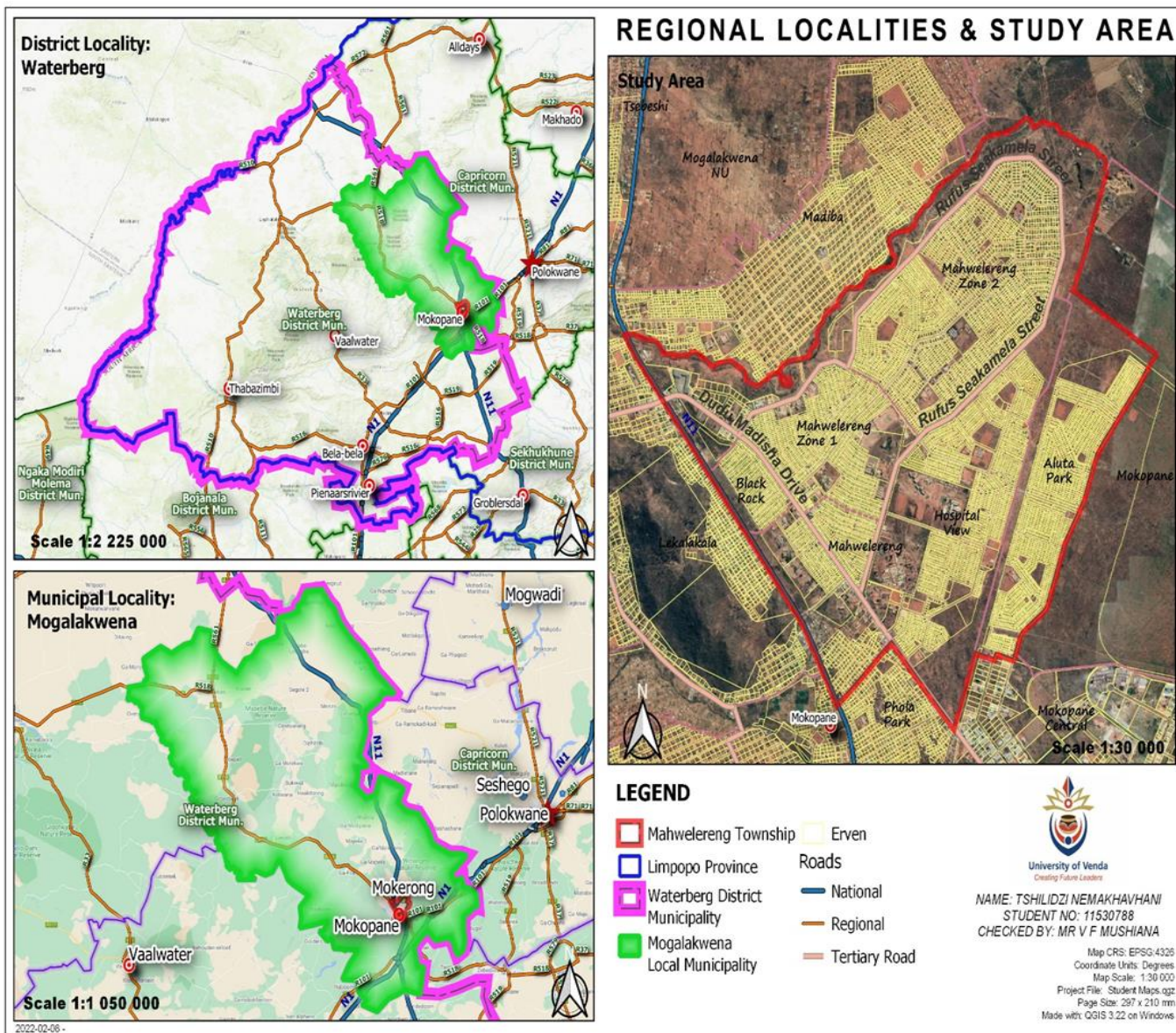
Mahwelereng is one of the urban nodes of Mogalakwena Local Municipality (MLM) and it is a service centres for the residents of Mahwelereng. Moreover, it is located approximately 2km from Mokopane, primary node of MLM. The township was formed due to the Apartheid South Africa’s spatial policies which were implemented in the former Bantustan of Lebowa. The majority of residents of Mahwelereng came from an area that was called by the old residents, “OI” Location”. The “OI” Location symbolises the apartheid spatial planning which drove the African people to far flung parts of the towns. The OI was close to Mokopane town and its residents were moved further moved away from the town of Mokopane. There are still leftovers of “OI” location like the “Bar”

and the Lutheran Church Mission which is found in Sekgakgapeng site. The Mahwelereng township is surrounded by Sekgakgapeng, Mountainview, Moshate, Phola Park and Ga-Madiba.

The Central Business District (CBD) of Mahwelereng Township, which is also known as “Disopong” by the local people, is the main shopping centre for the area that is located next to the Hotel Mahwelereng. Most of the business owners who were removed fiercely from the Old location started afresh to build their businesses in that main shopping centre. The shopping centre accommodated a dairy store, butchery, a fruit and vegetable, supermarkets, bookshop, doctors’ surgery, pharmacy, post office, community hall and some government offices (Mogalakwena Local Municipality IDP, 2016:45). Furthermore, the CBD has since deteriorated due to urban sprawl of Mahwelereng which is caused by expansion of informal home-run shops called by residents as the Spaza shops. Local young entrepreneurs are currently running their businesses such as butcheries, Shisanyamas (local braai areas), hair salons and cash loans. However, these businesses are affected by poor delivery of basic services by MLM. In addition, the majority of people shop in Mokopane town which is located 2km away from Mahwelereng. Currently, the Mahwelereng township has a major Mahwelereng Shopping Center which has a number of shops and it is located next to the Gadone filling station.

These businesses mentioned above, for them to function properly, they require sufficient and reliable basic service delivery from MLM. Furthermore, these businesses are the backbone of the LED of Mahwelereng township.

Plan 1-2: Mahwelereng Township in Mogalakwena LM



Sources: (Own construction, Google Edit, 2021)

1.7.3.3 Socio-economic Profile

The socio-economic profile of the Mahwelereng township is not the key focus of the study but the researcher is of the view that it plays a leading role in the understanding of the population size of Mahwelereng, employment status, age group and gender. The socio-economic profile plays a leading role in identifying the number of residents who have access to municipal basic services that are required for supporting Local Economic Development (LED) in Mahwelereng township.

1.7.3.3.1 Population

According to the Community Survey (2016), Mahwelereng township has approximately 41 072 people with 14 000 households. About 99.4% of the residents of Mahwelereng are Black African and 0.6% is made up of other races namely Coloured, Indian / Asian and White. The majority of the residents of Mahwelereng depend on small businesses which require sustainable basic service delivery from Mogalakwena Local Municipality. These small businesses form part of the LED of Mahwelereng Township.

1.7.3.3.2 Age

In terms of Population distribution by age, the Community Survey (2016) data indicated that the youth under 18 years of age amounted to 34.6% of the population. Table 1.2 below indicates the total age breakdown of the residents of the township of Mahwelereng.

Table 1-2: Age group

Age group	No	%
Under 18	14 211	34.6
18 to 64	22 754	55.4
65+	4 107	10.0
Total	41 072	100.0

Source: SSA: Community Survey (2016)

The breakdown of age groups assists in providing the figures for the economic active population who might be involved in the LED.

1.7.3.3.3 Gender

With regard to gender distribution, Mahwelereng township has more females than males. Females amount to 52% whereas males account for 48%. This implies that when LED activities implemented in Mahwelereng, gender issues must be taken seriously before any development.

1.7.3.3.4 Socio-economic Profile

According to Community Survey (2016), of the 15 787 (38.4%) economically active which constitutes the unemployed and employed people in the township of Mahwelereng, 61.6% of the

residents of Mahwelereng are unemployed. Moreover, unemployment rate of Mahwelereng is one of the highest in the municipality. The MLM IDP (2021) indicated that the municipality is rich in minerals and this must be supported through provision of reliable municipal services. However, unemployment is high and this might be caused by the decrease in mining activities in past years.

Of the 15 787 economically active young people (youth) who were aged from 15–35 years in the area, approximately 52.0% are currently unemployed, which is also the highest figure in the entire municipality. Furthermore, the area is rich in agricultural activities that include livestock and crop farming (sheep, cattle, goats), game, poultry, and citrus. These areas of municipal LED need reliable basic service delivery so that high unemployment in Mahwelereng can be addressed.

The more investment in municipal infrastructure occurs, the more employment opportunities are being created and the more Local Economic Development (LED) will flourish. Through sustainable basic service delivery, MLM will be in a better position to attract both public and private investors while at the same time retaining those who are already in the municipality.

1.7.3.4 Infrastructure Assessment

In an economics context, infrastructure is viewed as the structural element of an economy that permits the production of goods and services that promote employment creation (Makhari, 2016:33). Despite the lack of an exact definition, infrastructure has mainly become understood to encompass “road and rail transport systems, public transport systems, airports, public educational facilities, water supply and water resources, wastewater management, solid waste treatment and disposal, electric power generation and transmission, telecommunications and hazardous waste management systems” (Development Bank of Southern Africa (DBSA), 2016:15). More importantly, several researchers highlighted that it is crucial to adequately comprehend and know that infrastructure does not merely include these physical elements but also take into account the operating procedures, management practices or systems and developmental legislations and policies that play a leading role in enabling the effective utilisation development and maintenance of the infrastructure in response to and addressing the societal demands (Smith & da Lomba, 2008:29).

According to the Development Bank of Southern Africa (DBSA) (2016:12), infrastructure is undeniably a significant prerequisite for short, medium, and long-term economic development and growth within different municipalities in the entire South Africa. Although infrastructure

spending is always used in short-term interventions for the purpose of stimulating economic recovery, extensive benefits of infrastructure development lie in their capability to support and profile economic growth. The roll-out of infrastructure, for socio - economic and social development, remains an important instrument for creating jobs, supporting economic development and growth, and adequately addressing other developmental objectives of the municipalities.

Progress in extending basic services to all residents of Mahwelereng township since the advent of democracy in South Africa is carefully assessed. According to Makhari (2016:24), access to adequate infrastructure is one of the most critical impediments towards sustainable development in municipalities. Furthermore, good water, electricity, road networks, refuse removal and sanitation services are important for economic and social development, health, and environmental protection. Recognising the significance of having access to a drinkable and sufficient water supply, electricity supply, refuse removal, road networks and sanitation facilities, has become the core business of Mogalakwena Local Municipality. The community survey (2016) indicated the figures of residents of Mahwelereng township who have access to basic services and they are as follows:

- Water Supply – about 96.7% of the households of Mahwelereng township has access to drinkable and sufficient water supply. The access to water in Mahwelereng in particular is very problematic. This is because the community survey (2016) found that in some of the areas there are people still not having access to water.
- With regard to electricity supply, the entire township of Mahwelereng has electricity supply from Eskom.
- Sanitation services – approximately 87.9% of households have access to sanitation services from the District Municipality. Some of the areas in Mahwelereng have no access to sanitation services. Consequently, some of households in the area are making use of interim services and this is because of service delivery is failing them on a massive scale.
- The Mogalakwena Local Municipality offers refuse removal services to the township of Mahwelereng. However, the community survey (2016) revealed that not every person in Mahwelereng township have access to refuse removal. This is because some residents in Mahwelereng township are utilising their own dumps, some are burning their waste removal and some are using private waste removals. The municipality collects the refuse twice per week.
- In terms of road networks, there are both tarred and gravel roads in the township. These gravel roads are in bad conditions and they require maintenance. There are two major

surfaced (tarred) roads through in the Mogalakwena area, the N1 via Mokopane and the R101. Not every person in the community use these roads. Some other roads/ streets in Mahwelereng are still gravel and in a poor state of repair, including the main road. Moreover, the storm-water structures throughout the area are inadequately constructed and maintained, and some roads are impassable in wet weather. There is poor road network, and it is one of the main reasons for inadequate basic service delivery provision in the study area.

Smith & da Lomba (2008:56) indicated that infrastructure led development plays an imperative role in supporting Local Economic Development (LED) within the communities. Areas without access to effective infrastructure are certainly characterised by having high levels of poverty in which the municipalities tend to emphasise two important infrastructure delivery issues namely: (i) the sustainable delivery of basic municipal services (sanitation facilities, water supply, electricity, and refuse removal and (ii) the provision and regular maintenance of overall infrastructure and all services in the municipal area. This method characteristically manifests itself in a prioritized development programme which includes the following:

- Provision of free basic services;
- Access to municipal or basic services in previously disadvantaged areas;
- Water supply services (provision and maintenance);
- Refuse removal;
- Electricity provisioning;
- Transport;
- Road network; and
- Storm water management.

1.7.3.5 MLM Policies for LED

Mogalakwena Local Municipality (MLM) has several policies for LED within its municipal area, and these are as follows: the municipal IDP and its sector plans such as SDF, LED Strategy, and has sections which address the linkage between adequate basic service delivery and LED.

1.7.3.5.1 Mogalakwena Local Municipality IDP (2021 / 2022)

An IDP is described as an important strategic development planning tool for any municipality across South Africa. Furthermore, it is described in the municipal systems act 32 of 2000 (MSA)

35(1) (a) as: “*the principal strategic planning instrument which guides and informs all planning and development, and all decisions with regard to planning, management and development in the municipality*” (MLM IDP, 2021/2022:45).

The MLM IDP (2021/2022) indicated that the municipalities have been mandated by the Constitution of South Africa to provide sufficient basic services to their residents and they are given the development mandates which include LED. MLM is responsible for service delivery that support Local Economic Development (LED) in Mahwelereng township. The provision of basic municipal services to Mahwelereng township in MLM has been vital in bringing much needed services to poor households and supporting Local Economic Development (LED).

The IDP indicated that the following are key economic areas of LED in Mahwelereng township:

a) Mining

Mining is one of the key areas of economic development in Mogalakwena Local Municipality. Furthermore, mining activities in MLM predominantly take place in the rural landscapes. In this regard, there is Mahwelereng platinum belt wherein platinum is currently mined. The mining sector is a big employer in the township of Mahwelereng. Poor road infrastructure is one of the challenges faced by mining companies in MLM. At the same time, there are incidents of drought in the province of Limpopo and these severely affect the supply of water to the mines in the province.

b) Agriculture

The IDP indicated that agriculture is the main source of employment and income for some of the residents of Mahwelereng township. There is both livestock and crop farming. This type of agriculture includes the following: cattle and goats farming, poultry, game, and citrus farming. Agriculture is supported by good road infrastructure, reliable electricity, and water supply. These areas of municipal LED can provide reliable basic service delivery so that high unemployment in Mahwelereng can be addressed.

1.7.3.5.2 MLM Spatial Development Framework (2018)

The SDF (2018) indicated that the municipality must provide adequate infrastructure that immensely support LED in the entire municipal area. It further indicated that infrastructure like

water supply, electricity, road network, sanitation and refuse removals play an imperative role in support of Local Economic Development (LED) and attract investors in MLM. According to Rohr, Cilliers & Fourie (2017:5), infrastructure plays a central role in supporting the Local Economic Development (LED) of the municipal area as well as the supporting acceptable health standards within societies. In addition, the SDF highlighted the importance of LED in addressing the high rate of unemployment within Mahwelereng township.

1.8 Definitions of key concepts

It is imperative for the researcher to define the main concepts which will be regularly utilised in this study. These terms are as follows:

1.8.1 Local Economic Development (LED)

Thobejane, (2016:26) defines LED as a process or an approach that significantly support economic development which permits and reassures local people to work together for the goal of achieving sustainable economic growth and development, thereby providing the economic benefits and improved quality of life for all residents who are residing in local municipal area.

Meyer (2014:12) also defined LED as a process whereby local government or municipalities or community-based organisations engage with local community members to support or maintain the business activities and employment opportunities. The important role which must be played by municipalities with regards to the LED can be found in the definition of Khambule (2018:23) who defined LED as a process that is critically managed by the municipalities in accordance with their constitutional mandates of promoting and supporting both social and economic development in their jurisdictional areas. Local Economic Development is defined as a participating process wherein the municipalities and residents from all parts within a specific municipal jurisdictional area, work together with the purpose of activating and stimulating local economic activities that guarantee a resilient and sustainable local economy.

1.8.2 Service Delivery

According to the Development Bank of Southern Africa (2020:1), service delivery is referred to as the distribution or provision of basic services such as “safe water supply, electricity, health services, roads, street lighting, traffic controls, refuse collection, sewage disposal and maintenance, as well as municipal parks and creation”. Furthermore, service delivery is defined

as the degree through which services have to be delivered or provided according to the development priorities of specific communities since they are the beneficiaries of those services. Moreover, service delivery, according to Makhari (2016:38) is viewed as the set of principles, values, rules, and constraints utilised to guide development planning that required to meet the development needs of local communities in terms of supporting LED.

The significance of service delivery is placed on the municipalities since they are constitutionally mandated for promoting, maintaining, and supporting healthy living standards and effectively improving the way people live in different communities (Makhari, 2016:39).

1.8.3 Basic Service

According to Allan & Heese (2016:4), a basic service is defined as service which must be easily accessed by the citizens. Basic services such as water supply, sanitation, electricity, road network and refuse removal are important services that improve the livelihoods and lives of the people. Furthermore, basic services are defined as public service provision systems that effectively meet human basic needs (Mangai, 2017:9).

1.8.4 District Municipality

District Municipality, according to Dlamini, (2018:34), is described as a municipality that is characterised by having executive and legislative power in the municipal's jurisdictional area and also it has more than one local municipality as highlighted in the section 155 (1)(c) of the Constitution of South Africa as the category C Municipality.

For the purpose of this study, district municipalities are mandated or responsible for provision of water to the residents of local municipalities which are found in a particular district municipality. Moreover, they are mandated for provision and servicing the infrastructure for water supply and sanitation facilities. The study area falls under the jurisdiction of Waterburg District Municipality.

1.8.5 Local Municipality

Local Municipality, according to (Dlamini, 2018:34), is defined as a "*category B municipality which share the executive and legislative authority in its municipal area with a category C municipality within its areas of jurisdiction as described in Section 155 (1) (b) of the Constitution of South Africa*". Local municipalities are not water services authority but in terms of South African policies

and legislations, they are given pivotal roles in gathering and identifying development needs of all wards or areas during the local integrated development planning processes.

1.8.6 Infrastructure

Infrastructure is defined as any organisational structure or facility that is required for the operation of any society (Govender, 2014:15). For this study, infrastructure is the engineering services that incorporate road network, water supply and provision of sanitation facilities to the local residents of Mahwelereng township.

1.9 Structure of the research report

There are seven (7) chapters in the research report:

Chapter one: involves discussion of the **introduction and background**, which takes into account the following sections: research problem, research questions, research aim, research objectives, significance of the study, scope of the study, limitations of the study, MLM policies for LED and definitions of key concepts.

Chapter two: entails the Theoretical and Conceptual Review of Literature.

Chapter three: comprises the Policy and Legislative Context.

Chapter four: presents Case studies in Local Economic Development.

Chapter five: The chapter will cover the **research methodology** which adopted for the purpose of collecting data or information in order to realise the research objectives, as well as the **results** of the study. The qualitative approach, document review, face – to – face and telephone interviews are going to be employed in the research. Furthermore, the sampling method and size, data analysis and ethical considerations will be accommodated in this chapter.

Chapter six: This chapter provide the **presentation, interpretation and analysis** of the data which was gathered from the selected participants. Moreover, the research findings were included as a component of the chapter summary.

Chapter seven: This chapter presents the **study conclusions and recommendations**. In addition, it presents the integration or coordination of the research aim, research objectives and research questions in line with the reviewed literature as well as aligned to the study findings.

1.10 Chapter Summary

Chapter 1 accommodated or presented the background of the study, and it also featured an analyses and investigation of the servile delivery problems of the Mahwelereng municipal area. The problem statement for the study was highlighted above and it is as follows; inadequate basic service delivery has negative impacts on local economic development which is highly needed in rectifying the spatial imbalances that instigated by the previous spatial planning.

Furthermore, the research aim, research objectives, research questions were clearly stated. The structure of the research dissertation was included and it consists of seven (7) chapters.

The chapter also presented the background of the study area. Furthermore, this chapter covered the socio-economic profile, infrastructural analysis, and Mogalakwena Local Municipality LED policies. Infrastructure was viewed as an important structural element that plays important roles in supporting the Local Economic Development (LED) in the township of Mahwelereng.

The Chapter 2 following hereon features a Conceptual and Theoretical Review of literature.

2 CHAPTER TWO: CONCEPTUAL AND THEORETICAL REVIEW OF LITERATURE

2.1 Introduction

Since the democratic transformation in early 1994, the Republic of South Africa has undertook several critical phases of development which include reliable basic service delivery which is required for supporting Local Economic Development (LED) across all the municipalities. In townships, LED was hugely affected because of lack of basic service delivery. During the 1990s, several Black people moved from rural areas to townships in search of better living which was supposed to be supported by Local Economic Development. The movement of people from rural

areas caused the population of townships to immensely increase. A United Nations Publications (2000:121) concluded that the unique result of the speedy increase of the urban or township population was that the majority of the world's poor are currently settled in the townships, which are characterised by poverty.

South Africa has gone through similar processes which were experienced by other developing countries. Development initiatives or programmes were founded on the International Agenda 21 in which local agenda or plan was established in South Africa. Furthermore, South Africa's experience on employing and executing Agenda 21 programme in terms of LED was determined by the supply of basic services and the infrastructure that was and is needed for supporting Local Economic Development.

South Africa's response in supporting Local Economic Development (LED) has been focused on one of the development programme areas that are highlighted in chapter 7 of Agenda 21. This is the delivery of basic service to the residents or citizens.

It is in this regard that the South African local government undertook crucial Local Economic Development interventions that have sought to enhance the delivery of basic services which were revealed as important tools for supporting LED within societies.

Basic service provision or delivery is heavily linked to the Local Economic Development that is viewed as an important effort for closing the gaps which exist between the poor and rich. With regard to Local Economic Development issues, the supply of basic services like water, refuse removal, electricity supply, sanitation facilities, well developed and maintained road network becomes a primary concern that needs to be explored by a researcher.

The literature review of this study was undertaken with the goal of tapping into a pool of the academic books, journals, and scholarly researches that have already been undertaken on exploring access to basic services in order to support Local Economic Development across the world. Furthermore, this chapter is intended as a framework that was designed with the intentions of grounding the research based on the overall academic school of thought towards assessing basic service delivery and its impact on the local economic development in different communities.

The focal objective of this literature review was placed in respect of considering many topics, such as the extent of the provision of basic services to support local economic development in societies,

impacts of poor service delivery on supporting local economic development in communities, challenges experienced by the local municipalities in terms of basic service delivery, strategies that can be used by the municipalities in improving basic service delivery to residents, legislative and policy framework for adequate provision of basic services to the residents and reasons for municipalities failing to implement policies and legislations that support satisfactory basic service delivery to the residents.

The literature review is important in the fact that it plays a crucial role in emphasising the precise problem which the researcher is expecting to thoroughly examine and then offer solutions to the identified problem. Furthermore, this part of the study explains where the study is going to fit with regards to assessing basic service delivery and its support to the local economic development in communities. Moreover, the literature review describes and authenticates the importance of a research study when comparing the background of the existing knowledge which is related to the topic that is being studied. The literature review also helps in establishing significant issues of a study and subsequently demonstrates the boundaries of every research study. The information which is presented in the literature review plays a fundamental role in determining a rich and a thrilling understanding of the crucial debates within the field of inquiry. Additionally, a literature review acts as a reminder by demonstrating that a research study is part of an on-going scholarly debate amongst the academic authors and researchers on precise subjects which are envisioned to be thoroughly explored and researched.

2.2 Theoretical Foundations

The following are the theories which were adopted for this study to support the literature on LED. These theories are:

2.2.1 Theory of Change

The concept of “Theory of Change” first appeared in the 1990s (O’Flynn, 2012:11). Its main purpose by that period was to adequately address several challenges the evaluators experienced when attempting to evaluate the impacts of multifaceted social and economic development programs (Vogel, 2012:14). These comprised poorly expressed assumptions, and a lack of clarity on how the change processes could be unfolded and clarified, and inadequate attention being provided towards sequence of changes important for the long-term goals or objectives to be achieved (Macleod, 2012:27).

According to Green (2013:12), “Theory of Change” is defined as “*on-going process of discussion-based analysis and learning that produces powerful insights to support programme design, strategy, implementation, evaluation and impact assessment, communicated through diagrams and narratives which are updated at regular intervals*”. James (2011:23) indicated that a theory of change is viewed as a helpful mechanism for developing strategies that can be used to address complex social problems that are experienced by the public. At its most basic, the theory of change plays important roles in explaining how the organisations come up with long-range results. A comprehensive theory of change assists in articulating the expectations about the process in which change will be taking place and states the ways wherein all required tools for accomplishing the desired long-term change is going to be brought about (Green, 2013:12). Theories of Change might be established at “organisational, programme or sometimes project levels” (Macleod, 2012:19). They may be established and utilised in several ways for various purposes. Nevertheless, they are possibly most valuable for multifaceted organisations and development programmes comprising numerous partners, since they allow a common comprehension of how the change occurs and how the organisation or development programme’s own duties play out in promoting the change (Green, 2013:19). For this study the programme is Local Economic Development (LED) and the organisation is the Mogalakwena Local Municipality (MLM).

A theory of change’s approach towards planning and assessment is progressively viewed as an important practice in social and economic development (James, 2011:23). According to Jones (2010:18), theories of Change are developed in several ways.

2.2.2 Complexity theory

Arthur (2010:21), expounds that complexity theory plays important roles in providing a clear understanding of how the systems (for examples the municipalities which are supported by other two spheres of government, public entities, and private sectors) adapt, grow and progress (Boisot & McKelvey, 2010). Complexity theory helps in explaining how the relationships between members of these systems give rise to collective behaviour of supporting local economic development. Furthermore, complexity theory fairly explains how organised systems develop out of the chaotic circumstances. Corporations like municipalities are not seen merely as complicated, motionless organisations, but as a multi-faceted set of self-organising components that are made up of the workers, business units, human and financial resources, and stakeholders like the community members (Boisot & McKelvey, 2010). The value of complexity theory to institutional

research is its capabilities to account for the establishment of new structures in an institution and the promotion of new business models (like Local Economic Development).

According to Axelrod and Hamilton (2009), complexity theory identifies the economic and organisational phenomena that should be adequately addressed in the communities and organisations responsible for facilitating economic development.

2.3 The extent for the provision of basic services support LED in communities

As a developing country, South Africa has a huge responsibility of delivering developmental programmes such as adequate housing and reliable infrastructure (water supply, road networks, sanitation, refuse removal, electricity supply) which could help in attaining the desired development in the communities. Adequate provision of basic services is a necessary condition to economic growth. Powell (2012:26) indicated that municipalities are mandated to provide their local residents with access to municipal basic services in a justifiable and maintainable manner, speed up the process of eliminating high rate of poverty, permitting conducive environment which support job creation and guarantee a better or quality of life for their residents. Furthermore, Kanyane (2014:33) claims that “well- maintained infrastructure and cost – effective municipal services” play a fundamental role in building the investors’ confidence. As a result, service delivery must not simply be intended as responding to the demands, but simultaneously municipalities are as well expected to establish informed projections or decisions about anticipated future demands with the goal of ensuring effective, efficient, and sustainable service delivery that effectively support sustainable development over the short, medium and long term (Bohler-Muller, Davids, Roberts, 2016:9).

Good basic service delivery is an imperative aspect of the societies that significantly contribute towards the African Renaissance and local economic development (Chen, Dean, Frant & Kumar, 2014:31). Additionally, reliable basic service delivery contributes to poverty alleviation through promoting growth by provision of infrastructure in corridors which connects nations and access to land locked countries.

According to Mabitsela (2012:12), adequate supply of basic services to the public promotes Local Economic Development. Thobejane (2011:19) defined LED as a procedure of a strategic planning

in which the local government or municipalities, Non-Governmental Organisations (NGOs) and business communities partnered for the intention of supporting socio-economic development. The objectives of LED should play central roles in stimulating the investments that will promote sustained high growth in a local community. According to Thobejane (2011:19), LED indicates a novel area of development planning and collaboration, and the quest for obtaining suitable or fitting solutions which can effectively address the LED problems.

Allan & Heese (2016:27) are of the view that the current situation is calling for the municipalities to allow people to have access to reliable and adequate basic services so that local economic development (LED) will be significantly supported. Municipal basic service delivery must play central roles in maintaining and stimulating the LED while taking due cognisance of the indigence challenges (Meyer, 2014:7). Municipal basic services play a key role in the economic and social development of different communities within the municipalities. The Limpopo Provincial Growth and Development Strategy (2007:143), municipal basic service delivery plays meaningful roles in both fast-tracking the realization of the developmental needs and opportunities and effectively providing fitting solutions to the current and future challenges faced by the province.

As one of LED stimulators, “an integrated, safe, reliable, efficient, sustainable and affordable multi-modal transport system” is required within the municipalities to permit local economic development (Masiya, 2012:18).

According to Mathlala & Aboobaker (2013:45), there is a pressing and burning need for people to establish and develop an environment of shared accountability and responsibility towards the performances of municipalities, predominantly as it applied to the implementation of their mandatory service delivery tasks. However, it is important to comprehend what exactly does adequate basic service delivery do in supporting the LED. Adequate basic service delivery is at the core of local economic development (Seduma, 2011:89). Furthermore, no local economic development support can be supported when there is lack of adequate basic service delivery (Mogalakwena Local Municipality SDF, 2019:78). In this regard, the basic municipal services are as follows (Akinboade, Mokwena & Kinfack, 2013:23):

- *Municipal roads:* - for the purpose of supporting LED, the municipalities are required to have quality road network that plays meaningful role in permitting the local residents to have access to the markets for their local goods and furthermore to attract potential investors to come and invest in the municipalities. Additionally, this would significantly

promote enabling, retainment and growth of the private sector investment in the domain of Local Economic Development.

- *Electricity*: for LED, reliable electricity supply is viewed as an important mechanism for supporting Local Economic Development and it allows local communities to use it for their local projects like chicken brawlers, cooking food for business, piggery, etc.
- *Water supply*: Water is described as the basic aspect of life. It permits local municipalities' quest in supporting LED and it must be provided in sustainable ways so that LED can be immensely promoted.
- *Sanitation*: Sanitation plays a leading role in dignifying the people and it is supported by availability of water especially in urban areas where sanitation facilities are connected to water. Sanitation within the context of LED assists in guaranteeing that the areas in which the projects are being implemented is environmentally healthy so that outbreak of diseases will be contained.
- *Refuse removal*: The refuse removal is one of essential municipal services wherein the local communities must be enjoying the benefits which are attached to it. A municipality should be prioritising offering services of refuse removal since they help in attracting the tourists and investors.
- *Street lights*: they fall under the categories of electricity and street lights support Local Economic Development because some local business people conduct their businesses at night.

The key purpose of supporting adequate basic service delivery is to help Local Economic Development to flourish and alleviate poverty and furthermore, without basic service delivery, Local Economic Development cannot be supported in the municipal area of jurisdiction.

2.3.1 Importance of LED in local communities

Worldwide, academics, development practitioners and stakeholders identify the significant role of local economic development (LED) in creating jobs, alleviating poverty, and improving the quality of life in communities (Meyer, 2014:14 & Khambule, 2018:6). For the purpose of accomplishing dynamic LED, all elements of local societies for instance “the economy, social, welfare, environmental and political matters” are required to be treated or addressed in a holistic and and cohesive manner (Robinson, 2010:74).

Khambule (2018:6) claims that in the past, traditional macro-economic policies have been failed in establishing a conducive developmental environment in local levels and the LED has played a major role in providing an alternative to development in communities. According to Thobejane (2011:28), the following are advantages of LED namely, (i) LED plays significant roles in empowering and ensuring local public participation. This permits local residents to play a dynamic and active role in raising issues which are vital for planning their own local economic development journeys, (ii) LED guarantees that the local businesses are actively partaking in the development processes and are vividly open to the idea of partnering with the with the local communities. Additionally, LED guarantees that the local development is locally based and places emphasis on exploiting to the full the local comparative advantages. This in turn permits for more robust local economic. Furthermore, LED can play important roles in creating local employment opportunities and strengthening local economies, thus improving, or enhancing the living standards of local residents (Ramafamba & Mear, 2011:29).

Meyer (2007:21) defines LED as a development strategy that is designed for fighting and addressing the predicament of the less - fortunate or poor people and joblessness directly, but furthermore has been characterised by having additional indirect benefits which support human development at a local level. The municipalities are required to establish sustainable and effective development programmes that have a hand in alleviating poverty through implementation of the Local Economic Development. LED must play a leading role on creation of jobs for local people and huge amount of revenues as well as the spending that should be promoted in an area. According to Pretorius & Blaauw (2008:22), LED must be planned in a coordinated manner which should be considering all elements of the local government. In addition, LED at municipalities or local government attempts to help local residents in terms of achieving quality of living and also to enhance economic competitiveness within the regions.

The more investment occurs in the municipalities; the more employment opportunities are being created for the local residents and the more LED is being successful and flourishing. Furthermore, through sustainable and adequate basic service provision, the municipalities are in a good position to be able to attract the investors while simultaneously retaining or keeping the existing investors who are already operating within the municipal area.

2.4 The impacts of poor service delivery in supporting LED

There is an urgent call for placing an emphasis in fostering the municipalities to provide sustainable basic services that will be able to support LED which is needed to address and solve

the triple challenges (poverty, unemployment, and inequality) faced by a number of South African municipalities. These challenges are experienced by South Africa because most municipalities are failing to provide sustainable basic services that play important roles in supporting local economic development (LED). According to Scheepers & Monchusi (2012:45), poor basic service delivery has negative impacts on the LED. In an attempt to resolve these challenges, the Chapter 13 of the South African National Development Plan (NDP) contends that the capable developmental municipalities are a critical plank or solution to the municipalities' worsening LED crises that are faced by the municipalities (Simon, 2013:68). Due to poor basic service delivery, municipalities are failing to trickle-down the economics for alleviating poverty, quash unemployment and provide fit solutions towards the growing inequalities in different municipal areas (Atkinson, 2007:123).

Ngcobo & Whittles (2016:46) revealed that South Africa is described as a state which is facing a number of disparities due to its repressive and colonial history. Its past has caused many socio-economic inequalities or challenges that required to be redressed across different spheres of government to realise the much-anticipated transformation (Development Bank of Southern Africa, 2020:4). Doing so will ensure that redress transpires is viewed as a complex issue and the real or factual needs of the residents are frequently disregarded or overlooked. Although the South African government established important gains in terms of developing more equal societies, the divisions and inequalities are still widespread. These challenges are caused by poor service delivery (Morudu, 2017:22). The challenges comprise unemployment, poverty, crime, and inequality in many communities within South Africa. In its quest of supporting local economic development among the communities, South Africa has largely identified basic service delivery as one of the top priorities. Kanyane (2014:32) defined service delivery as "the distribution of basic resources wherein the citizens depend on and these basic resources are as follows water, electricity, sanitation infrastructure, land, and housing". The community survey (2016:67) revealed that in 2016 about 78% of residents in the majority of municipalities were unemployment, followed by 46% which was constituted of crime and safety, and then 25% of the people were negatively affected by the poverty and service delivery.

Furthermore, a Development Bank of Southern Africa Report (2020:1) indicated that poor basic service distribution and overall unreliable government services result in the deterioration of local economy, lack of job opportunities, losses of jobs and general deprived living conditions among the citizens. However, the basic service delivery matters within South Africa is instigated by the lack of adequate infrastructure. Poor basic service delivery in municipalities is caused by many

aspects, for example, municipalities are not financially self-sufficient and lack the necessary infrastructure and resources to carry out their duties to the larger public (van Antwerpen & Ferreira, 2016:21).

Alexander (2013:16) contends that the delays and shortage of reliable and sustainable service delivery has hugely caused violent protests across the country, and the situation has brought the municipalities under the limelight. These service delivery protests were characterised by “high levels of violence, xenophobic attacks, and looting and police brutality” (Alexander, 2013:17). The unhappiness concerning service delivery is mainly evident in the informal settlements and urban areas across the country (Kanyane, 2014:10).

According to Rogerson (2013:26), the distribution of poor quality water in the communities may cause unwelcomed health problems, whereas inconsistent refuse collection might also be characterised by having similar negative effects. Moreover, sewage disposal is required to be of the uppermost quality for ensuring that public health and wellbeing and the environment remained unaffected by the hazardous materials. All the aspects raised above put the LED under threat due to the fact that the conditions are intolerable to conduct businesses.

2.5 The challenges experienced by the local municipalities in terms of basic service delivery

Post-apartheid South Africa is continuing to experience serious challenges that affect the quality of municipal basic service delivery that is supposed to be enjoyed by its citizens (Mashwama, Thwala & Aigbavboa, 2018:9). In an attempt to solve basic service delivery difficulties, the South African government has advocated and introduced the local government reforms for the purpose of supporting and promoting direct delivery of basic services to the communities. Therefore, local government has been experienced several phases of transformation in their quest of addressing and solving the challenges they were facing. Unfortunately, these challenges are still evident in many societies across South Africa.

Mashwama, Thwala & Aigbavboa (2018:9) claim that there are several challenges faced by the municipalities. Furthermore, they indicated that those challenges affect municipalities’ efforts on supplying basic services in a sustainable manner. Those challenges are as follows:

2.5.1 Lack of capacity

Kroukamp, (2016:40) stated that poor service delivery by the municipalities has devastate impacts on the local businesses of South Africa and thereby hindering their growth. Moreover, unsatisfactory service delivery is caused by the government departments which failed to effectively execute their responsibilities because they were not employing adequate, competent and skilled employees (Kroukamp, 2016:40). Generally, there is an observed lack of municipality capacity in the municipalities.

In the context of this research, municipal capacity is defined as the potential and capability of the municipality to adequately perform their duties whilst using its available resources, operational and technical roles, and capabilities (Chakunda & Chakaipa, 2015:56). According to Kroukamp, (2016:43), municipalities are characterised by lacking capacity to perform, develop and achieve the development needs and prospects of their people. These performance gaps find expression as inadequate basic service provision. Moreover, the capacity building report established by the department of Cooperative Government and Traditional Affairs (2016) revealed that shortages of technical skills, required knowledge, management and leadership in the municipalities severely affects aspirations of providing sustainable basic service delivery. IDASA (2010:9) claims that officials and councillors in some of the municipalities lack basic knowledge, and capabilities, instruments and the resources to perform necessary tasks required for effectively delivering services to the people. Local government is closer to the communities, henceforth they require resources which assist them to improve their problem of inadequate capacity for implementing the development programmes. Therefore, the quality and size of basic service delivery is being compromised (Mangai, 2017:13).

2.5.2 Non-compliance with municipal policies

Chakunda & Chakaipa (2015:26) are of the opinion that policy and legislation regulations within municipalities are described as the lawful and managerial prescripts that are designed for directing and controlling the municipal managers and their subordinates on how these municipal officials are supposed to carry out or perform their duties as anticipated by the public. In the situations, whereby these policies are not implemented due to non-compliance, municipalities hinder the processes of basic service delivery within their areas of jurisdictions. With regards to the rule of law, implementation of these stipulated regulations and policies is to order and forbid the employers and their workers from contravening the law and rules and allow them to employ particular actions that are enshrined in those legislative and policy frameworks. One of the key

limitations which affect service delivery is known to be non-compliance with organisational policies and regulations which effectively directs municipalities and their employees in the process of delivery of services (Chen, Dean, Frant & Kumar, 2014:20). Non-compliance by municipal employees is seen as a risk or threat which promotes poor performance and inefficiency in public service (Powell, 2012:67).

2.5.3 Insufficient financial resources

According to Masiya, Davids & Mangai, (2019:57), finance is regularly viewed as an oil which regularly keeps the engine of the government functioning uninterruptedly and efficiently. Moreover, without financial resources, sustainable basic service delivery will be negatively affected and this also led the local economic development to fail to meet its purpose. All municipalities must be maximising their financial resources and must be used wisely and in a sustainable manner. Xulu (2019:19) opines that municipal revenues are being generated largely from two sources namely:

- the sharing of the revenue which is raised by national government.
- revenue which is made from collecting rates and taxes and charges on municipal services.

Municipalities, as the overseers of public funds, are mandated with the power to utilise financial resources productively and effectively with the goal of addressing the needs of their residents for basic services, such as road network, water supply, electricity supply, housing, refuse removal and sanitation (Masiya, Davids & Mangai, 2019). In addition, Mutyambizi, Mokhele, Ndinda & Hongoro (2020) revealed that the majority of municipalities (especially small rural municipalities) are facing a critical challenge of not having sufficient budget which is required for carrying out essential functions and supplying services to their citizens. In municipalities, financial challenges are caused by various factors, namely “non-compliance of tax and municipal rates by the residents, unethical practices, non-compliance with local government finance regulations and lack of skilled and competent personnel with necessary finance and computer skills to run finances effectively” (Xulu, 2019:32). The Institute for Democratic Alternative in South Africa (IDASA Report, 2010:7) echoed the views of Xulu by saying that municipalities are associated with worse form of financial mismanagement through unethical practices in the form of corruption. Furthermore, corruption, failure to provide clean audits and non-compliance with financial regulations are some common aspects which negatively affect delivery of municipal services and may cause poor performance of municipalities and affect the supply of social services to the public. Laubstler (2012:63) opined that financial control is outlined as the most significant strategy that clearly determines and detects the success and failure of the municipalities across the

country. Financial mismanagement hinders required progress, economic growth and development of the municipalities and affects the integrity of the municipalities all over the country.

2.6 Strategies that can be used by municipalities in improving basic service delivery to the residents

As indicated by several researchers, the adequate delivery of municipal basic services is undeniably the most fundamental reason for the survival or existence of local economic development (LED) (Scheepers & Monchusi, 2012:18 & Rogerson, 2013:16). So, central, and important, is the delivery of municipal services to local residents that have been fused and rooted in the new constitutional framework of South Africa. Additionally, before investigating the basic services, which municipalities must deliver to the public, it is imperative to look thoroughly at specific strategies which have impacts on basic service delivery and the levels of services. To a large degree these strategies are the determining aspects in attaining a system of efficient and sustainable basic service delivery. Below are several strategies for improving service delivery in different municipalities across the countries.

2.6.1 Performance Measurement

Performance measurement, according to Chakunda & Chakaipa (2015:12), is defined as the process that was designed for developing or establishing measurable indicators which can be thoroughly or systematically tracked for the purpose of assessing the progress made in accomplishing the predetermined objectives and goals or standards.

Performance measurement system, according to Mabitsela (2012:13), is defined as a “formal, regular, rigorous system of data collection and usage that provides measures in changes in effectiveness and efficiency, in order to illustrate the relative performance of an entity over time”. Performance measurement can be viewed as an important factor in meeting best practice by placing commensurate efforts which support continuous improvement within the institution’s important business processes (Alexander, 2013:38).

In municipalities, performance measurement is an essential aspect that play a central role in attaining best practice by encouraging their workforces to carry out their duties in a way that supports continuous improvement within the municipality’s crucial mandates of delivering adequate services to their citizens.

In municipalities, performance measurement is a key aspect in attaining best practice in terms of basic service delivery that effectively supports local economic development (LED). Performance measurement or appraisal assists the leadership or management in the municipalities to offer training to their subordinates. Skills and abilities of the employees who deal with basic service delivery will be improved or enhanced. According to Mangai (2016:23), the need to enhance and accelerate basic service delivery was highlighted as the major concern of the municipalities and national government.

2.6.2 Motivation

According to Akwara, Grace, Akwara & Okwelum (2014:23), committed employees are generally motivated employees. Furthermore, motivated employees try their best to succeed and achieve the objectives of their organisations (Mohsan, Nawaz, Khan, Shaukat & Aslam, 2011:67). Motivation is not anything that a supervisor or manager does to the workers. Rather, it is viewed as something which is intrinsic, derived from within an employee. Furthermore, the managers and supervisors can establish an enabling environment which positively encourages motivation to the employees. This is seen as the context wherein the supervisors or managers motivate the employees. For this study, motivation is described as the process in which the needs influence and produce the motives that play key roles in supporting the achievement of set goals in terms of adequately servicing communities. The needs are instigated by the deficiencies that might be either physical or mental. Motives contribute significantly in terms of producing actions. In addition, the achievement of a set of goals or objectives assists in satisfying the need and diminishes the motive. According to Makhari (2016:12), when the objectives are attained, balance in terms of supplying services is adequately restored. In normal circumstances, other needs might be arise, and the sequence will be repeating itself (Makhari, 2016:12).

2.6.3 Capacity building within municipalities

Thobejane (2011:45) is of the view that municipal officials are regularly provided with training geared towards “the Batho Pele (Putting People First) Principles” for the purpose of guaranteeing sustainable and effective economic and social service delivery and also upholding the customer care. Furthermore, about 580 senior supervisors or managers within the local government were provided with training, in which 290 officials (managers and supervisors) were trained about the service delivery points that should be met by the municipalities (Mabitsela, 2012:17).

For the purpose of supporting the municipalities to satisfactorily deliver on the constitutional directives, about 218 skilled professionals were placed in various municipalities across different parts of the country (Thobejane, 2011:55). To promote capacity building, the Development Bank of Southern Africa introduced a programme called Siyenza Manje. According to Kanyane (2014:34), Siyenza Manje is a development programme that was driven and spearheaded by the “Development Bank of Southern Africa (DBSA)” in order to help the municipalities in the fields of engineering, town and regional planning, financial management, environmental studies, project management and environmental studies. Moreover, it is claimed that the municipalities which were the recipients or beneficiaries of the placed skilled professionals have exhibited the technical capacity improvements which are required to perform their duties. “Government Communication and Information Systems (GCIS), the former Department of Provincial and Local Government and Department of Public Service and Administration (DPSA)” were engaged in assisting the municipalities to partake in the programme called “Service Delivery Watch Initiative” (Kanyane, 2014:39). In agreement, with the project goals which were attained by the municipalities and GCIS, the “Multi-Purpose Community Centres” were used as a key focus for implementing the Service Delivery Watch (Mabitsela, 2012:45).

Capacity building allows organisations to train their employees. Training is a vital component in the workplace. According to Rodriguez & Walters (2017:23), training enhances the skills and abilities of workers in the municipalities. These skills are required to adequately provide basic services that are needed for supporting LED (Rodriguez & Walters, 2017:23). According to Githinji (2014:11), the generic concept of ‘skills’ signifies what the managements of companies are anticipating to get from their juniors or subordinates. Githinji (2014:11) further indicates that this comprises the “basic skills, generic skills, trade-specific skills, and job-search skills”. Furthermore, the concept of skill might be indicating the hiring criterion, a component of a work utilised in the process of determining compensation, national population characteristics of interest towards the labour market managers, a planned result of training, or (if lacking) the reasons for the employees to fail to perform effectively or the jobless to get a position (Afshan, Sobia, Kamran & Nasir, 2012:49). Across the globe, companies are interested in employees who are capable of responding to the changing work requirements in ways that are pertinent towards their organisations’ needs, in order to sustain the effective provision of the goods and services that are required for the growth of the organisation (Muda, Ahmad & Harahap, 2015:103).

According to Makhari (2016:28), the restructuring of the municipalities since 1993 was characterised by to a certain degree negative impacts on the skilled and capable employees of

the municipalities. Through that process of restructuring, several municipalities had failed to retain the required and important services of extremely skilled, competent, experienced, and capable municipal employees (Makhari, 2016:28 & MacCormick, 2008:11). Due to the reality of a new administrative and legal framework, every municipality in South Africa is mandated to conduct thorough training and educational development programmes for the purpose of ensuring that basic services are delivered in accordance with the new legislative and policy framework. This legislative and policy framework mandated all municipalities to support local economic development (LED) through adequate basic service delivery.

2.6.4 Accountability, effective decision making and local democratic governance

According to Masiya, Davids & Mangai (2019:27), “the new constitutional dispensation of South Africa, which includes local governments, is founded inter alia on the values of a democratic, accountable, responsive and open government”. Furthermore, all municipalities must be structured and managed their matters in accordance with those articulated values (Allan & Heese, 2016:53). Municipalities are required to take decisive and effective steps in eradicating all forms of maladministration and corruption that hinder efforts of sufficiently delivering basic services in their jurisdictional areas. In addition, municipalities should be aligned themselves with the introduced supreme values of any country (Mangai, 2017:63). Without having a determined effort for establishing a clean, new, and responsible or accountable local governance, municipalities have little opportunity of supplying basic services to the communities and in this way, local economic development is going to be disrupted. “Accountability, effective decision making and local democratic governance” are required in the municipalities in order to establish local government structures that uphold and accomplish their development obligations on efficient and bearable delivery of basic services that are needed for LED (Kanyane, 2014:34).

2.6.5 Public participation

Public participation, according to Mngoma (2010:45), is an indescribable concept which can be described differently depending in the context and level to which it has been used. Moreover, the public participation is not only confined towards matters of the service delivery and development of policies, but also play central roles in maintaining good order in local government levels (Matshe, 2009:23). Furthermore, Mngoma (2010:45) defined public participation as “the empowerment of people to effectively involve themselves in creating the structures and in designing policies and programmes that serve the interests of all as well as to effectively contribute to the development processes and share equity in its benefits.” In addition, public

participation was viewed by Matshe, (2009:23), as a dynamic process wherein participants are responsible for taking initiatives and action that was stimulated by their own thinking and deliberation, and they can apply effective control.

Akinboade, Mokwena & Kinfack (2013:18) maintain that the process of public participation in all government spheres is regarded as a constitutional or legal prerequisite. As a result, this is important in the municipalities because the previous local government dispensation had excluded most people from participating or being involved in its development processes and procedures for decision-making (Meyer, 2014:5). Without appropriate public participation of all stakeholders or participants within local societies, the new regime of local government dispensation can be regarded as stillborn from beginning. Overall, public participation allows local community members to partake in decision making processes which have to do with the basic service delivery. Public participation also permits the local residents to be involved in processes that support local economic development.

Rowlands & Torre (2016:28) claim that public participation within decisions-making processes is viewed as the foundation stone for the democracy. In the post-apartheid, planning processes in South African Local Government, are still characterised by lacking the public participation even though it is advocated and well documented in all legislative and policy frameworks. This deficiency in public participation was openly and loudly raised by different public communities from townships through service delivery protests which have occurred across the country.

In development planning processes, public participation is mandated or assigned by the Constitution of South Africa (1996) and several other legislative and policy frameworks such as the Municipal Systems Act (2000) which highlighted that “community should be regularly consulted in its developmental needs and priorities” (Mngoma, 2010:50).

a) Key elements and the Principles of Public Participation

Researchers such as Oakly & Marsden (1984), Arnstein (1969) and Pretty et al. (1994) have established different typologies of the public participation which emphasise their different levels, conceptions and modes. Furthermore, these typologies play fundamental roles in providing different public participation levels which range from robust public participation that was characterised by the bottom-up decision making processes to the weak public participation characterised by top-down decision making processes (Mngoma, 2010:45). In evaluating the

degree of decision-making and development planning processes that are indeed participatory; unquestionably, these typologies are on a positive side to be utilised as a tool or the yardstick for involving ordinary residents in basic service and LED planning processes. The table 2:1 below shows how the researcher summarises these typologies.

Table 2: 1 Different typologies of public participation

Arnstein's public participation levels	Oakley & Marsden's public participation modes	Pretty et al.'s conceptions of public participation
Public control: the people have the degree of authority that is essential for governing a program or an organisation without the involvement of the government officials.		Self-mobilisation: this process is viewed as a "bottom-up approach" in which the public takes the initiatives independently of the external organisations.
Delegated power: people are getting the main decision making power over a certain development program.		
Partnership: authority has been distributed by the negotiations which exists between the people and those people in power.	Authentic public participation: in this phase, public participation is described as a dynamic process whereby the public plays important roles in influencing the directions and implementation of the decisions which were agreed upon.	Interactive participation: in this stage, the public is participating in collective analysis. Moreover, participation is viewed as a right, not just a way of accomplishing the project goals.
Placation: few handpicked public members are selected to take seats in the committees while tokenism is still seen as a motivation to those who are afforded with authority.	Incremental mode: the public participation has to do with organised efforts for the goal of increasing control over the resources and also regulative organisations in assuming the social situations of the groups which were excluded from the control.	Functional participation: in this regard, the public is participating in a collective context with the view of achieving predetermined objectives which are in line with the programme or development project.
Consultation: people are free to provide views or ideas on the	Manipulative mode: the public participation takes into account	Participation for material incentives: people are

relevant matters, but the powerful provide no guarantee that these views are going to be considered.	public involvement in the processes of decision-making, putting in practice projects, assessment and distribution of the benefits.	participating through offering resources so that they will be provided with money or food.
Informing: this involves a top-down movement of information wherein the people are being informed about their responsibilities, rights, and options	Anti-participatory mode: for this situation, public participation has taken into account the voluntary contribution by the public towards a development programme but the public is not expected to partake in shaping or designing it.	Participation by consultation: the people are participating after being consulted by the development professionals. Moreover, these professionals are responsible for defining the problems which confront the public or poor and come up with solutions. These solutions could be modified after getting the public's responses. Moreover, this process is not supporting the idea of collective views that can be used for decision-making by the people.
Therapy: in this case, the people's attitudes are being shaped for the purpose of conforming with the people who are in power		Participation in information giving: the people are participating through answering the questions which are contained in the telephone interviews and questionnaires.
Manipulation: for this phase, the people are found in the part of the powerless committees and the idea of processes of the public participation is viewed as a public relations tool for the people with power.		Passive participation: in this process, people are participating after being told what is going to be happen or has already occurred.

Sources: Mngoma (2010:45)

Even though the three public participation typologies summarised or briefed in the table 2.1 above present somewhat different conceptions and models of the public participation, in practice the goal is to achieve some form of tangible public participation. Moreover, row number three from

the top of the above table offers the most democratic way on how the public should be consulted during public participation in instances in which the ordinary citizens are involved in decision making processes. Arnstein (1969:89) perceived this level as partnership wherein all the stakeholders are characterised by having equal power for influencing the final decisions within the development process. Moreover, Oakly & Marsden (1991:35) viewed this level as a trustworthy and true public participation. Furthermore, they indicated that there is a need for all role players to be in good position of influencing the desired direction of the decisions to be made. Additionally, Mngoma (2010:47) recognised what this democratic process means for public participation. The process is also regarded as an interactive participation. For this study, in a democratic country like South Africa, people should be expecting that “public policy making processes” must play important roles in reflecting these standards and principles of the public participation.

2.7 Conclusion

Basic service delivery is generally a responsibility of the municipalities in several countries including South Africa. Furthermore, in South Africa, the local government consists of different classes of the municipalities. Basic service delivery plays an important role in supporting Local Development across South African municipalities. Although basic service delivery is linked to the LED, most of the municipalities within South Africa are facing challenges in terms of supplying reliable basic services to the local people. These challenges are as follows: lack of capacity, non-compliance with municipal policies and insufficient financial resources. In an attempt to address these challenges, the municipalities established a number of strategies that need to be implemented. The strategies that are being used by other municipalities are as follows: performance measurement, effective decision making, capacity building within municipalities, accountability, motivation and local democratic governance and public participation.

International, national, and regional literature reviews were reviewed in order to identify the significant provision of adequate basic services in supporting LED. It is revealed that there is a strong association between the basic service delivery and LED.

From the literature review conducted, it is clear that basic service delivery and LED are inter-dependent and municipalities must develop strategies and management practices that take on a holistic and integrated approach. LED is viewed as a strategic instrument that can be utilised in their quest to entirely get rid of poverty and unwelcomed unemployment among the residents by

municipalities. It is crucial for the municipalities to align their objectives with strategic goals which include increasing the economic opportunities through provision of adequate basic services that ensure an integrated development approach for local economic growth.

The following Chapter 3 will present a review and analysis of the Policy and Legislation Context.

3 CHAPTER THREE: POLICY AND LEGISLATIVE CONTEXT

3.1 Introduction

Post-apartheid policy and legislative framework within South Africa highlights the significance of adequate and reliable basic service delivery as an imperative mechanism for supporting LED across the country. This is articulated in several legislations which include the Constitution of the Republic of South Africa, Local Government Municipal Demarcation Act (1998), the White paper on local government (1998), the Municipal Systems Act (2000), and many others.

3.2 Legislative and policy framework for adequate provision of basic service in order to support LED

“Suitable economic policies could cure all economic problems by stimulating local economic development to create better human and financial capital flows” (Meyer, 2014:3). “Creating new jobs and developing human capacity are not easy tasks. Local institutions and national policy makers must align local human and natural resources of the community to match both global and regional markets, and they can strive to create new jobs that fit both the local people and the place” (Meyer, 2014:3).

South Africa’s present development legislative and policy framework is focused on the “developmental” local government which has a “pro-poor” intentions or emphasis (Khambule, 2018:12). Municipalities have been pro-actively reinvigorated by the “Constitution of South Africa” (1996) to effectively intervene in the development processes that support overall economic

development and also to play a central role in employment creation, and reducing poverty through sufficient delivery of basic services which effectively support LED (Atkinson, 2007:37).

South Africa has a well written legislative and policy framework which intends to address the challenges of service delivery across the country. Thobejane (2011) claims that one of the shortcomings that are experienced by the municipalities is lack of implementing these policies and legislations. According to Meyer (2014:11), several legislations and policies created the promising foundation towards LED within South Africa. Therefore, the following sections review relevant legislative and policy framework for service delivery:

3.2.1 Constitution of the Republic of South Africa (1996)

According to Ramafamba & Mear (2011:45), the Constitution of the Republic of South Africa is described as the supreme law of the entire country, which effectively recommends and provides the municipalities with the great responsibilities of facilitating and implementing LED in their municipal's jurisdictional areas. Moreover, the Constitution based on the Bill of Rights indicates that the municipalities are expected to play a leading role in implementing the initiatives for alleviating poverty, unemployment, and rural development through supporting LED (Powell, 2012:19). As indicated by Scheepers & Monchusi, (2012:43), the Constitution of South Africa demands the creation of a pro-poor developmental government and assigns or delegates the municipalities with the roles of supporting LED. Moreover, "section 152 of the Constitution" permitted municipalities to play a central in promoting economic and social development. Furthermore, municipalities are mandated to adequately deliver basic services to local communities in a manner which is sustainable and effective, and this promotes LED. Such initiatives are expected to support or encourage the participation of local societies and community organisations in addressing the development matters of the municipalities or local government (Simon, 2013:22).

According to "the South African Constitution Act No 108 of 1996", the responsibilities which are assigned to the municipalities are to "structure and manage its administration, budgeting and planning processes to give priority to the basic needs of their communities and to promote the social and economic development of the community." Furthermore, the municipalities' duties comprise of taking part in both national and provincial development initiatives or projects that play a fundamental role in supporting local economic development in the communities (Seduma, 2011:19).

According to Xulu (2019:32), “section 154 of the Constitution of the Republic of South Africa (1996)” states that co-operative government in municipalities plays important roles in promoting the national and provincial governments’ by-laws and other applicable regulations and measures. This in regard to adequately supporting and reinforcing the capacity of municipalities to manage their daily affairs effectively and successfully. Secondly, this helps municipalities to productively exercise their authority and to adequately carry out their roles such as adequate basic service delivery that support LED. Intrinsically, the legislation stated in “subsection (3) of the Constitution of the Republic of South Africa (1996)” included the need for municipalities to be provided with necessary capacity in order to allow them to supply municipal basic services in an impartial and justifiable manner.

Additionally, “section 9 of the Constitution of 1996” clearly forbids or bars the municipalities from discriminating when they deliver basic services and goods based on socio-economic statuses such as disability, race (black, Indian, or white), gender (male or female), HIV/AIDS or any other protected situations within the societies (Mutymbizi, et al. 2020:54). Therefore, municipalities are frequently in the spotlight amongst the South African inhabitants who view them as one of the spheres of government which is accountable for basic service delivery. This perspective is based on appreciating municipalities constitutional mandates and the part or task they play in providing basic services in proximity to the citizens (Morudu, 2017:25).

Thobejane (2011:23) states that the Constitution of South Africa (No.108 of 1996) is viewed as a solid foundation for providing the developmental model of municipalities or local government. Municipalities are not merely accountable for delivery of basic service, but also targeted socio-economic development which improves living conditions of their residents. The Constitution of South Africa highlighted that municipalities are required to accomplish the following roles (Mabitsela, 2012:44):

- Play a leading role in provision of democratic and accountable government for all communities;
- Guarantee service delivery in an acceptable way;
- Support both economic and social development;
- Provide a healthy and safe environment for the citizens; and
- Promote community or public participation and engagement of the public in the development matters of different communities.

Furthermore, the “Constitution of South Africa (1996)” recommends for the development of an intergovernmental relationship amongst all government spheres (national, provincial and municipality) on matters that are related to the social and economic development of an area/region (Robinson, 2010:34). Scheepers & Monchusi (2012:19) supported the sentiments that it is a necessity for both service providers and stakeholders to align their development aspirations with development planning of all government spheres in order to support sufficient basic service delivery that influence LED. Rogerson (2013:17) is of the view that South African local governments’ developmental mandates play a leading role in encouraging the municipalities to adequately decrease poverty, high rates of unemployment and also to deliver basic services through participating in several economic development initiatives that are implemented by all three spheres of government.

3.2.2 The Municipal Systems Act (2000)

According to Bohler-Muller, Davids, Roberts (2016:23), the Municipal Systems Act (2000) outlines the responsibilities of all municipalities that include: “(i) prioritising the basic needs of the local community, (ii) promoting the development of the local community; and (iii) ensuring that all members of the local community have access to at least the minimum level of basic municipal services”. Ramafamba & Mear (2011:24) states that the “Municipal System Act” made provisions for the LED programmes or projects to be clearly reflected in all municipal IDPs across South Africa.

In addition, the “Municipal Systems Act (2000)” highlighted that municipal basic services should be accessible, equitable and must be supplied in a manner that is beneficial and practical towards LED, resourceful and effective utilisation of the available resources and enhance the quality of life of the community members (Ngcobo & Whittles, 2016:29). Moreover, the municipal basic services should be economically and environmentally sustainable, and also should be regularly reviewed for the purpose of upgrading, extension and improvement.

The Municipal Systems Act (2000:54) directed that

“municipal planning to be developmentally oriented in order to achieve the objectives as contained in the Constitution and together with other organs of state contribute to the progressive realization of the fundamental rights linked to the environment, property, housing, health, water, social services and education”.

The “Local Government Municipal Systems Act, 32 of (2000)” plays key roles in providing fundamental principles and instruments which are important to permit the municipalities to accelerate the processes of social and economic development which has positive impacts on uplifting the living standards of the local communities, and guarantees widespread access to indispensable basic services which are reasonably priced to all (Mashwama, Thwala & Aigbavboa, 2018:43). Furthermore, the “Municipal Systems Act” encourages a partnership between the “municipality’s political and administrative structures” and also supports a manner wherein municipal powers, and roles are exercised and carried out in order to sufficiently supply basic services to the people. Furthermore, the “municipal financial task teams” were created and introduced to assist municipalities in uninterruptedly engaging and facilitating the processes of having an environment that is beneficial to economic development through having access to basic services that are needed for local economic development (Powell, 2012:32).

According to Pretorius & Blaauw (2008:23), the statutory principles which are designed for accommodating developmental local governments are contained in the “Municipal Systems Act, (2000)”. A significant element of the “Municipal Systems Act, (2000)” is the directives that enforce every municipality to develop or establish an IDP which advocates for support of LED in local communities (Scheepers & Monchusi, 2012:19). The Integrated Development Plan (IDP) is conceptualised as an instrument that significantly helps municipalities to achieve their development mandates (Simon, 2013:34).

In South Africa, Integrated Development Planning (IDP) is regarded as a participatory approach. Integrated development planning plays a fundamental role in integrating economic, sectoral, spatial, social, institutional, environmental, and fiscal strategies. The goal of IDP is to support the ideal distribution of available scarce resources amongst the sectors, geographical territories and all population in a manner which promotes sustainable economic growth, equity allocation of resources and empowerment of marginalised community members (Khambule, 2018:34).

For the purpose of guaranteeing that available resources are best utilised towards accomplishing “sustainable economic and social development”, with the emphasis placed on worthwhile basic service delivery, the municipalities are obliged to effectively implement all IDP processes (Meyer, 2014:9). “Chapter 5 of the Municipal Systems Act, (2000), Section 25 (1)” indicates that every municipal council should be, within an agreed period of time, after the beginning of its elected term, adopt a single, but comprehensive strategic development plan which will be directing all development purposes of a municipality. Furthermore, an IDP should be described as a sector

departmental participation plan and instrument in which inter-sphere development planning is conducted in harmonious manner and also where resources should be equitably distributed in order to support LED and other development issues (Khambule, 2018:34). IDP is defined as a process whereby a municipality is at liberty to develop a strategic plan with vision and development objectives which should be attained for the “short, medium and long term” and this process must be accompanied by public participation (Xulu, 2019:67). Furthermore, an IDP is defined “as a comprehensive plan that is a final product of the development and planning process” (Makhari, 2016:55). The IDP encompasses a variety of development projects, all of which were raised during Community Based Planning and also designed to adequately accomplish the vision and detailed development objectives. In summary, an IDP processes incorporates an evaluation of the existing level of development and identification of important development priorities.

With regards to “Municipal Systems Act, (2000)”, particularly “Section 26”; an Integrated Development Plan should clearly reflect the municipal council’s vision which will direct the long-term development of the municipality’s most crucial development internal priorities and objectives, which include its LED needs (Makhari, 2016:59).

3.2.3 Local Government Municipality Demarcation Act (1998)

According to Allan & Heese (2016:54), the Municipal Structures Act of 1998 plays an important role in introducing the “participatory local democracy and local development”. Furthermore, “Municipal Structures Act, 1998 (Chapter 4)”, focused on involving communities in municipal development programmes, as part of stimulating and improving a participatory democracy within the municipalities (Akinboade, Mokwena & Kinfack, 2013:37).

The mandate of the “Local Government Municipal Demarcation Act (1998)” is to assist the municipalities with the determination or re-determination of a municipal boundaries that should be in line with this Act and other applicable legislations and policies which are passed in terms of “Chapter 7 of the Constitution of the Republic of South African Constitution (1996)”, as well as providing standards and procedures that are required in the determination of the municipal boundaries by the independent authority (Masiya, Davids & Mangai, 2019:48). The “Local Government Municipal Demarcation Act (1998)” assists in determining the boundaries of municipalities municipal boundary and also its main objective is to establish a municipality for the specific area in order to achieve its constitutional responsibilities which include the following:

- Play a leading role in provision of democratic and accountable government for all communities;
- Guarantee service delivery in an acceptable way;
- Support both economic and social development;
- Provide a health and safe environment for the citizens; and
- Promote community or public participation and engagement of the public in the development matters of different communities.

The goal behind the determination of municipal boundaries is to guarantee that local governments or municipalities function as one of the spheres of government that:

- Allows efficient local governance;
- Permits integrity for required development
- Have tax bases for generating revenues.

To echo the findings of Masiya, Davids & Mangai, (2019:48), in terms of the functions of Act, Thobejane (2011:43), indicated that the “Local Government Municipal Demarcation Act, (1998)” has contained the principles, norms and procedures that were used for the determination of municipal boundaries. Furthermore, the Act indicates that a number of categories of municipalities are found in South Africa and they are indicated below:

Table 46: Indicate the number of categories of Municipalities found in South Africa

Category	Description
A	“A municipality that has exclusive municipal executive and legislative authority in its area”.
B	“A municipality that shares municipal executive and legislative authority in its area with category C municipality within whose area it falls”.
C	“A municipality that has exclusive municipal executive and legislative authority in an area that includes more than one municipality”.

Source: Thobejane (2011:43),

3.2.4 White Paper on Local Government (1998)

According to Seduma (2011:12), the “White Paper on Local Government (1998)” has announced the concept of “developmental local government” which is defined as “local government that is committed to working with citizens and groups within the community to find sustainable ways to meet their social, economic and material needs, and improve the quality of their lives”. The policy

further clearly states that “local Government is not directly responsible for creating jobs, but rather, it is accountable for taking active steps to guarantee that the overall economic and social conditions of the locality are conducive to the creation of employment opportunities”.

The White Paper has played a pivotal task in empowering the municipalities to implement the integrated development planning processes, performance measurement and management, budgeting and local economic development as the strategic development approaches for democratising the development, whereas simultaneously establishing an environment that is beneficial and favourable for the public and local communities to adequately address the raised needs through coming up with fitting solutions (Scheepers & Monchusi, 2012:23). According to Pretorius & Blaauw (2008:13), this conducive environment has laid a robust foundation for the development of a customised and tailored model for effectively driving the LED aspirations at municipal or local government level.

“The White Paper of Local Government (1998)” outlined the principles and standards of the service delivery that offers a new and comprehensive framework wherein municipal service delivery must be based on so that Local Economic Development (LED) is supported across the country. These principles are as follows: affordable, accessible, and reliable municipal services in which the municipal services should be of good quality.

3.2.5 District Development Model (DDM 2021)

According to Development Bank of Southern African (DBSA) (2020:4), the District Development Model is defined as an all-of-government approach which was designed for the purpose of improving integrated development planning (IDP) and basic service delivery across all three spheres of government with metropolitan and district spaces as central points of the private sector and government investment. Moreover, Slater (2021:6) defined DDM as an operational model which promotes all three spheres of government (national, provincial, and municipal) to effectively coordinate and manage their efforts in addressing the perennial challenges that are faced by South Africa in providing municipal services. Established by the Department of Cooperative Governance and Traditional Affairs (COGTA) and piloted by the Development Bank of Southern Africa (DBSA), the District Development Model places emphasis on boosting the ability of the municipalities to conduct the “*long-term planning, budgeting and infrastructure implementation*” (DBSA, 2020:6). Slater (2021:6) is of the view that the DDM was approved or adopted in order to get rid of disjointed planning, budgeting and implementation across all spheres and the government entities, with the government observing that the pattern of “operating in silos” caused

a lack of consistency and coherence regarding planning and implementation. Furthermore, “operating in silos, made monitoring and oversight of government’s programmes difficult, and had resulted in poor basic service delivery” (Slater, 2021:7).

Furthermore, the DDM is designed to facilitate integrated development planning, basic service delivery and monitoring of all Government’s development programmes by the notion of a joint “One Plan” in terms of 52 development spaces or impact zones through the launching of the national technical capacity along with the district hubs which are going to effectively drive implementation of the DDM programme (DBSA, 2020:7).

This DDM approach has not put its emphasis on accelerating Local Economic development (LED), urbanisation, economic activities only, but also promote the effective provision of basic services that are required for the purpose of supporting LED (Slater, 2021:10).

3.2.6 Municipal Structures Act of 1998

According to Du Plessiss, (2016:9), the “Municipal Structures Act, 117 of 1998” encompasses the criteria or standards which determine or indicate when areas should have a category A municipalities (metropolitan municipalities) and when municipality falls into the category B (local municipality) or category C (district municipalities). Furthermore, the district municipalities are characterised by having “legislative and executive authority” within the areas which comprises two and above local municipalities. Additionally, the district municipalities play major roles in assisting local municipalities with their quest for promoting LED initiatives. They assist local municipalities by providing infrastructure that support LED.

The “Municipal Structures Act of 1998” according to Du Plessiss, (2016:12) is one of the legislation that has been introduced to enhance “participatory local democracy and local developmental” within the municipalities. Developmental, according to Oosthuizen & Thornhill (2017: 21) is defined “as an active role that municipalities play in promoting development in cooperation with the community and not merely manage the developmental process”. LED is one of the developmental aspects of the municipalities. Chapter 4 of the Municipal Structures Act, 1998 focuses on involving the local communities in development programmes and initiatives, and this has been viewed as part of stimulating and promoting participatory democracy. This is therefore a conduit in which the community members raise their developmental needs within the local government sphere.

This Act provided the administrative or managerial decision-making arrangements that apply to all categories of municipalities with regards to provision of services that are needed in supporting LED (Oosthuizen & Thornhill, 2017:12). Moreover, it clearly defines the authorities or powers as well as responsibilities of different role players in service delivery.

3.2.7 Back-To- Basics Programme (B2B) 2015

Zengethwa et al., (2019:5), Traditional Affairs and Cooperative Governance's (COGTA) back-to-basics policy places emphasis on encouraging municipalities to provide adequate and reliable basic services that are required to support Local Economic Development initiatives across the country. Furthermore, it indicates the need for standards, acceptable practice within all municipalities, indicating important performance areas as well as monitoring and oversight performance of municipalities in terms of basic service delivery. These are services which play a pivotal role in supporting LED in municipalities. Back to basics strategy announced that the municipalities should be working towards creating acceptable living conditions or standards for the local communities through developing or establishing fundable infrastructure development plans, guaranteeing, and supporting infrastructure maintenance and establishing service delivery standards (Cooperative Governance Traditional Affairs (CoGTA) 2016:19). Furthermore, good governance, sound financial management and public participation should be adequately addressed in order to provide sufficient basic services to the local municipalities. Filling municipal crucial positions with the competent, experienced and committed workers and monitoring or manage their performance on the jobs which assigned to them are also pivotal within the municipalities (Du Plessiss, 2016:29). COGTA categorizes the duties or roles of the three spheres of government in guaranteeing well-functioning and sustainable municipalities within South Africa (Cooperative Governance Traditional Affairs (CoGTA) 2016:19). "An Inter-Ministerial Committee on Service Delivery" recommended that a clear approach or method of all government spheres on local government or municipal service delivery which is well - coordinated is required, while at the same time strengthening oversight on the performance among the municipalities is increased (Du Plessiss, 2016:34). One of the measures which was advocated by back to basics strategy is the development of a "war room and national monitoring system" which were designed for tracking and intervening on municipal performances in all aspects of development planning. Moreover, it contains collective efforts for ensuring that all municipalities function effectively and that the political tensions and the political or administrative interface are effectively managed (Cooperative Governance Traditional Affairs (CoGTA) 2016:34).

The back-to-basics strategy of the “Department of Cooperative Governance and Traditional Affairs (COGTA)” offers clear directions for sustainability of local government. Furthermore, it clearly highlights the poor track - record of the service delivery of municipalities in supplying basic services like water, electricity, refuse removal, repairing of the potholes, sanitation, maintenance and upgrading of public places and fixing the streetlights. Moreover, inadequate human resources within the municipalities to effectively carry out these above-mentioned functions is highlighted, together with the fact that poor performance of the 257 municipalities which are currently found in the country, (in terms of financial performance). The Back to basics strategy indicated that corruption, poor financial management, negative audit outcomes and poor engagement with communities, be effectively dealt with in order to provide basic services that are of paramount importance to support LED within the municipalities. The back to basics approach is intended at “supporting municipalities” ‘to progress towards a higher path’ and to provide those municipalities who perform well, with more control over allocated grants” (Du Plessiss, 2016:22).

3.2.8 The Division of Revenue Act, 3 of 2021

According to Oosthuizen & Thornhill (2017:9), the “Division of Revenue Act” is yearly enacted for the purpose of complying with “section 214 of the Constitution” which offers directives to the national legislation to guarantee “an equitable division of nationally raised revenue between the three spheres of government”. Moreover, the funds are being transferred or taken to the municipalities in the “form of conditional and unconditional grants”. These funds are required to fund the infrastructure which supports Local Economic Development (LED). Ramokgopa (2016:7) indicated that the main intention of these above-mentioned grants is to allow all municipalities to satisfactorily supply basic services and carry out their constitutional functions which are allocated to local government.

By nature, the municipalities are mandated to raise their own revenues through “property rates and surcharges for infrastructural services (such as water, electricity, sanitation, waste removal, and the use of municipal facilities like swimming pools, public parks and sports grounds)”. The capabilities to generate own revenue for the purpose of financing the functions which are allocated to them varies completely across different municipalities. According to Thornhill & Cloete (2014:34), poverty coupled with the fact that the vast majority of rural municipalities get majority of their annual revenue from the grants through the yearly “Division of Revenue Act (DoRA)” constraints municipalities service delivery capabilities. This contrasts with urban municipalities who on average are able to raise huge chunks of their revenues from their own sources.

Furthermore, poor, and capacity constrained rural municipalities are heavily dependent on national transfers which are supported by numerous forms of grants because they are characterised by having substantial lower revenue bases than municipalities in large urban areas. As a result, government allocates huge parts of the available equitable share allocated through the annual DoRA to the poor and rural municipalities, whereas urban municipalities are advised to utilise their own available resources to increase investment in infrastructure that is needed for supporting LED (Schoeman, 2011:17).

Oosthuizen & Thornhill (2017:34) indicated that it is anticipated that the gaps or shortfalls in available financial resources can be caused by the situation whereby the cost to adequately address the community needs or the development priorities of the local communities surpasses the available revenue which is generated by the municipalities. Moreover, this gap or shortfall is the key reason for the intergovernmental transfers taking place through the means of grants to the municipalities, particularly in the form of the “infrastructure conditional grants and unconditional grants” (Thornhill, 2011:21). Furthermore, Thornhill (2011:21) indicated that the aim of these grants is to address the financial shortcomings or gaps in the municipalities and to immensely support the development priorities of the government to get rid of the backlogs of service delivery and effectively contribute to the LED in the municipalities across the country.

3.2.9 National Environmental Management Act (NEMA of 1998)

According to Thornhill & Cloete (2014:36), NEMA plays important roles in providing the overarching legislative framework for the environmental governance or management in South Africa. Furthermore, it is defined as a framework act for environmental management in South Africa. NEMA advocates for environmental management which is important for sustainable development (Thornhill & Cloete, 2014:40). Sustainable development is defined as “development that meets the needs of the present generation without compromising the ability of future generations to meet their own needs” (Fonkam, 2017:28). Environmental management, according to Thornhill (2011:28) is defined as “the management of the interaction and impact of human activities on the natural environment”. Environmental management is viewed as one of the aspects of LED. Moreover, environmental management is defined as a purpose activity which places its emphasis on protecting, maintaining, and improving the state of an environmental resource that is affected by human activities (Thornhill & Cloete, 2014:45). Environmental management also aimed at ensuring that ecosystem services and biodiversity are effectively protected and maintained for equitable use by the future human generations and similarly,

maintain and protect ecosystem integrity as one of the pillars for local economic development (LED).

According to Thornhill & Cloete, (2014:45), the following principles indicate the central values of NEMA:

- *“Environmental management must place people and their needs at the forefront of its concern, and serve their physical, psychological, developmental, cultural, and social interests equitably.*
- *Development must be environmentally, socially, and economically sustainable”.*

3.2.10 National Land Transport Act (No 22 of 2000)

According to Esson & Von Der Heyden, (2012:7), “section 11 of the National Land Transport Act (NLTA) of 2009” highlighted the respective “national, provincial and local government” duties in terms of providing land transport within South Africa. Under NLTA, the municipalities have been assigned the huge bulk of the public transport duties while the national and provincial spheres of government have been allocated a more strategic and oversight duty (Stanway, 2001:5). Land transport is one of the pillars of LED and it must be supported by sufficient infrastructure. Moreover, under “NLTA”, the responsibilities of national and provincial spheres of government are focused on supporting, coordinating, regulating, monitoring and capacity building (Stanway, 2001:7). While the NLTA does not differentiate “local and district municipalities”, it is required to be viewed and read in conjunction with “schedule 4B of the constitution as well as section 84 of the Municipal Structures Act (2000)” that places the responsibilities of municipal transport functions or services to the local municipalities (Esson & Von Der Heyden, 2012:7). The introduction of the “National Land Transport Act in 2009” essentially changed the landscape or nature of transport provision within South Africa. This is because the municipalities have been allocated with the responsibilities of the bulk of functions which are related to public transport services. Transport services support Local Economic Development in municipalities. According to Esson & Von Der Heyden, (2012:9), the municipalities are authorised to develop, implement, and monitor the land transport strategies within their area.

The Act promotes provision of reliable and sustainable transport infrastructure. According to Chakwizira & Mashiri (2009), transport infrastructure and services are one of the most crucial public assets across the world. Furthermore, improvements to the roads provides immediate and sound benefits to local communities through better access to the markets which also fall under the category of LED (Chakwizira & Mashiri, 2009). For these important benefits to be sustained,

the transport infrastructure and services improvements should be supported by well-planned programmes of infrastructure maintenance and development (Chakwizira & Mashiri, 2009).

3.2.11 Spatial Planning and Land Use Management Act, (Act 16 of 2013), SPLUMA

According to Fonkam (2017:3), “Spatial Planning and Land Use Management Act (SPLUMA) (Act 16 of 2013)” is defined as the national legislation which was designed for all spatial planning and land use management activities in South Africa. In its mandates or directives of spatially transforming the entire country, SPLUMA has introduced a new spatial planning system that now puts local municipalities at the main seat of directing all spatial planning, and decision making that are related to land use management. Proper spatial planning and land use management play a leading role in supporting LED within the municipalities, for example municipalities are required to identify and have access to developable land. Department of Rural Development and Land Reform, (2013:12) indicated that SPLUMA fundamentally strengthens and supports the vision which was set out by the “National Development Plan (NDP)” to adequately address and deal with serious challenges of socio-economic matters which are affecting South Africa when it is embarking on the processes or programmes of spatial transformation.

Now, SPLUMA is being utilised in conjunction with other policies and legislation that support spatial planning like “NEMA (National Environmental Management Act)” for the purpose of ensuring its “consistency, uniformity and alignment” with other legislation on processes of land use management (Department of Rural Development and Land Reform, 2013:12).

Moreover, the Act offers a guiding and dynamic framework for all “spatial planning and land use management” within the boundaries of South Africa. It provides the development principles which support Local Economic Development (LED). However, these development principles of SPLUMA are not inevitably new but are in line with the required direction that are highlighted in the “National Development Plan” (NDP). With the support, they get from the national and provincial spheres of government, the local municipalities are provided with the important role of being land use management regulators within their areas.

Overall, SPLUMA is seeking to adequately address the historical spatial imbalances and effectively and vividly encourage sustainable development in spatial planning across the entire country (Fonkam, 2017:9).

3.3 Conclusion

Local government established a legislation and policy framework that mandated all municipalities to deliver sustainable basic services that support LED. Some of the legislation and policies are the “Constitution of the Republic of South Africa (1996), the Municipal Systems Act (2000), Local Government Municipal Demarcation Act (1998), White Paper on Local Government (1998), Municipal Demarcation Act, District Development Model, SPLUMA, National Land Transport Act in 2009, NEMA and Division of Revenue Act”.

Provision of municipal services that support Local Economic Development (LED) in South Africa is argued to be responsibilities which must be effectively implemented by local governments, since it is as mandated by the Municipal Systems Act (2000), Constitution of South Africa (1996), Local Government Municipal Demarcation Act (1998), White paper on Local Governments (1998), and others. According to the Constitution, 1996, section 155 (1) & Municipal Structures Act, 117 of 1998 these categories of municipalities are as follows:

- Category A: Metropolitan municipality is referred to as a municipality which is characterised by having exclusive and legislative authority within its area. And which is described in “section 155(1) of the Constitution as a category A municipality”;
- Category B: Local municipality is described as a municipality which shares the municipal executive and legislative authority in its area with a district municipality within whose area it falls. And which is highlighted in “section 155(1) of the Constitution as a category B municipality”; and
- Category C: District municipality is defined as a municipality which has municipal executive and legislative authority in an area that includes two or more local municipalities, and it is highlighted in “section 155(1) of the Constitution as category C municipality”.

The following Chapter 4 will be Case Studies in Local Economic Development (LED).

4 CHAPTER FOUR: CASE STUDIES IN LOCAL ECONOMIC DEVELOPMENT (LED)

4.1 Introduction

Case studies play important roles in providing an in-depth investigation of the subject which is under the study. A case study assists in offering a clear comprehension of a complex subject that is being studied. Furthermore, a case study can extend the experience or add the strength to the current study through previous research studies (Jacobs, 2017:7).

I believe that case studies play imperative roles in permitting the researcher to gain a more detailed and unbiased understanding of a matter that is being studied. This study used four case studies in order to support extensive literature.

4.2 LED in Southern African countries

There are fifteen (15) countries within the Southern African block, which are found in the South African Development Community (SADC) - the “umbrella regional economic community” that is characterised by huge diversity which range from industrialised or technological advanced South Africa economy (even though there is a strong and visible apartheid legacy or heritage), to the small resource scarce countries i.e. Malawi, Swaziland and Lesotho, to the resource rich countries namely Zimbabwe, Angola, Botswana, DR Congo and Zambia. According to Wekwete (2014:7), the entire region of SADC is extremely characterised by several incidents of social, economic, and spatial inequities.

According to Mandisvika (2015), LED is referred to as a locally owned mechanism that permits local role players or participants to fully comprehend their economy, categorise, and single out their needs, assemble, and organise resources both externally and internally and collectively execute actions that focused on supporting and enhancing local economy with the purpose of fully realising its potential. In addition, LED is referred to as a development method characterised by having a clear territorial focus. Heideman (2011:25) is of the view that the main goal of the LED is to effectively promote and support the creation of jobs and required growth of local economy that immensely contribute towards poverty reduction.

Wekwete (2014:8) indicated that within Southern Africa, the LED programme is regarded as a crucial section of the “national economic and development strategies”. However, Mandisvika (2015) identified that there is a disturbing incident of not having fitting LED policies and legislations in several countries that are found in Southern African and it is revealed as a serious challenge. Moreover, in situations where there is no legislative and policy frameworks in place, Local Economic Development efforts are not going to be successfully coordinated, linked and integrated with other existing economic and development legislations and policies (Khumalo, 2018:10). The absence of policy and legislation guidance played a leading role in allowing stakeholders to implement ad hoc projects rather than partaking on the planned LED initiatives. Furthermore, Nel & Rogerson (2015:34) revealed that the absence of institutional preparations for LED within Southern African countries is another major challenge which did not support LED.

With a small number of exceptions, the local governments or municipalities within countries that are found in Southern Africa, are not provided with the mandates for promoting and supporting LED (Wekwete, 2014:17). However, local governments or municipalities do play an imperative role in collecting data, enabling the public participation of local role players, managing and integrating LED planning processes and implementation strategies, regularly monitoring and appraisal, and the supply of crucial municipal services that are fundamental for the functioning and supporting of Local Economic Development. Geseb (2008:34) is of the opinion that efforts for LED have been hindered by the overall lack of a clear directive for local government in supporting and promoting LED.

Moyo (2007:33) & Wekwete (2014:15) are of the view that LED is regarded as a significant part of one of the national economic strategies of Zimbabwe, Botswana, Lesotho, Malawi, and Zambia which have all embarked on establishing national policies and legislations that emphasise Local Economic Development.

At municipal level, there is a clear indication or signal of speedy informalisation as a crucial coping strategy which will be used by the rural, urban and township poor who resorted to minor trading and small enterprises for making basic goods (Hiedeman, 2011:17). The recent “Managing Informality” document (SALGA, 2013:7) highlighted key cases from five (5) African Countries (namely: “Kenya, Mali, Rwanda, South Africa and Tanzania”) on how the municipalities were approached and then participated in the proper management and coordination of local informal economy which also constitutes LED. Moreover, Wekwete, (2014:12) revealed that “within these African countries, between 76% (Tanzania) and 35% (South Africa) of the population participated

in the informal economy sector, giving a sign of the significance of the informal economy and traders as an important and basic part of both urban and township economy”.

This has formed an important demand for the local governments or municipalities to work collectively with all existing informal sectors and indicate the prerequisite for an effective, serious, and constructive dialogue in getting the required solutions regarding the vicinity and the business development. In addition, the evolving LED model within Southern Africa are being hugely fostered by South African experience in which there is vibrant, clear, and strong commitment towards LED through “developmental local governments” or municipalities (Nel & Rogerson, 2015:34).

The major challenge within several Southern African countries is based on the fact that LED is not viewed as an important and obligatory function of the municipalities or local governments (Khumalo, 2010:12). Furthermore, LED has been becoming a progressively fundamental mandatory responsibility that is also politically and apolitically becoming very significant based on the skyrocketing rates of employment demands amongst the rising youthful population of the entire continent of Africa, and also the demand for improved and better productivity within the functionality of the local economies. In the context of offering every citizen with better living conditions, this challenge has caused LED to be chosen as one of the development priorities in all African countries which have conducted decentralisation reforms. As indicated by Mutekede & Sigauke (2007:29), that a strong link exists between the municipal service delivery programmes and LED given that satisfactory and reliable municipal services and infrastructure play important roles in attracting stability on the “labour force reproduction, and a potential platform for entrepreneurship and innovation” in different African countries.

Wekwete (2014:12) highlighted the comprehensive challenges and several exact cases which relate to the LED experiences in Southern African countries. There is an indication of a difficult environment for conducting LED, coupled with lack of funding, government capacities, skills, and infrastructural services for supporting LED. The levels of decentralisation to municipalities or local governments are harshly hindered by inadequate fiscal decentralisation that make the delivery of basic infrastructural services a challenge. Consequently, in the Southern African countries, most of the LED programmes or initiatives are driven, funded, supported, and spearheaded by “donors, development partners and non-governmental agencies” (Nothnagel, 2011:23).

In South African context, LED is an important development objective of the municipal and provincial development planning, and as a result, it was made mandatory or compulsory for all essential and much needed financial resources and basic services to be sent and positioned for at Local Economic Development initiatives.

4.2.1 Local Economic Development (LED) in Zimbabwe

Following achievement of Independence in 1980, several reforms have been taking place with a view of setting up a people-owned development and government in Zimbabwe (Mutekede & Sigauke 2007:13). Furthermore, Mutekede and Sigauke (2007:28) observe that with regards to Policy the establishment of the Urban Councils Act (1980), effectively repealed previous Urban Councils Act, and brought in several important changes to supporting local economies. This allowed former African Townships to be included in the mainstream of municipal systems that gave the lodgers freedom to take part in the elections (Mutekede & Sigauke 2007:24). The rescinding of the African Councils Act by the District Councils Act (1988) played a major role in bringing together 240 incapacitated African Councils into 55 larger and more viable and feasible District Councils in the rural spaces (Mutekede & Sigauke 2007:25). This development provided the districts with an extensive range of powers and they were put under the Ministry of Local Government. An important era of the democratic space occurred in 1984 through the Prime Minister's Directive that hugely set out the development structures from the village level to provincial layers (Moyo, 2007:12). This played an imperative role in bringing about the establishment of Village Development Committees (VIDCOs) and 1000 Ward Development Committees (WADCOs) whose members were voted into the positions (Khumalo, 2018:12). Although the ward structures existed in Urban Councils, they were not incorporated in any policy or law. "The transfer of responsibilities and power from national government was attempted through the establishment of Rural District Councils provided for in the Rural District Councils Act of 1998. However, this move was critiqued as a process of counterfeit decentralisation producing RDCs lacking in power and resources with unfunded mandates" (Khumalo, 2018:14). Moreover, this move was condemned as central government's tool of having and getting control of the rural majority.

One reasonable outcome of decentralisation regarding the Local Economic Development relates to the area of natural resource management wherein the local communities were provided with room to partake and benefit from the local resources (Mutekede & Sigauke 2007:25). Through the Communal Areas Management Programme for Indigenous Resources (CAMPFIRE), local

populations were able to take part in the management of local resources and the funds from this programme had an important impact on the development planning and management at national, district and local levels (Mutekede & Sigauke 2007:18).

With regards to LED funding, the following have become important sources at the district level (Khumalo, 2018:15):

- District Development Grant (DDGs) meant for “rural local authorities through the Ministry of Local Government, Public Construction and National Housing (MLGPCNH) as part of a donor-funded capacity building programme”;
- “Rural Development Fund (RDF) which was sourced by the Ministry of Rural Resources and Water Development to support local infrastructure projects”;
- “Community Action Plan (CAP) that was established under the sponsorships of World Bank as part of the country’s social dimensions of adjustment programme set to provide funding for small, community-based projects in the poorest districts”; and
- “Urban Development Programme (Urban II) which was funded by the World Bank and administered by MLGPCNH, provided funding to urban local authorities for infrastructure projects” (Khumalo, 2018:15).

According to Khumalo, (2018:15), all this funding was deferred because of Zimbabwe’s economic and political challenges. Given the limited authorities of local governments or municipalities to make their own revenue, the macro-economic and political environment prevailing in Zimbabwe, this has affected the efforts of LED. Furthermore, LED was not precisely specified in the Government policies and legislations in Zimbabwe even though the few decentralisation policies discussed offer the structures like the “District Development Committees (DDCs) and the VIDCOs whose main purpose is to effectively spearhead Local Economic Development (LED)”.

4.2.1.1 LED in Harare, Zimbabwe

The study effectively assessed the key roles and significance of LED as a vehicle for improving urban development through paying serious attention to the officials of LED in the city of Harare (Mandisvika, 2015:5). In her study, Mandisvika (2015:5), defined Local Economic Development (LED) as a process that encourages partnership from the community, public sector, private sector, and non-governmental sectors to work together for the goal of creating better conditions for the

economic growth and employment generation to improve the local economic future and the quality of life amongst all residents or citizens.

The research revealed that different stakeholders and individuals who participated in the study have different understandings concerning the concept of LED (Mandisvika, 2015:8). *The Chief Planning Officer from Department of Planning defined LED as “development initiatives that positively transform the economic well-being and improve the per capita income of a community in an environmentally sustainable manner. From the same institution, the Principal Town Planning officer identified LED as the strengthening of a regional community’s capacity to make optimal use of the existing and potential characteristics of the area with the aim of improving conditions for job creation and economic growth in order to secure local interests versus central government, to support small businesses, and to deal with challenges affecting the local community”* (Mandisvika, 2015:8). It is obvious that even though the participants were coming from the same workplace, LED still remained a problematic phenomenon wherein public officials display a predisposition of raising different denotations and therefore diverse approaches for dealing or working with the LED.

The study further reviewed that LED is deeply depended on workable and viable infrastructure. Furthermore, (Mandisvika, 2015:9) in her study revealed that little has been sacrificed for the intention of having workable infrastructure in Harare. Unreliable municipal services like electricity, water supply, road networks, refuse removal and sanitation that are in dire situation, are being experienced by the residents of Harare. Efforts of supporting Local Economic Development in Harare are being affected by poor infrastructure development.

4.2.2 The South African experience of Local Economic Development (LED)

Since the democratic elections in 1994, the South African government has embarked on several transformations in order to improve governance and people driven development drawn from the Constitution of South Africa, Municipal Systems Act (2000) and White papers (1998). Although some researchers have documented the huge failures of the programmes or initiatives that aimed at boosting LED in South Africa, the policies and legislation framework are more advanced than in most of the African countries. One of the strengths regarding the legislative and policy framework is that the matter of LED is an essential function of local governments or municipalities and there is a continuous debate amongst the policy and legislation makers, practitioners, and scholars on how best the sphere of local government can succeed in conducting this mandate of

LED. This is evident in several policies and guidelines which have been enacted and tried with a view of discovering a working formula for Local Economic Development.

At the national level, the government of South Africa is hugely committed on coordinating, aligning and offering support towards the municipalities for effective LED through enforcing the “Integrated Development Planning (IDP)” process; offering the general “legislative and regulatory frameworks”; maintaining strong and robust “intergovernmental relationships and institutions”; offering the necessary and required resources; and monitoring the results and effects of LED initiatives nationwide (Nel & Rogerson, 2015:18). The important aspect to the South African model is the commitment for providing resources through the stipulated intergovernmental fiscal model.

According to Nothnagel (2011:15), at district and local municipality levels, a robust commitment was instilled for the intentions of supporting acceptable planning and coordinating LED approaches in IDP frameworks; creating structures for LED and guaranteeing the coordination of viable strategies, policies, legislation and projects; identifying main sectors within LED that may play important roles in kick-starting and moving forward development at local levels; promoting collective marketing, procuring and manufacturing and identifying the important local and international resources for supporting LED (Hiedeman, 2011:12).

Furthermore, at municipality level, the emphasis was placed on guaranteeing that social and economic development are effectively prioritised; carrying out relevant studies for strengthening awareness and supporting local municipalities’ capacity; creating LED forums and making discussions with local municipalities; and establishing and managing an economic database for informing decisions and also taking actions as early warning signals are reflected to the local municipalities; mobilising local people to take part in the LED and establishing supporting sectors which link and cluster all economic activities within the area (Hiedeman, 2011:12).

South Africa introduced a participatory local government after gaining independence in 1994 and it was driven and spearheaded by “Integrated Development Planning (IDP)” which allows the development or establishment of an “Integrated Development Plan” (IDP). The “Integrated Development Planning” advocated for municipalities to adequately supply basic services that are needed for supporting local economic development. The development or establishment of “Integrated Development Plan” (IDP) is the legislative or statutory requirement of all district and local municipalities and it requires LED to be implemented in different local municipalities. According to Khambule (2018:22), LED and SDF are the essential part of the entire system of the

developmental and participatory platforms which characterises the local government system of South Africa.

Rogerson (2013:15) & Kanyane (2014:27) state that basic service delivery and LED are currently getting much-needed attention within South Africa. Nevertheless, there are several challenges associated with them. After 1994, South Africa experienced numerous developmental and socio-economic challenges with life-threatening inequalities when looking at the assets, income, and basic services (Scheepers & Monchusi, 2012:36). South African municipalities are failing to provide reliable basic service, and this has detrimental effects on the efforts of local municipalities of supporting local economic development (Meyer, 2014:11). Due to poor local economic development, Robinson (2010:17) claims that majority of households (especially in rural areas and townships) in South Africa languishing from poverty coupled with chronic unemployment levels. The study conducted by Thobejane (2011:36) revealed that adequate supply of basic services plays a leading role in supporting local LED. In addition, most of the South African municipalities have failed to comprehend the important linkage between basic service delivery and local economic development (Thobejane, 2011:38). Small towns in South Africa are decaying because of lack of provision of basic services and infrastructure that attract investors and local people to conduct businesses in their municipal areas (Pretorius & Blaauw, 2008:22). For example, agriculture is one of the key areas of LED in rural municipalities of South Africa, but due to lack of water supply, it is severely affected (Meyer, 2014:12).

South African municipalities are still failing to facilitate enabling environments which are supportive to the Local Economic Development. As a result of lack of basic service delivery, majority of LED projects in municipalities are unmaintainable, unjustifiable, and failed to produce the projected and substantial results in different communities (Seduma, 2011:19). The need for intervention and partnership within municipalities is imperative.

According to Masiya, Davids & Mangai (2019:28), “the system of local government during the apartheid era had failed dismally to meet the basic needs of the majority of South Africans”. The new democratic local government, as envisioned by the “Constitution of South Africa (1996)”, did not merely put emphasis on the delivery of important basic services but is currently being essentially developmental in its orientation or nature. Furthermore, in terms of legislative and policy framework of South Africa, all municipalities are obliged to develop a framework that supports and monitors the standards which were set by national and provincial government to thoroughly and increasingly support local government or municipalities into becoming competent,

and productive vehicles for attaining development that fosters integration of all development activities of all government spheres. This is meant for the general upliftment of societies in terms of attaining social and economic development, in synchronization with surrounding natural environment (Meyer, 2014:34).

Khambule (2018:25) further indicated that the new “South African Constitution (1996)” gives directives to the local government for the purpose of putting emphasis on accomplishing the developmental results, such as acceptable delivery of household services and infrastructural facilities; the development of liveable, unified, integrated, safe “cities, towns and rural areas”; and the preferment of LED and empowerment of communities and equally redistribution of available resources such as land.

The municipalities unlike all national departments that function within the domain of “Public Finance Management Act” and the provinces which function within the “Provincial Proclamation”, operate within its “Municipal By-Laws” which was established and adopted by the municipal councils (Ramafamba & Mear, 2011:25). In these circumstances, the municipal council is regarded as a municipal legislature and the “highest decision making body” which is accountable for approving any development policy and budget which is in the superlative interest of the directive which was provided to all municipalities in the “Constitution of the Republic of South African (1996)” (Powell, 2012:49). Additionally, the municipalities are mandated to approve their budgets that are in line with the basic needs and wants of their communities as acknowledged in the “Municipal Integrated Development Plan” (Kanyane, 2014:78). Furthermore, Kanyane, (2014:78) indicated that the municipal council, in line with the directives of “Municipal Systems Act (2000)”, should be approving or adopting the “IDP” as a foundation for supporting the operationalisation of the notion of the “developmental local government” and the delivery of the basic services which play a central role in supporting the local economic development.

Unless the South African municipalities create strong and effective administration systems which are proficient enough to exercise the functions and powers that were given them, that encourage sustainable delivery of basic services and reliable infrastructure and are concerned with LED, then the municipalities within South Africa are going to remain in the state of catastrophe or crisis.



Source: Researcher, 2021

4.2.2.1 Limpopo Province's perspective on LED

According to the Limpopo Provincial Growth and Development Strategy, (2015:55), a municipality is defined as one of the spheres of government that is closest to the people. Municipality councillors are elected by the local citizens to represent them. The municipal council is responsible for ensuring that basic services are delivered to the community so that they can conduct their businesses without interruptions.

The Limpopo Province views provision of basic service as an important instrument that support LED. All municipalities in "Limpopo province" perceived LED as a bottom - up socio-economic tool in a comprehensive "Limpopo Provincial Growth and Development Strategy" for establishing a favorable or enabling business environment that focused on improving or enhancing Limpopo Province's competitiveness with inclusive development processes wherein available resources, skills, and development ideas of local role players or communities are being combined with the goal of stimulating local economies (Seduma, 2011:55).

According to Thobejane (2011:34), Limpopo province's municipalities used LED as a weapon for alleviating poverty, skills transfer and community engagement in local economies. Khambule (2018:48) asserts that municipalities are provided with a leading role in promoting LED since they are a coordinating body which enforce the implementation of IDP. Furthermore, an IDP is adopted for the intention of drawing together "developmental objectives, priorities, strategies and programmes" of the municipality to guarantee that all LED activities are well coordinated with

other municipal development programmes that are associated with the national and provincial programmes (Limpopo Provincial Growth and Development Strategy, 2015:143). Limpopo municipalities are trying by all means to serve as vehicles for improving the investment environment within their areas and as the enablers of business formation or growth (Seduma, 2011:38). Limpopo Provincial Growth and Development Strategy, (2015:150) revealed that business creation is highly supported by provision of reliable basic services. Simon (2013:123) is of the opinion that LED initiatives are rightfully required for any municipality within South Africa, since it is a crucial part of a municipal “Integrated Development Plan” (IDP). In addition, the triumph of the LED projects within “Limpopo Province” has been equally sustainable due to the fact that some municipalities in the province are really trying by all powers to supply sufficient basic services that support LED (Limpopo Provincial Growth and Development Strategy, 2015:147).

Thobejane (2011:40) concurs that Limpopo Province municipalities must support small and medium enterprises by providing training, guidance and supporting instruments and through delivering ideal infrastructure like electricity, water supply, road networks, refuse removal and buildings to house their businesses. Seduma (2011:38) attests that “Limpopo Local Economic Fund” was established in 1994 with the sole purpose of financially supporting local municipalities on their development projects for over a period of five (5) years in the local development enterprises. This is one of vehicles for alleviating poverty within provinces. This aim is fulfilled through providing short term jobs by means of construction activities and sustainable jobs through the establishment of “new business opportunities, business infrastructure developments, industrial stimulation, training and human resource development, linkages, rural development and women empowerment”.

However, Thobejane (2011:40), further acknowledged that the implementation of the LED projects has bumped into several challenges such as lack or poor provision of basic services and lack of understanding of local economies, and capacity and resource constraints. Furthermore, Limpopo Provincial Growth and Development Strategy (2015:147) revealed that LED is a statutory directive to all municipalities across South Africa for the purpose of advancing both “social and economic development” and it must be supported by sufficient basic service delivery.

4.2.3 LED in Namibia

According to Khumalo (2018:17), in Namibia, LED is still in its early stages, with very few policy and legislative guidelines directly dealing with LED. Heideman (2011:7) is of the view that since independence the policy and legislative frameworks for LED has not been widely debated and it has not been made an essential mandate for the municipalities. Furthermore, Geseb (2008:4) indicated that the previous LED efforts were limited to the provision of service, parcels of land for business and Industrial premises for development purposes.

Khumalo (2018:21) opined that Namibia is characterised by having different experiences of both “municipal government and local economic development” compared to South Africa and other African countries. The population of Namibia is approximately two million compared to South Africa’s more than sixty million. Nevertheless Namibia shared several common socio-economic characteristics with South Africa due to its previous relations with its neighboring country which is found in the southerly direction (Heideman, 2011:7). Since 1990, the year Namibia gained independence, the policy and legislative frameworks for LED were not considered as an important subject in the way in which South Africa viewed the significance of LED (Heideman, 2011:9). Numerous pieces of legislations have the strong bearing towards the “Municipal Development Plans” within Namibia, which takes into account the LED without uplifting and inspiring LED to an essential municipal mandate. Moreover, in Namibia, LED is hugely supported by the donors.

4.3 Emerging Lessons and common issues in Local Economic Development (LED)

The following are emerging lessons and common issues from the case studies above. LED is defined as locally owned development approaches which allow local communities to fully comprehend their economy, classify and single out their needs, gather and organise resources both “internally and externally” and collectively take actions that focused on improving the local economy with the purpose of realising its full potential (Mandisvika, 2015:67). With proper support from the government, LED is one of the key areas that promote job creation and efforts aimed at uplifting the living standards of local people. Basic services such as electricity, water supply, road network, sanitation and refuse removal immensely support LED across the world. However, most of the municipalities across Africa are failing to provide sustainable basic services that are required to promote LED.

In Southern Africa, LED is one of the significant parts of the national economic growth and development approaches (Wekwete, 2014:8). However, Mandisvika (2015) identified that there is a deficiency of LED policies and legislations in several Southern African countries (such as Namibia) and it possesses serious challenge in efforts of government to support LED. Furthermore, when the legislative and policy frameworks are absent, the LED efforts were not successfully synchronized and integrated with other economic and development legislations and policies (Khumalo, 2018:10). Lack of policy and legislation guidance has led the stakeholders to implement ad hoc projects rather than engaging in planned LED activities. Furthermore, Nel & Rogerson (2015:34) indicated that the absence of organisational and institutional arrangements for LED in Southern African countries is another serious challenge that did not support LED.

Some of the municipalities in Southern Africa countries are not mandated to promote and support LED (Wekwete, 2014:17). In South Africa, through integrated development planning (IDP), the municipalities have been provided with the authority of supporting LED in their areas. Furthermore, South Africa has strong Legislative and Policy Framework which support LED, but implementation of these policies and legislation is a serious challenge. Moreover, LED is viewed as a crucial aspect of national economic strategy of Zimbabwe, Botswana, Lesotho, Malawi, and Zambia which have all embarked on developing and introducing national policies and legislations that place emphasis on the LED (Moyo, 2007:33 & Wekwete, 2014:15).

4.4 Conclusion

The above case studies gave the research an in-depth outlook of Local Economic Development and how it is linked to municipal service. The policy guidelines that support LED were discussed. In Southern countries, LED is still confronted with several challenges. The state of LED in Southern African countries namely Namibia, South Africa and Zimbabwe has been briefly discussed to identify some challenges hindering successful LED in Southern Africa. These challenges include the following (i) inadequate policy on LED, (ii) poor resource allocation to sub-national units, (iii) capacity issues, (iv) weak sub-national units and (v) in some cases top-down approach to LED implementation.

The next chapter 5 will be the Research Methodology.

5 CHAPTER FIVE: RESEARCH DESIGN AND METHODOLOGY

5.1 Introduction

This chapter five reviewed instruments which were used to adequately answer and address the research aim and research questions of this study. Furthermore, this chapter thoroughly discusses how the research findings were obtained through defining a “research methodology, research design, research approach, target population or unit of analysis, research methods, sampling, data analysis, and ethical considerations”. Basically, the chapter details the research methodology used to answer the research questions contained in Chapter one.

Sekaran & Bougie, (2010:127) defined research as a “systematic, planned, and organised effort to investigate a problem of interest that has been identified by the researcher”. A research process is required to follow a sequence or order of the steps which effectively dictate the method in which the study must be undertaken.

Moreover, the data which collected is envisioned to thoroughly answer and address the research questions of this study and achieve the research aim and objectives of this study. The research questions about this study, problem statement, aims, objectives, the significance of the study have been discussed in Chapter One of this study.

5.2 Research Methodology

Research methodology, according to Babbie & Mouton (2011:17), is referred to a process that ensures the researchers to amass or accumulate, critically interpret, and analyse, data for the intention of accomplishing and answering the research objectives and questions individually. Furthermore, research methodology is defined by Kumar (2011:19), as established and systematized procedures that employed during the time of undertaking research. Additionally, Babbie (2015:38) indicated that research methodology embraces a “plan of action, methodologies, approaches, routines of securing, and building up a considerable solid model of knowledge of a phenomenon or group of phenomena”. This basically denotes a guide which used adopted when conducting research and clearly indicated how the whole process is carried out. As a result, research methodology assists a researcher in the process of unfolding and evaluating research methods, offering more light on research limitations which might be encountered, expounding their pre-suppositions and significances which linking their potentialities towards the “twilight zones at the leading edge of knowledge” (Igwenagu, 2016:14).

5.3 Research approach

The study was qualitative in nature. A research approach that adopted by this study is qualitative and it is viewed as the most suitable for the nature of study that is both descriptive and exploratory. Qualitative research approach is viewed by Khan (2014:29), as the commonly used in qualitative research because it permits the researchers to obtain an in-depth understanding of decisive views or sentiments, motivations, and reasons. Qualitative research, according to Caswell (2014:18), is defined as:

“an approach that uses a naturalistic approach which seeks to understand phenomena in context-specific settings, such as real world settings, where the researcher does not attempt to manipulate the phenomena of interest...it is any kind of research that produces findings not arrived at by means of statistical procedures or other means of quantification, but instead the kind of research that produces findings derived at from real-world settings where the phenomena of interest unfold naturally.”

In addition, Creswell (2007:16) defined qualitative research as a method of a research which widely places emphasis on the comprehension of the phenomena through investigating the phenomena thoroughly. Moreover, Creswell (2013:20) echoes that a qualitative method of the study is described as a design in which a researcher conducts research through assembling open-ended data which is intended for establishing scenarios and new concepts from assembled data.

Concerning the aim of the research in determining the level of access to basic services that support local economic development in Mahwelereng area, considering its descriptive and explorative nature, the most suitable and fitting research approach was qualitative. The principal identified strong points of the qualitative research that effectively support and allow the researcher to freely interpret the participants with regards to their own explanation and justification of their world.

This research has been depended on the qualitative research data which is not measured in the numerical forms but in the words which are expressed by participants (Creswell, 2014:20), through utilising “descriptive data in a mostly holistic manner” (Creswell, 2007:21).

When a researcher is looking for participants' contributions or ideas on a specific subject, it is imperative to involve them so that they can effectively express their sentiments or needs in a manner that they can be afforded the opportunity to use their own words. Through adopting this research approach, a researcher is permitted to gain a thorough comprehension of the extent to which access to service delivery supports local economic development.

Qualitative research approach, according to Yin (2014:19), is imperative when the aim is to provide answers on the questions that are based on the "how, what or why of a study". This study made use of a qualitative research approach due to its strength in producing meticulous and honest descriptions which were made from the "face-to-face facts" of the people within their natural environments.

5.4 Research design

Haradhan (2017:117), is defined research design, as an organisation of situations for the purpose of synthesizing and grouping of research data in a way that anticipates to accomplish the research aim and objectives. Furthermore, Langos (2014:23) defined research design as an approach, structure and method that plays a leading role in the course of examination for the goal of allowing readers and researchers to be in good position of comprehending that the answers which are provided by the participants, are indeed addressed by the research problems successfully. Furthermore, Durrheim (2008:29) defined a "research design" as the practical strategy that is accepted by a researcher when conducting a research due to the fact it promotes answering of the research questions authentically, factually, precisely and cautiously. Therefore, a research design helps to answer questions that could control the route a researcher is intending to adopt when commencing the journey of his or her research. By implementing a research design, the researcher is permitted to make decisions for herself or himself and also boldly communicate to other people his or her choices concerning which study design she or he plans to utilise, how she or he will be gathering data from her or his sampled participants, how she or he will be picking her or his participants, how she or he will be assembling data, analysing it and how he or she will be communicating her or his research findings.

As understood from the above-described definitions, "a research design" is understood to have two crucial functions or roles. The initial definition assists in detecting and establishing processes and logistical provisions which are needed to carry out a study, and furthermore, the following definition places emphasis on the importance of quality or value in these adopted procedures to

ensure that their objectivity, validity, and precision is accomplished. Consequently, a research design allows a researcher to effectively conduct the following:

- Conceptualize the operational plan for the purpose of identifying several techniques to be used and the responsibilities which are highly required in order to complete her or his research study;
- Guarantee that these procedures are suitable to attain “valid, objective and accurate” answers to research questions. Bryman (2006:25) sees these functions as the control of variance.

Furthermore, Bryman (2006:25) perceives these above-mentioned functions or roles as the process of controlling the discrepancy in the research.

5.4.1 Phenomenological research design

The study used a phenomenological research design. Lester (2014:28) described phenomenology as an interpretive or exploratory study approach. As a result, the study adopted the phenomenological research study approach. This was to guarantee effective exploratory study research which effectively examines matters, subjects and concepts through the critical lenses to offer a comprehensive and thorough analysis of the facts on hand. As held by Babbie (2010:132) phenomenology is defined as a philosophical concept which clearly expresses a technique that instigates and promotes research investigation or inquiry to comprehend the connotations or implications of “social experiences, everyday happenings, and social structures” in which people live. Furthermore, Babbie (2016:29), posits that a phenomenological study intends to interpret in detail various lived experiences of people.

Bliss (2016:9) is of the view that phenomenological research design promotes a deep investigation of what experiences mean to people. At its core, it critically deals with the investigation of everyday human experiences with the goal of learning people’s common sense of comprehension and the meaning they make of their understandings and the understandings of other people (Amparo, 2013:45). Phenomenological research design necessitates the researchers to put emphasis on individual’s experiences of the phenomenon to get inclusive details which offer a foundation for reflecting structural analysis which eventually unmask the significance of the experiences. In addition, Cilesiz (2011:23) claims that phenomenological research design offers an opportunity and chance for the researchers to assist people acquire a new comprehension of the meaning of the phenomena and this includes features of lived

experiences such as access to basic services in Mahwelereng area. This type of research design compliments well the qualitative research approach adopted by this study.

5.5 Unity of analysis and Target Population

The employees of Mogalakwena Local Municipality and the residents of Mahwelereng were the unit of analysis of this study. Creswell (2011:145) is of the view that in empirical research, the concept of “target population” is referred to as the entire group of people, events, or things of interest that the researcher is wishing to examine or investigate. Moreover, target population, according to Asiamah (2017:30), is described as “the entire group of participants to which researchers are interested in transferring made conclusions”. The researcher has consulted the “role-players and stakeholders” who were involved in the delivery of basic services and supporting of LED in Mogalakwena Local Municipality, and for this study, these were the municipality officials, Mahwelereng ward councillors, Mahwelereng community development workers and Mahwelereng community members.

The target population for this research study were Mahwelereng residents and the municipal officials of Mogalakwena Local Municipality. Employees from Integrated Planning and Economic Development (IPED) directorate and engineering department formed the sample of this study. These two departments have thirty (30) employees and out of these 30 employees, only six (6) officials both man and woman were interviewed through telephonically, but not face to face. Moreover, about fifty (50) residents (this included the community leaders such as both man and women selected ward councillors etc.) of Mahwelereng were interviewed through semi – structured interviews. According to Flick (2011:44), qualitative research deals with few participants in the study. This allowed the researcher to select about fifty-six (56) participants for the entire study.

The Mahwelereng residents are the beneficiaries of all development programmes which are advocated by the Mogalakwena Local Municipality IDP; consequently, they must be permitted to participate in in this study.

5.6 Sampling

Thompson (2012:58), defined sampling as the process whereby a researcher selects a correct or accurate number or figure of a representative group of a research’s target population. Moreover,

this plays an imperative role in providing the researcher with an understanding and comprehension of the features and limitations of the target population (Levy & Lemeshow, 2008:123). Nevertheless, Remler & Van Ryzin (2011:150) are of the view that researchers are undertaking sampling due to limited or lack of the resources or time available for studying the whole target population within a research population group. Moreover, sampling assists to guarantee that an acceptable and suitable data sample is gathered from the correct target group of the study rather than involving the whole target population within the study area. The sampling assists a researcher to choose relevant participants in a particular population for the semi - structured interviews.

Furthermore, sampling, according to Creswell (2014:33), is referred to as a technique which helps to choose a “small number of participants (a sample)” from a larger group or pool (the sampling population) to be considered in the foundation of envisaging or assessing the manifestation of the unknown pieces of information, conditions or results concerning the larger group. Furthermore, Caswell (2014:24) indicated that sampling as a technique for selecting participants, has several advantages. Caswell (2014:24) further revealed that the advantages of sampling are that it assists in “saving time as well as financial and human resources”. As a result, a “non-probability: purposive or judgemental sampling” was adopted in this study.

The major idea behind considering a purposive sampling in this study is that a researcher has to decide as to who should provide the profound information that can be utilised for the accomplishment of the research objectives of this study. Moreover, a researcher is going to only involve the participants who in his or her view are likely to possess the essential information and are at liberty to share that data with her or him. Creswell (2013:14) is of the opinion that this sampling technique is tremendously beneficial and is more commonly utilised in the qualitative research.

Thus purposive sampling was used for the intention of establishing a required sample of a study under discussion. Concerning this purposive sampling, that is accommodated in the class of non-probability sampling procedures, sampled members were picked after considering their expertise, knowledge, and relationships regarding the research focus area (Flick, 2011:29). In line with this study, sampled participants who were chosen have a rich and special relationship or connection with phenomenon under inquiry, adequate and appropriate work experience in the areas of basic service delivery and understand the importance of having reliable access to basic service delivery in supporting the LED in the municipality.

5.7 Research methods

The choice of research methods for this study was obviously informed by the kind of research, which in this moment was a qualitative study. According to Sekaran & Bougie (2010:59), good and acceptable research study should not be built on unacceptable or poor-quality research data. Oflazoglu (2017:19) is of the view that processes of data gathering include dismantling of assembled data into small parts of valuable information with the goal of gaining more intuitions and comprehension of data which was collected by various research methods. Before collecting data, a formal letter was taken to a head of administration (Municipal Manager) in the MLM requesting permission to undertake the research. Moreover, this was done for the purpose of introducing a researcher, asking for permission to carry out research, and enlightening the Municipal Manager on ways which were used on assembling raw data from the sampled employees of MLM. A consent form was also sent in advance to both municipal employees and residents of Mahwelereng to ask their permission to be interviewed.

Data collecting methods, according to Denzin & Lincoln (2008:112), for the qualitative research study frequently comprises of the following:

- “Direct interaction with the selected participants on a one to one basis”
- “Direct interaction with the selected participants in a group setting”

Bryman (2006:30) revealed that qualitative research data collecting methods are “time consuming and overwhelming”. Granted that motive the data is normally collected from a smaller sample and this is in contrast with the quantitative approaches. Therefore, this makes qualitative research to be costlier when comparing to the “quantitative research approach”.

In this study, the following two pragmatic data gathering methods were used to gather required data from selected participants, namely: “face-to-face semi-structured interviews” with residents and municipal officials. In addition to the above-mentioned methods a document review or analysis was utilised.

5.7.1 Semi – Structured and Telephonic Interviews

Telephonic and face-to-face semi - structured interviews were done with the purposively selected Mogalakwena Local Municipality (MLM) officials and residents of Mahwelereng. The research’s

target population was requested to freely express themselves in terms of their knowledge and experiences with the way basic service delivery plays crucial role in supporting Local Economic Development (LED).

Semi-structured interviews, according to Creswell (2007:12) encompasses several important questions that help in defining and determining the areas which are required to be adequately explored, but correspondingly authorizes the interviewers or interviewees to diverge and respond to each other in order to gather data for the research. This format of this interview is employed regularly in the qualitative research approach, as it plays fundamental tasks in giving participants the guidance on how to answer and provide required data, which several researchers find helpful. Furthermore, Flick (2011:40), indicated that semi-structured interviews help to determine or clarify data or information that is crucial to the participants but might not have previously been comprehended to be pertinent to the research by a researcher.

For this study, a “face-to-face approach” was implemented for the purpose of interviewing the sampled participants. Face-to-face interview method, according to Caswell (2014:24) is defined as a method of collecting data in a way which permits an interviewer to directly interact with selected participants in line with an “interview schedule guide” contained in Annexure - A. Open-ended questions that are contained in an interview schedule were utilised through telephonically on municipal officials and on face to face interview to solicit or get helpful data to the residents of Mahwelereng.

5.7.2 Document review / analysis

According to Grove (2011:123), document analysis is a key research tool utilised as the social research approach that is a vital component of mostly the system of triangulation. This permits the amalgamation of several strategies within a research of a similar incidence. One aspect of the qualitative research is a document analysis. In this method, the documents are transcribed by a researcher to provide expression and meaning towards an investigation topic under the study. “Interpreting documents encompasses coding content into themes like how written focus group or interview material is analysed” (Bryman & Bell, 2015:56).

Document review or analysis, according to Letts at el., (2007:122), consists of “studying, reviewing and analysis of a variety of documents in order to learn and become familiar with past events”. Moreover, Babbie (2017:78) & Marshall (2016:54) aver that obtaining or receiving data

on the historical settings of an area that is being studied is regarded as pivotal for the qualitative research study. Babbie (2017:46) echoes that documentary analysis is described as one of the research methods that is utilised for obtaining data by “unobtrusive research” and recommended that researchers must improve this research method through employing other data collecting methods like participant observations.

Document analysis is usually used by researchers because they viewed it as one of the research methods that typically is used in bolstering and strengthening a research. Moreover, document review allowed a researcher to utilise a variety of areas of research through information collection and recommendation towards different strategies or approaches. In this manner, the researcher was permitted to obtain a background research information, and comprehensive coverage and extensive inclusion of gathered information. Therefore, document review was beneficial in contextualizing a researcher’s investigation of a subject which is being studied. Through use of the documents, a researcher was at liberty at capturing details which were previously provided by the participants, and tracking changes and improvements. Additionally, document analysis has allowed a researcher to mark the questions that must be thoroughly interrogated or situations which need to be observed. The utilisation of document analysis guarantees that a research is vitally significant and complete (Tuck & Yang, 2014:50).

Document analysis is viewed as an effective and important research technique designed for examining, reviewing, and evaluating both electronic and hard copied reports. As with other investigative orientations that are unusual towards the qualitative research, the method of document analysis allows data to be examined thoroughly and interpreted to induce and extract importance and comprehension, and establishing existential knowledge (Merriam, 2009:15).

For this research study, several documents which focused on basic service delivery and LED were reviewed in detail in order to gather data for this study. Numerous municipal sector plans such as “Spatial Development Frameworks” (SDF), and “Integrated Development Plan” (IDPs) relating to basic service delivery were effectively reviewed and analysed, as well as scholarly reading materials such as journals and books, and also unscholarly materials like newspaper articles. The justification and validation for reviewing many documents was that they had much needed and crucial information on the connection which exist between service delivery and LED and its importance on uplifting of the living conditions of local residents of Mahwelereng.

5.8 Data analysis

Qualitative data analysis, according to Creswell (2014:23), is defined as a process which seeks to curtail and make sense of huge amounts of data which are assembled from different sources, so that the impersonations which shed light on the research questions can be materialized or emerged. Furthermore, data analysis is referred to as a method in which a researcher takes descriptive and interpretive data and offers an interpretation or explanation. In qualitative study, data is derived from sources such as made up of “interview transcripts, documents, blogs, surveys, pictures, and videos, among others” (Denzin and Lincoln, 2008:68).

Klenke (2016:123) indicates that data analysis is viewed as one of the important components of the research study since it plays an imperative role in discovering “patterns and interconnectedness” from data which was gathered during data gathering phases. Furthermore, Babbie and Mouton (2009:56) & Bless et al. (2006:22) are of the view that the core drive for conducting data analysis in a research is placed on making sense of the data gathered so that a possible conclusion can be drawn from the raw data.

The collected data for this study was analysed by a “qualitative content analysis” (QCS). Content analysis, (Creswell, 2014:9), is defined as an important technique utilised for the purpose of analysing qualitative data. Furthermore, Flick (2011:34) described content analysis as the process that plays a central role in the quest for analysing all contents of the interviews or observational field notes with the goal of identifying the key themes which emerged or developed from the responses or views that raised by participants or observation notes that established by a researcher. According to Klenke (2016:44), content analysis is defined as a qualitative method of analysing the huge volume of raw data into comprehensible small pieces of collected data. Additionally, content analysis is viewed as an “assorted physical method of data analysis that provides a summary of a different kind of content through analysing different aspects of the content” (Flick, 2011:44).

According to Flick (2013:37), qualitative data analysis (QDA) involves the classification, transcribing, and recording of linguistic or verbal materials to deduce the arguments about tacit and conclusive dimensions and bases of meaning-deciphering and what is signified or denoted in it. Having the presence of mind that the gathered data for this study was largely scholarly materials in the written form, it is made possible by implementing content analysis which permits an analysis of the huge volume of raw data from the participants.

For the purpose of analysing data of this study, content analysis was employed through coding the data and triangulating. According to Maree (2016:111), content analysis is defined as “a systematic, replicable technique for compressing many words of text into fewer content categories based on explicit rule of coding”.

The researcher conducted semi-structured interviews with the selected participants. Furthermore, after carrying out the semi-structured interviews, the researcher has recorded or transcribed the contents of the “semi-structured interviews”. Data was attained from transcribed semi-structured interviews by reading the information with the goal of establishing an inclusive overview of collected data. Moreover, detailed analysis was carried out by using a coding process. Coding, according to Maree (2016:116) is defined as “a process of reading attentively through the transcribed data and divides the data into smaller parts for meaningful purposes feedback which then consists of the researcher’s themes”. After performing a coding process, the researcher managed to sort the codes into themes. About six themes were identified when the researcher was busy with the process of coding and also the researcher re-examined the coded data in order to place it under particular themes. Furthermore, literature review of this study was used for the purpose of highlighting the main themes and amplifying the comprehension in this study (Babbie, Mouton, Vorster & Prozesky, 2010:67). Triangulation occurred after themes were identified and discussed by the researcher. The motivation and justification behind triangulating were to provide a conversion of proof which yields validity of the study (Bryman & Bell, 2015:22).

5.9 Measures to ensure trustworthiness

In putting together, the research study, Patton (2001:153) indicated that scrutinising results emerged from data collected, and attaining the acceptable quality of a research, validity, and reliability. These are two vital aspects that are required to be considered by every qualitative researcher. In maintaining the focus of the researcher which was placed on ensuring that this study achieves the acceptable level of validity and reliability; a researcher took enough time to write the research report in which according to Taderdoost (2016:44) supports the development of “trustworthiness” that is important in the validity and reliability of any research.

Moreover, Patton (2001:153) indicated that in every research, the question of trustworthiness and credibility always rise. Data reliability plays a vital role in determining reliability and validity of a study. According to Mohajan (2017:30), reliability and validity are most fundamental components

which help in indicating that a research is acceptable in the academic arena. Taherdoost (2016:44) stresses that reliability places its focus on the extent in which an investigation of a phenomena offers reliable, required, and consistent outcomes. Additionally, Welman et al. (2005:26) maintained that data reliability is viewed as one of the important components of a research. This is because it assures that the assembled data is pertinent, reliable, and trustworthy. Therefore, it is also fundamental to have research objectives being clearly outlined and being also descriptive of a research.

Campos et al. (2017:32) state that validity is defined as “the degree in which the researcher has measured what she or he has set out to measure”. Establishing validity through logic necessitates the validation of every question in accordance with the research objectives. Klenke (2016:38) maintains that “validity in qualitative research involves determining the degree to which the researchers’ claims about knowledge correspond to the reality”. Taherdoost (2016:28) asserts that data validity describes the standard that data gathered reproduces the real phenomena or subject which is being examined. Moreover, data validity ensures that a researcher and reviewers are provided with a chance to endorse the study or contest it (Klenke, 2016:40).

Sim & Wright (2005:56) aver that reliability is referred to as the aptitude of a research instrument to deliver similar results when used repeatedly or continuously under similar circumstances. “Reliability shows accuracy, stability and predictability of a research tool: the higher the reliability, the higher the accuracy; or the higher the accuracy of an instrument, the higher its reliability” (Chakrabarty, 2013:20).

Validity and reliability, according to Singh (2014:21), play fundamental roles in improving transparency, and chances of allowing researcher’s bias to be incorporated in the qualitative research approach.

Conversely, there are many efforts in defining and supporting the establishment of validity and reliability in the qualitative research studies. As a result, Guba & Lincoln (1994:23) proposed a framework which constitutes four criteria as a form of the “constructivism paradigm” paralleling ‘validity’ and ‘reliability’ within the quantitative research. Moreover, they stated that there are two sets of criteria “for judging the goodness or quality of an inquiry in constructivism paradigm”. The aforementioned two sets are “trustworthiness and authenticity”. Guba & Lincoln (1994:15) further shared that trustworthiness within a qualitative research study is determined by four aspects

namely: “credibility, transferability, dependability, and confirmability”. These four aspects help in indicating validity and reliability within qualitative research:

a) Credibility

Singh (2014:13) aver that “credibility involves establishing that the results of qualitative research are credible or believable from the perspective of the participant in the research”. While qualitative research studies are important in investigating the feelings, perceptions, beliefs, and experiences, of the target population, it is revealed that selected participants are regarded as the best people who can judge that the research findings truly reveal their feeling and understandings regarding a research subject (Campos et al. 2017:44).

In this research, a researcher guaranteed credibility through utilising triangulation of research methods which were used to collect data and undertake data analysis, for the purpose of determining whether some discrepancies were found in the study findings. Furthermore, the researcher established research findings which were believed to be trustworthy and undoubted. In addition, she publicized all negative or untrustworthy research findings with the intention of supporting credibility of this study. In addition, the researcher carried out an extensive literature review analysis which allowed the researcher to obtain numerous perspectives from different authors. This assisted in confirming the credibility, authenticity and truth of this study and its findings. To conclude, the responses which were provided by the selected participants were true. Above all, the researcher managed to spot or notice some “reality’ and the nature of dominant situation that was figuratively represented as the research findings.

b) Transferability

Transferability, according to Sim & Wright (2005:33) is referred to as “the extent to which the results of qualitative research can be transferred to other contexts or settings”. Nevertheless, it is described as tremendously difficult to establish or show transferability mostly due to the methods that were used by a researcher in qualitative research. In some degree, this might be attained if a researcher describes in detail the methods that were employed by a researcher for the purpose of making it easier for other researchers or authors to follow and reproduce (Mohajan, 2017:9).

Transferability, in this study, was confirmed by carrying out semi – structured interviews which allow data to be collected. Additionally, collected data was transferred to the participants who

wanted to verify their sentiments which were raised during the processes of interviews. On other hand, the research was made available to all interested readers, and this confirmed and warranted that theoretical knowledge was indeed transferred or taken to other people.

c) Dependability

Chakrabartty (2013:20) aver that “dependability has to do with whether the researchers could attain the same results if they would observe the same thing twice”. In this study, dependability was warranted when a researcher used member checking. Moreover, themes were picked and adequately discussed with selected participants for the purpose of guaranteeing that they were dependable and correct. Additionally, the researcher got rid of any suspicious bias which affected dependability of this study. This was done by continuously reflecting on the processes of the research.

Furthermore, to improve the dependability of this research, the data was gathered from a variety of sources which included scholarly materials (books, journals), municipal documents, and government policy and legislative documents. In this study, triangulation was used to confirm dependability. Tuck & Yang (2014:22) defined triangulation as the study of a certain phenomenon by using the two or more data collecting methods.

For the dependability of this study, the researcher employed self-administered semi-structured interviews with purposively selected MLM officials and the residents of Mahwelereng township. Additionally, document review was adopted for the purpose of supplementing and confirming the data which was assembled using “semi-structured interviews”.

Moreover, dependability, in this study was guaranteed and certified through explaining the process of selecting the research methodology which was followed with the goal of determining whether the processes used for gathering data in this study were correct and acceptable. Therefore, this played central roles in warranting robust relationships between reported findings and gathered data. Moreover, a harmony discussion took place between a researcher and supervisor for the purpose of verifying and validating emerged themes and implications.

d) Confirmability

Confirmability, according to Mohajan (2017:9) is referred to as the extent in which the results could be confirmed or corroborated by others”. Furthermore, Baxter (2009:34) emphasised that in a research, confirmability is “in favourite to objectivity”. Confirmability is also defined as that which is crucial in supporting neutrality or the extent to which research results are shaped by the views or sentiments of the selected participants and not by bias, interests and justification of a researcher” Baxter (2009:29).

In this study, confirmability was warranted by thoroughly consulting the existing literature which is associated with the subject under study. Therefore, a researcher should be at liberty to prove that research findings and explanation of the findings were not established from a researcher’s thoughts but are undoubtedly related to the gathered data (Liamputtong, 2013:30).

5.10 Ethical Considerations

Pillay (2017:24) aver that ethical issues place its emphasis to the behaviour of a researcher whether she or he abides to a set of standards of carrying out a research. Moreover, ethics plays a leading role in presenting the incidents of research abuse and there are several ethical issues which need to be adequately considered by researchers when undertaking research studies. The ethic matters used in this research are as follows:

5.10.1 Seeking consent

Akaranga & Makau (2016:20) attest that for every research, it is voiced that collecting data without informing participants and allowed them to express their willingness to be part of the study. Informed consent, in this study, involved that the sampled participants were thoroughly informed about the type of data which was to be provided by the participants to a researcher, why this type of data is needed and the methods which were used to gather required data. Furthermore, the selected research participants were completely informed of the processes of carrying out the research and if there were probable risks, they made aware of them. More importantly, the study was carried out based on the selected participants’ informed consent.

5.10.2 The possibility of causing harm to participants

Akaranga & Makau (2016:20) indicate that harm in a research comprises of the following “things as discomfort, anxiety, harassment, invasion of privacy, or demeaning or dehumanising procedures”.

When collecting data from the selected research participants, the researcher thoroughly observed whether the selected participants’ participation caused harm among the participants. After observation, the selected participants it was ensured that there was no harm associated with participating in this study. As indicated earlier on, the selected research participants were completely informed of the processes of carrying out the research and if there were probable risks, they made aware of them.

5.10.3 Maintaining confidentiality and Anonymity

Jelsma & Clow (2005:31) are of the view that sharing or disclosing information which was provided by a participant to a third part when conducting a research is considered to be unethical. Additionally, from time to time a researcher is obliged to identify her or his study population for the purpose of placing her or his study findings into context. In situations like this, a researcher is required to guarantee that at least the data assembled from those participants should be kept anonymous or unidentified. In any research study, it is prohibited and unethical to unmask the identities and information of individual participant. For that reason, the researcher ensured that after the information was collected, its source was not identified. This was done because it is wrong and immoral to fail to protect the confidentiality and anonymity of the information collected from the researcher’s participants.

5.10.4 COVID-19 research ethics protocols and procedure

During the ongoing COVID-19 pandemic, face-to-face research is discouraged but the nature of this study required the researcher to interact with residents of the study area. Accordingly, the researcher sought written permission from the relevant research entity and ethics committee at university of Venda.

Face-to-face interaction was avoided with the research participants who are currently positive for COVID-19.

5.11 Conclusion

This chapter presented a synopsis of the methodological processes used in this study. Furthermore, the chapter provided an overview of both qualitative methods of research. The study used semi-structured and telephonic interviews and document review / analysis to collect research data. These data collection methods were thoroughly discussed in this chapter. Additionally, the chapter contain a sampling method which a researcher employed to select participants who provided the researcher with helpful information that allowed the research objectives to be achieved and research questions to be effectively answered. Qualitative content analysis was used to analyse the collected data and this type of data analysis method was outlined and detailed how a researcher analysed the data in order to arrive at conclusions that aided a researcher to answer the research questions.

The next chapter 6 will provide an analysis, presentation, and discussion of the findings.

6 CHAPTER SIX: DATA INTERPRETATION AND FINDINGS

6.1 Introduction

The previous chapter presented the research methodology and data collection methods which were adopted by this study. This study used the qualitative method approach to collect the required data. This study employed telephonic and semi – structured interviews and document review / analysis in order to collect the required research data. Furthermore, this study utilised both primary and secondary sources wherein primary data was obtained through the use of telephonic and semi - structured interviews. The initial purpose was to collect research data from the municipal officials via semi - structured interviews, but the Director of Integrated Planning and

Economic Development suggested that the interviews must be conducted telephonically because of the outbreak of the Coronavirus pandemic. The data from participants of Mahwelereng area was sourced through the use of semi – structured interviews. During the process of collecting data from participants of Mahwelereng area, COVID – 19 protocols were effectively adhered to. The participants who were affected by coronavirus a week before collecting the data, were not allowed to participate in the study.

Moreover, this chapter portrays a clear picture of the municipal participants who are entrusted with achieving the objectives of adequately supporting Local Economic Development (LED) in Mahwelereng area.

The chapter provides the insights of the officials of Mogalakwena Local Municipality with regards to their experiences in the linkage between basic service delivery and LED. Furthermore, the study offers the interviewees perspective of the importance of delivering reliable basic services to the residents of Mahwelereng.

A qualitative research approach was employed for exploring access to basic services to support Local Economic Development (LED) in Mahwelereng area which is located in Mogalakwena Local Municipality. The collected data was clearly connected to the objectives and questions of this study. This permitted the collected data to be easily put into different themes, enabling analysis and interpretation through the utilisation of quotes and extracts from the sampled participants' responses. The following research questions were posed to address the identified research problem:

- What is the degree or extent of access to basic services to residents in Mahwelereng?
- What are the impacts of poor service delivery on supporting local economic development in Mahwelereng area?
- What are the challenges experienced by the Mogalakwena Local Municipality in terms of basic service delivery in Mahwelereng?
- Which strategies can be used by the Mogalakwena Local Municipality in improving basic service delivery to the residents of Mahwelereng?
- Which legislative and policy framework can be used by Mogalakwena Local Municipality to adequately provide basic services to the residents of Mahwelereng?
- Why is Mogalakwena Local Municipality failing to implement policies and legislations that support satisfactory basic service delivery to the residents of Mahwelereng?

The research questions outlined above are drawn directly from the research objectives, which are, to:

- Determine the extent to which the provision of basic services support local economic development in Mahwelereng.
- Determine the impacts of poor service delivery on supporting local economic development in Mahwelereng area.
- Investigate the challenges experienced by the Mogalakwena Local Municipality in terms of basic service delivery.
- Determine strategies that can be used by the Mogalakwena Local Municipality to improve basic service delivery to the residents of Mahwelereng.
- Assess legislative and policy framework for adequate provision of basic services to the residents of Mahwelereng.
- Determine why Mogalakwena Local Municipality is failing to implement policies and legislations that support satisfactory basic service delivery to the residents of Mahwelereng.

6.2 Interpretation of the results of the face-to-face semi-structured and telephonic interviews

This section accommodates the research results that were produced during the period of gathering data for this study. The telephonic and semi – structured interviews that were employed gathering collecting data, were also reinforced, and strengthened by the literature review in Chapter 2 of this study. Furthermore, the study results were presented in the way that they adequately complimented with the themes which were emerged when the data about the views, sentiments, and insights on exploring access to basic services to support Local Economic Development (LED) in Mahwelereng area which is located in Mogalakwena Local Municipality, was collected from both Mahwelereng residents and Mogalakwena Local Municipal officials.

Furthermore, in this section, the sampled participants recognised and acknowledged different types of strategies that may be utilised or are being used in addressing the challenges which affected the Mogalakwena Local Municipality in terms of delivering basic services that effectively supported LED in Mahwelereng area. Also, dealt with in this section is the legislative and policy matters that support delivery of basic services to the residents of Mahwelereng area. Furthermore, this subdivision is then concluded by the challenges experienced by the Mogalakwena Local Municipality in terms of basic service delivery, the extent to which the provision of basic services

support local economic development in Mahwelereng area and the impacts of poor service delivery on supporting local economic development in Mahwelereng area.

6.2.1 The extent to which the provision of basic services support LED in Mahwelereng area

As stated in Chapter 2, section 2.3 of the literature review of this study, Powell (2012:26) indicated that municipalities were provided with the responsibilities of providing their societies with access to reliable municipal services, speed up the rate of getting rid of poverty, creating an environment that supports and facilitates job creation, jobs and guarantee better living conditions for all. To test the selected municipal participants' understanding of the extent to which the provision of basic services support LED in Mahwelereng area, the question, "*What is the degree or extent to which the provision of basic services support LED to Mahwelereng residents?*" was asked.

The following responses were generated by the participants:

The following excerpts from the records or transcripts reflected that the participants indeed are aware of the extent to which the provision of basic services support Local Economic Development in Mahwelereng area.

Participant 1 through telephonic interviews said that "*My sister, in Mogalakwena Local Municipality, the delivery of adequate basic or municipal services is highly linked to our Local Economic Development, basic service delivery is very important in supporting LED within the entire municipal area, including Mahwelereng, however there are challenges in terms of providing municipal services to the residents of Mahwelereng.....lack of municipal services*".

Participant 3 was interviewed using semi – structured interviews and said that "*I'm one of the Mahwelereng residents who is running SMMEs in the town, provision of sufficient municipal services is important because they support our LED but the municipality is failing us because their services are unreliable*".

To support the sentiments of **participant 1 and participant 3**, in section 2.3 of the literature review of this study, good basic service delivery is highlighted as an imperative aspect of the societies that significantly contribute towards the African Renaissance and local economic development (Chen, Dean, Frant & Kumar, 2014:31). Furthermore, Mabitsela (2012:12),

contends that adequate supply of basic services to the public promotes Local Economic Development.

The quotes from **participant 1 and 3** above indicated that basic service delivery is important in supporting Local Economic Development in Mahwelereng area. Basic service delivery is directly linked to the success of Local Economic Development (LED). However, Mahwelereng township is experiencing shortage of municipal services and these municipal services are required to support Local Economic Development (LED).

In section 2.3 of the literature review of this study, through **Document review or analysis**, the Mogalakwena Local Municipality SDF (2019:78) revealed that the state of affairs is calling for the municipality to prioritise access to the basic services so that local economic development (LED) will be significantly supported. Furthermore, Mogalakwena Local Municipality Integrated Development Plan (IDP) (2020:124) indicated that Local Economic Development is supported by adequate supply of basic services like road network, water, electricity, and sanitation facilities and the municipality must take cognisance to these municipal services. Furthermore, no local economic development support can be delivered in the absence of adequate basic service delivery (Mogalakwena Local Municipality SDF, 2019:78).

Through telephonic interviews, **participant 4** said that *“basic service delivery is viewed as a key aspect which support Local Economic Development (LED) and you can’t talk about successful LED without mentioning the levels of basic service delivery in the municipality. So as one of the municipal officials who are responsible for basic service delivery, I can say that there is a strong connection between basic service delivery and LED”*. To support the views of **participant 4**, in section 2.3 of the literature review of this study, Seduma (2011:89), postulated that adequate basic service delivery is at the core of local economic development.

The verbatim expression above showed that reliable basic service delivery plays imperative roles in supporting Local Economic Development (LED) in Mahwelereng area.

Participant 5 said that *“basic services such as water, roads, electricity, sanitation, refuse removal assist us as a community to run successfully our small businesses which contributes a lot in job creation in the town of Mahwelereng and these small businesses are part of the overall LED which are designed for alleviating poverty in our municipality and we are encouraging our municipality to provide reliable services such as water, electricity, refuse removal and also fixing our internal roads”*. In section 2.3 of the literature review of this study, Meyer’s (2014:14) and Khambule’s,

(2018:6) observations supported the views of participant 5 by revealing that worldwide, academics, development practitioners and stakeholders identify the significant role of local economic development (LED) in creating jobs, alleviating poverty, and improving the quality of life in communities.

The extract above indicated that adequate basic service delivery supports Local Economic Development (LED) which plays central roles in creating employment opportunities and alleviating poverty in Mahwelereng area.

6.2.2 The impacts of poor basic service delivery in supporting LED in Mahwelereng

In section 2.4 of the literature review of this study, Scheepers & Monchusi (2012:45) indicated that poor basic service delivery has negative impacts on the LED. For this reason, the semi - structured interview question *“What are the impacts of poor service delivery on supporting local economic development in Mahwelereng area?”*, was asked.

The following responses were obtained from the participants:

Participant 1 said that *“my sister, poor basic service delivery has negative impacts in the sense that it affects chances of creating jobs for our people and the majority of people will be living in unacceptable living conditions. Lack of proper provision of basic services to the community of Mahwelereng has devastating impacts on our quest for local economic development and the municipality has a huge debt from Eskom, so Eskom cuts electricity anytime they wish”*. To support what raised by the **participant 1**, in section 2.4 of the literature review of this study, the Development Bank of Southern Africa Report (2020:1) indicated that poor basic service delivery has negative impacts on job creation and efforts of municipalities to support LED.

The verbatim expression above indicated that poor basic service delivery affected Local Economic Development (LED) in Mahwelereng area and this hinders chances of creating jobs for the local people.

Participant 6 revealed that *“Mahwelereng residents are always partaking on basic service delivery protests which lead to the blockages of roads, burning of municipal buildings and its properties, and these are one of the impacts of poor basic service delivery in our area. This has negative potential for attracting investors in our municipal area”*. In section of 2.4 of the literature

review of this study, Alexander (2013:16) is of the view that the slow pace and lack of quality service delivery has fuelled protests across the country, and have brought local government under the spotlight. Furthermore, these service delivery protests were characterised by high levels of violence, xenophobic attacks, and looting and police brutality (Alexander, 2013:17).

The quote from **participant 6** above indicated that poor basic service delivery has negative impacts to the livelihoods of the Mahwelereng residents and the municipality itself.

From semi – structured interviews, **Participant 5**, said that *“poor basic service delivery especially poor water supply in the town of Mahwelereng causes health problems and is affecting business environment by licking sewages”*. To support the sentiments of **participant 5** in section 2.4 of the literature review of this study, Rogerson (2013:26) revealed that the provision of low quality water in the communities may cause unnecessary health problem, whereas erratic refuse collection may also have similar negative effects and all the aspects raised above put the Local Economic Development under threat due to the fact that the condition is intolerable to conduct businesses.

The quote above indicated that poor basic service delivery especially water supply plays a major role in affecting Local Economic Development (LED).

Participant 7 revealed that *“poor basic service delivery has been linked to contribute to unemployment in our municipality because it severely affects our plans as a municipality to establish sustainable Local Economic Development (LED)”*. In section 2.4 of the literature review of this study, Atkinson (2007:123) indicated that due to poor basic service delivery, municipalities are failing to trickle-down economics for alleviating poverty, quell unemployment and address the growing inequalities in different municipal areas.

The quote above indicated that unemployment in Mahwelereng can be attributed to poor basic service delivery which affects Local Economic Development.

6.2.3 The challenges experienced by the MLM in terms of basic service delivery

As shown in section 2. 5 of the literature review of this study, post-apartheid South Africa continues to experience challenges that are affecting the provision of best municipal basic service delivery to its citizens (Mashwama, Thwala & Aigbavboa, 2018:9). There are several challenges that are revealed by the literature review of this study. Hence, it was important to understand and

identify challenges that were experienced by Mogalakwena Local Municipality (MLM) in terms of basic service delivery, by asking the following research question “*What are the challenges experienced by the Mogalakwena Local Municipality (MLM) in terms of basic service delivery in Mahwelereng?*”.

a) Lack of capacity

Through telephonic interviews, **Participant 8** said that “*as a municipality we are lacking capacity to deal with the issues of basic service delivery to the communities within our municipality including Mahwelereng area and this posed a serious challenge in our and communities’ efforts on Local Economic Development (LED)*”.

Participant 9 said that “*the municipality has the challenge of capacity and this has hindered the plans of to the municipality to effectively deliver basic services to the residents of Mahwelereng and lack of municipal services affect LED in that town*”.

In section 2.5 of the literature review of this study, Kroukamp (2016:40) supported **participant 8 and 9** when indicating that the government departments concerned fail to get the job done because they do not employ enough qualified and skilled people.

The extracts above showed that lack of capacity at Mogalakwena Local Municipality (MLM) has negatively affected the basic service delivery and this also has hindered Local Economic Development (LED) in Mahwelereng area.

Through document review or analysis, Mogalakwena Local Municipality SDF (2019) revealed that there is lack of capacity in the department of engineering and water services which is responsible for basic service delivery in the municipality.

b) Non-compliance with municipal policies

Participant 10 said that “*our municipality is characterised by non – compliance with the legislative and policy framework which mandated the municipalities across South Africa to effectively perform their duties in terms of basic service delivery*”.

Participant 11 said that “*there is lack of compliance with the policies that govern our municipality in terms of basic service delivery and this led to poor performance among the employees who are*

responsible for basic service delivery”.

To support the sentiments of **participants 10 and 11**, in section 2.5 of the literature review of this study, Powell (2012:67) intimated that non-compliance by municipal employees is seen as a risk or threat which promotes poor performance and inefficiency in public service.

The verbatim expressions above showed that non – compliance with the legislative and policy framework that mandated all municipalities in South Africa to effectively provide basic services to the public, is a serious challenge which is experienced by Mogalakwena Local Municipality.

c) Insufficient financial resources

From telephonic interviews, **Participant 12** said that *“the municipality has challenge of lack of financial resources and once the organisation faces financial difficulties, it means that it will be failing to meet its obligations, and this is happening to Mogalakwena Local Municipality. There is poor basic service delivery because of financial challenges”.*

Participant 13 said that *“the municipality is failing to generate revenues that can be used for basic service delivery mandates, and this put Mogalakwena Local Municipality in a position of having insufficient revenues to meet its development mandates”.*

In section 2.5 of the literature review of this study, Mutyambizi, Mokhele, Ndinda & Hongoro (2020) supported the views of **participants 12 and 13** when they revealed that municipalities are facing a critical challenge of having insufficient budget which is required for carrying out essential functions and supplying services to the citizens.

Participant 14 said that *“corruption within Mogalakwena Local Municipality has played major roles in failing to deliver reliable basic services to the people of Mahwelereng and the entire local municipality. Municipal officials with their families and friends are stealing the money which is meant for development, so it is a challenging situation where you see people’s lives are being affected”.*

The sentiments expressed above indicated that Mogalakwena Local Municipality (MLM) is facing serious challenges of financial resources and corruption was singled as a major problem and this prevents it from executing its duties of basic service delivery required to support Local Economic

Development.

6.2.4 Strategies that can be used by the MLM in improving basic service delivery to the residents

As indicated in section 2.6 of the literature review of this study, Scheepers & Monchusi, (2012:18) & Rogerson (2013:16) specified that the adequate provision of municipal basic services is arguably the most important reason for the existence of local economic development (LED). There are many strategies indicated by the literature review of this study. Henceforth, it was crucial to seek an understanding of how different strategies that promote reliable basic service delivery are required in supporting Local Economic Development (LED) in Mahwelereng area, by asking the research question “Which strategies can be used by the Mogalakwena Local Municipality in improving basic service delivery to the residents of Mahwelereng?”.

a) Performance Measurement

Participant 15 said that “the management of Mogalakwena Local Municipality utilise a number strategies that support effective delivery of basic services to its municipal area. One of the strategies is performance measurement. This allows the management to appraise the performance of all employees who are responsible for basic service delivery, however the municipality doesn’t measure the performance of all employees”.

Participant 16 said that “in municipal documents such as IDPs, there is performance appraisal that is supposed to be used by the leadership of Mogalakwena Local Municipality and it is used simply because it is one of the performance management systems which use improve the performance of employees, but no one is appraising our performances”.

To support the views of the **participants 15 and 16**, in section 2.6 of the literature review of this study, Chakunda & Chakaipa (2015:12) defined performance measurement as the process of developing measurable indicators which can be systematically tracked for the purpose of assessing the progress made in accomplishing the predetermined objectives and goals or standards.

The verbatim expressions above indicated that performance measurement is one of the strategies that must be employed by Mogalakwena Local Municipality (MLM) to manage the performance of its employees and it allows the employees to perform in a way that allow basic services to be

effectively delivered.

b) Motivation

Participant 17 said that *“the management was supposed to use motivation as a tool to motivate its employees but there is lack of motivation from the leadership at MLM and also through motivation the employees become more committed and they perform well and achieve the development mandates of Mogalakwena Local Municipality (MLM)”*.

Participant 18 said that *“performance management systems like motivation is being adopted by the Mogalakwena Local Municipality (MLM) in order to deliver reliable basic services which are required for supporting Local Economic Development in Mahwelereng area”*.

To support the responses of **participants 17 and 18**, in section 2.6 of the literature review of this study, Akwara, Grace, Akwara & Okwelume (2014:23) revealed that committed employees are generally motivated employees. Furthermore, motivated employees try their best to succeed and achieve the objectives of their organisations (Mohsan, Nawaz, Khan, Shaikat & Aslam, 2011:67).

The quotes above showed that the management of Mogalakwena Local Municipality employed motivation as one of performance management systems that is vital for achieving adequate performance that is required effective basic service delivery that support Local Economic Development (LED).

c) Capacity building within MLM

Participant 19 said that *“SALGA provides trainings to the municipal employees every year, as a municipality, our employees are also receiving the training from SALGA and also some of employees are sent to attend training sessions and training play important roles in improving the performance of our employees”*. To support what the views that raised by participant 19, in section 2.6 of the literature review of this study, Thobejane (2011:45) revealed that municipalities are constantly receive training which based on the program of Batho Pele (Putting People First) Principles which focuses on ensuring acceptable service delivery that are needed for supporting LED.

Participant 20 said that *“as part of the capacity building in every organisation, Mogalakwena Local Municipality offers training to its all employees who are responsible for adequate basic*

service delivery. Training is important on enhancing the skills and abilities of employees who obtained training". As indicated in section 2.6 of the literature review, Rodriguez & Walters (2017:23) are of the view that training enhances the skills and abilities of workers in the municipalities.

The verbatim expressions above indicated that capacity building is one of the strategies employed by Mogalakwena Local Municipality to improve the skills and abilities of its employees and it allows the employees to perform in a way that permit basic services to be effectively delivered so that Local Economic Development (LED) will be supported.

a) Summary of participants' responses

During the semi – structured interviews sessions, the sampled participants provided the researcher with the following responses on different research questions of this study:

The participants revealed that the delivery of adequate basic service delivery is direct proportional to the LED efficiencies. However, participants revealed that the Mogalakwena Local Municipality is dismally failing to provide basic services which support their local economy activities which constitute the LED. Shortage of water, poor road network and interruption of electricity supply are everyday challenges that are experienced by the residents of Mahwelereng township. The MLM lacks capabilities of supplying acceptable basic services that are needed for supporting the LED.

The participants are of the view that sustainable basic service delivery is an important aspect which support Local Economic Development (LED) and the residents of Mahwelereng can't talk about successful LED without mentioning the extent to which the MLM deliver basic service delivery to the local community. Furthermore, it revealed that there is a strong connection between basic service delivery and LED.

The study revealed that the residents of Mahwelereng believed that basic services such as water, roads, electricity, sanitation, refuse removal helped them as a community to run successfully their small businesses that contribute a lot in job creation in the town of Mahwellereng and these small businesses are part of the overall LED which designed for alleviating poverty in their township.

The extract above indicated that adequate basic service delivery supports Local Economic Development (LED) which plays central roles in creating employment opportunities and alleviating poverty in Mahwellereng area.

The study revealed that poor basic service provision has devastating impacts on the quest of MLM to support LED in Mahwelereng township. Bad roads are not doing them a favour in terms of transporting their goods to their market stalls. Moreover, poor water supply, electricity cuts and lack of refuse collection negatively affects the LED in Mahwelereng township. Poor service delivery has led to violent service delivery protests in Mahwelereng town and other local residents destroyed the infrastructure which was available. LED is viewed as one of the pillars of job creation in the MLM, but due to poor service delivery, Mahwelereng township is characterised by high rate of unemployment.

Capacity building, performance measurement and motivation were highlighted as some of the strategies that can be adopted by the MLM in order to allow the municipality to effectively perform its development functions.

6.2.5 Legislative and policy framework for adequate provision of basic services in order to support LED in MLM

Through document review or analysis, South Africa's current development legislative and policy framework is focused on the "developmental" local government which has a "pro-poor" emphasis (Khambule, 2018:12). Both telephonic interviews and document reviews or analysis were used to identify the legislative and policy framework that permit Mogalakwena Local Municipality to perform in a way that basic services are adequately delivered to the people of Mahwelereng. There is non-compliance with these legislation and policies in Mogalakwena Local Municipality (MLM). This legislative and policy framework is thoroughly described in the section 2.7 of the literature review of this study. It is comprised of the following legislations and policies:

- Constitution of the Republic of South Africa (1996)
- The Municipal Systems Act (2000)
- Local Government Municipal Demarcation Act (1998)
- White Paper on Local Government (1998)
- Spatial Planning and Land Use Management (SPLUMA)
- District Development Model (DDM)
- National Land Transport Act

- Municipal Structures Act
- Back – to – Basic (B2B)

6.3 Discussion of the research results

This section outlines a discussion of findings of this study. The noteworthy discussion points are: (i) the extent to which the provision of basic services support local economic development in Mahwelereng, (ii) the impacts of poor service delivery on supporting local economic development in Mahwelereng, (iii) the challenges experienced by the MLM in terms of basic service delivery, (iv) strategies that can be used by the MLM in improving basic service delivery to the residents and (v) legislative and policy framework for adequate provision of basic services in order to support LED in MLM.

6.3.1 The extent to which the provision of basic services support LED in Mahwelereng area

The study revealed that adequate provision of basic services plays significant roles in supporting Local Economic Development (LED) in Mahwelereng. The majority of participants agreed with the fact that basic service delivery is of the municipal functions that effective support Local Economic Development in Mahwelereng town. According to Chen, Dean, Frant & Kumar, (2014:31), good basic service delivery is an imperative aspect of the societies that significantly contributes towards the African Renaissance and local economic development. Moreover, Mabitsela (2012:12) indicated that adequate supply of basic services to the public promotes Local Economic Development.

Reliable municipal service delivery has positive influence in attracting the investors in the municipalities. Investors are viewed as a critical part of Local Economic Development (LED) in Mahwelereng town. Kanyane (2014:33) claims that well- maintained infrastructure and cost-effective municipal services play a fundamental role in building the investors' confidence.

6.3.2 The impacts of poor basic service delivery on supporting LED in Mahwelereng

Both municipal officials and the residents of Mahwelereng cited several impacts caused by poor basic service delivery, and these range from unemployment, poverty, and inequality. More

importantly, most of the participants indicated that poor basic service delivery did not support Local Economic Development in Mahwelereng. Moreover, the Development Bank of Southern Africa Report (2020:1) indicated that poor basic service delivery and general poor government services result in the decline of resources, zero job opportunities, job losses and overall poor living conditions among the citizens. Due to poor basic service delivery, the residents of Mahwelereng were not able to successfully conduct their small businesses. Poor basic service delivery scares potential investors in the town of Mahwelereng town.

6.3.3 The challenges experienced by the MLM in terms of basic service delivery

The MLM officials displayed satisfactorily acceptable knowledge when interviewed about the challenges which reliable basic service delivery in the Mahwelereng area. The residents of Mahwelereng who participated in this study were also asked the same question and it did receive the same positive response. It was noted that due to high levels of corruption, Mogalakwena Local Municipality is failing to deliver adequate basic services, and this hinders the efforts of supporting Local Economic Development in Mahwelereng. Furthermore, lack of capacity in the department which is responsible for basic service delivery was singled out as one the major challenges which severely affect MLM. Normally lack of capacity is linked to lack of maintenance of the infrastructure which supposed to deliver basic services to the residents of Mahwelereng. Water leaks and sewer blockages are influenced by lack of maintenance of the physical infrastructure. The study revealed that MLM is characterised by not fully complying with the legislative and policy framework that guides all South African municipalities to fulfil their development mandates and servicing their citizens with reliable basic services. In the circumstances, wherein these policies are not implemented due to non-compliance, Mogalakwena Local Municipality hinder the processes of basic service delivery within Mahwelereng area. Poor revenue generation was revealed as other challenge that affect MLM and municipalities are supposed to be financially viable so that they will be able to supply adequate and reliable municipal services which play important roles in supporting Local Economic Development (LED). In the case of MLM, financial resources are limited, and it severely affect chances of supporting LED.

6.3.4 Strategies that can be used by the MLM to improve basic service delivery to the residents

The research findings revealed that the Mogalakwena Local Municipality has several strategies that are currently used in the municipal area. These strategies are being used because MLM was

mandated with all development functions of its entire area, and they are viewed as a vehicle for supplying reliable basic services which are required for supporting Local Economic Development (LED) in Mahwelereng town. The strategies revealed by this study are viable, but commitment is required from all MLM officials to play an active role in implementing them more regularly. It was established that performance measurement is one of the strategies used by MLM to enhance its municipal employee performances. As indicated by Chakunda & Chakaipa (2015:12) that performance measurement is defined as the process of developing measurable indicators which can be systematically tracked for the purpose of assessing the progress made in accomplishing the predetermined objectives and goals or standards. Performance measurement plays imperative roles in assessing the performance, skills and abilities of the employees in an organisations. If any weakness is found in the employees, the management might propose training of those workers. The MLM also used motivation as a tool to encourage its employees to become more committed and perform effectively in their roles of supplying adequate basic services which are needed for supporting the Local Economic Development (LED) in Mahwelereng town. Akwara, Grace, Akwara & Okwelum (2014:23) claims that committed employees are generally motivated employees.

The study revealed that building capacity was being used as a way of training the employees of MLM so that they would be having the required skills and abilities for performing their duties in the department of basic service delivery. These skills and abilities are needed for supporting Local Economic Development (LED) in Mahwelereng town. Thobejane (2011:45) revealed that municipalities are constantly receive training which based on the program of Batho Pele (Putting People First) Principles which focuses on ensuring acceptable service delivery that are needed for supporting LED. Capacity building permits Mogalakwena Local Municipality to train its employees.

6.3.5 Legislative and policy framework for adequate provision of basic services in order to support LED in MLM

The study revealed several legislation and policies that are used by South African municipalities to provide reliable basic services to their residents. The legislative and policy framework used by MLM consists of the following:

Constitution of the Republic of South Africa (1996) - the “Constitution of the Republic of South Africa” is viewed as a supreme law of this country, and it is recommending and placing important mandate to the municipalities to enable and adopt the LED in their municipal’s jurisdictional areas (Ramafamba & Mear, 2011:45).

Furthermore, the Constitution of South Africa decrees that municipalities are required to fulfil the following functions (Mabitsela, 2012:44):

- Play a leading role in provision of democratic and accountable government for all communities;
- Guarantee service delivery in an acceptable way;
- Support both economic and social development;
- Provide a health and safe environment for the citizens; and
- Promote community or public participation and engagement of the public in the development matters of different communities.

The Municipal Systems Act (2000) – according to Ramafamba & Mear (2011:24), the “Municipal System Act” has ordered the LED activities to be reflected in all municipal “Integrated Development Plans” across South Africa. In addition, the “Municipal Systems Act” (2000) indicated that municipalities must be providing the municipal basic services in acceptable manner and these services should be supporting LED (Ngcobo & Whittles, 2016:29).

Local Government Municipal Demarcation Act (1998) - according to Allan & Heese (2016:54), the Municipal Structures Act of 1998 plays an important role in introducing the participatory local democracy and local development.

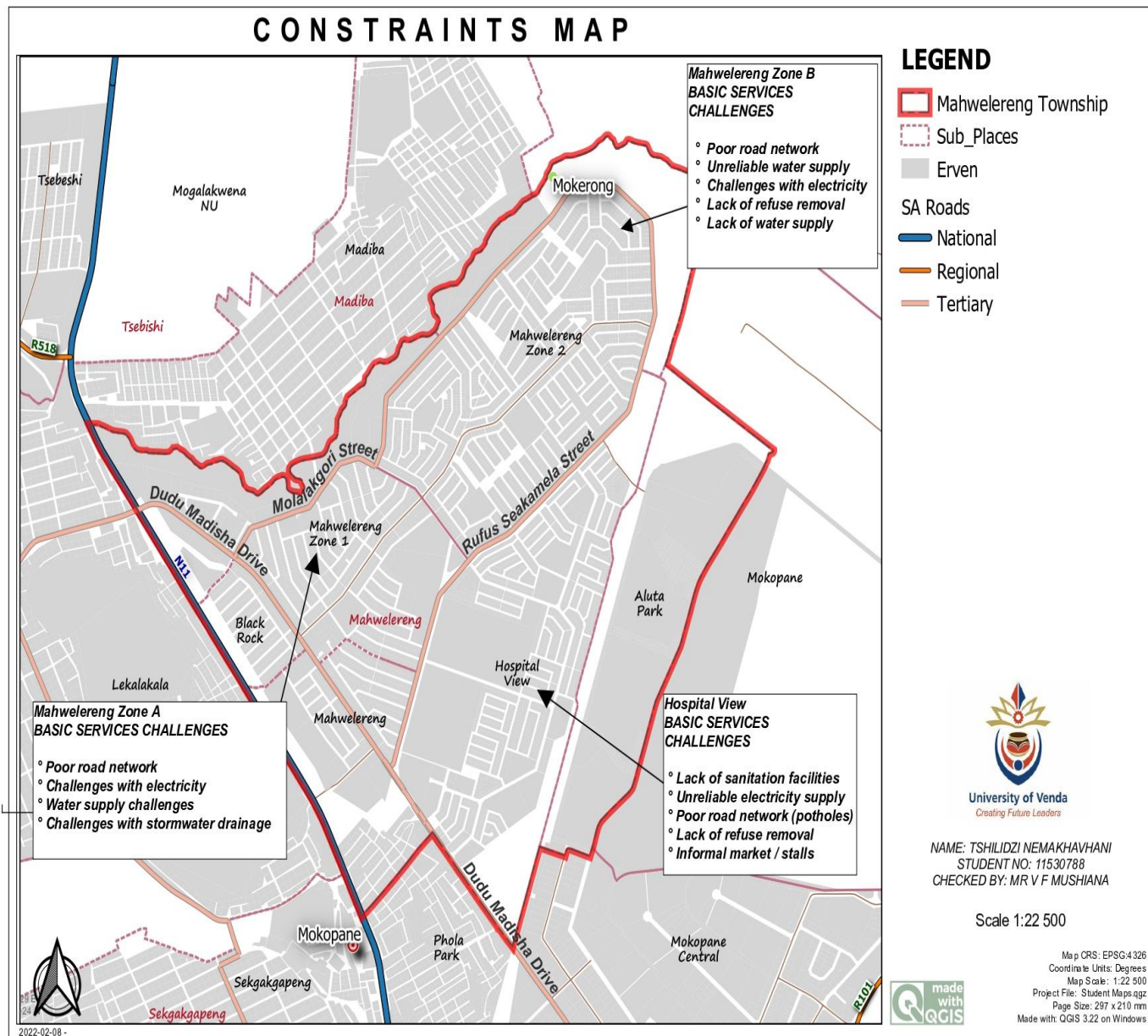
6.4 Spatial Analysis and Impacts of LED efficiencies and inefficiencies in study area

6.4.1 Constraints which cause LED inefficiencies

From the research findings, above, the LED within Mahwelereng township is affected by poor basic service delivery. Lack of infrastructural services such as water supply, road networks, refuse removal, electricity supply and sanitation, has negative impacts on supporting LED. Several researchers revealed that adequate and reliable infrastructure plays critical roles in supporting Local Economic Development (LED). Furthermore, inefficiencies of LED in Mahwelereng township is caused by insufficient financial resources, non-compliance with municipal policies and

lack of capacity. More importantly, corruption was voiced as one of the major contributors of inefficiencies of LED in the study area.

Figure 6.1: below map shows the constraints which affect LED in the study area.

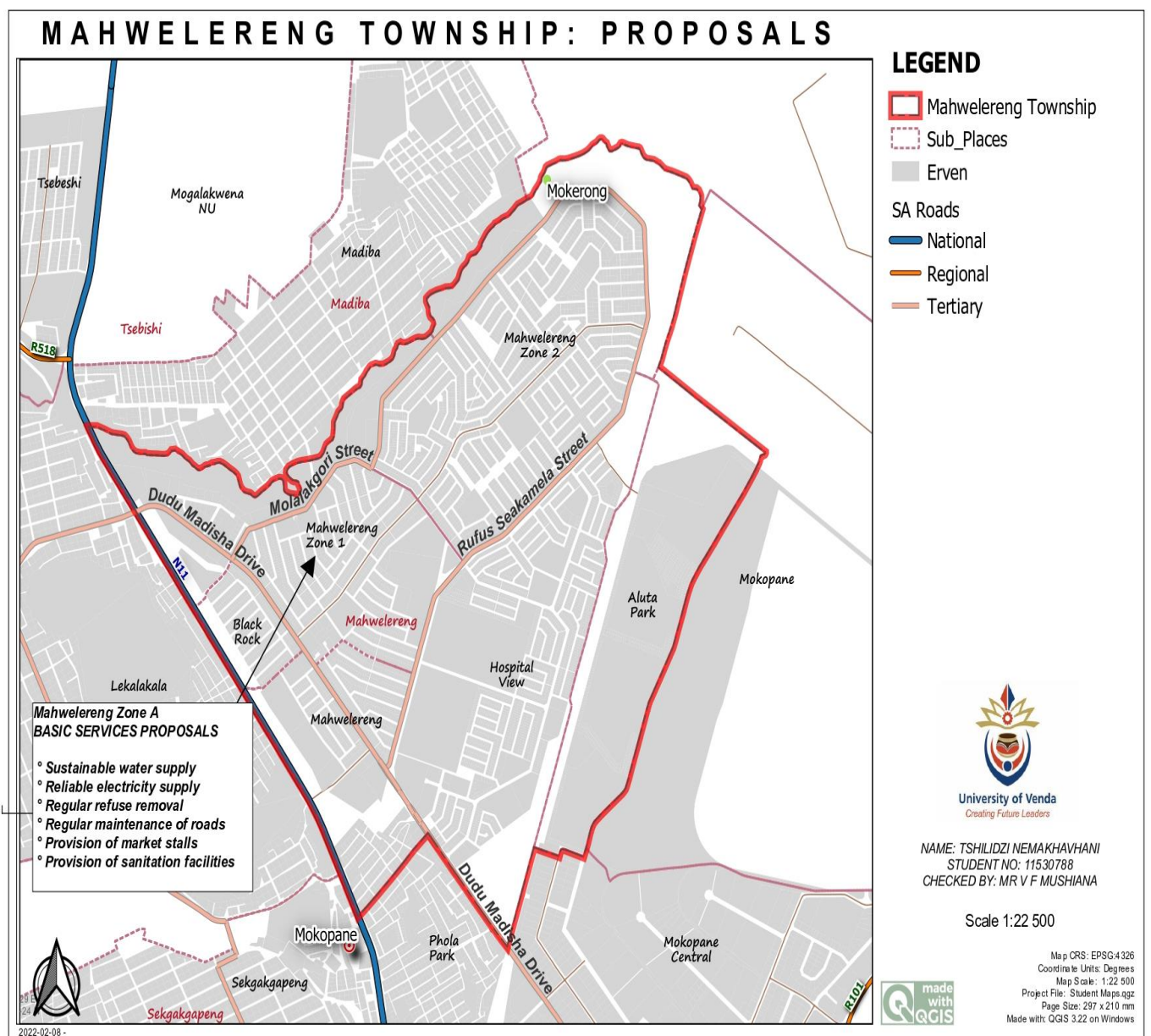


Sources: Researcher, Google map 2021)

6.4.2 Proposals for supporting LED in Mahwelereng

Creating conducive environment for Local Economic Development is supported by several policies and legislations which were enacted by the national, provincial, and municipal spheres of government. The government of South Africa introduced the concept of developmental to the local government. This concept is vital towards LED within the municipalities. The term developmental consists of provision and regular maintenance of infrastructure, acceptable performance of municipalities, abilities of the municipalities to generate their own revenues and all these aspects are crucial in supporting Local Economic Development (LED).

Figure 6.2: Map showing contains the proposals which can assist the residents of Mahwelereng to have efficiencies of LED.



6.4.3 Implementation Framework

According to Manthata (2004:8), an implementation framework is defined as a system which prescribes the development planning mandates of the municipalities in terms of implementing prioritised development projects which are linked to their budgets, human resources, and implementers. Furthermore, the implementation framework is found in Integrated Development Planning (IDP) which is viewed as management tool for helping municipalities in accomplishing their developmental mandates such as Local Economic Development (LED). The researcher has proposed the following implementation plan which will be supporting Local Economic Development in Mahwelereng township.

Table – 6:1: Implementation Plan

Project Name	Budget	Funders	Implementers	Timeframe		
				2022	2023	2024
Infrastructure projects						
Water supply – maintenance and provision of water reservoirs	R950 000 000	Waterburg District Municipality or Department of water and sanitation	MLM			
Surfacing of internal road network	R90 000 000	MLM	MLM			
Upgrading of all road network	R230 000 000	MLM, Waterburg District Municipality	MLM, Waterburg District Municipality			
Regular collection of refuse	R5 000 000	MLM	MLM			
Provision of reliable electricity	R1 000 000 000	Eskom or MLM	Eskom or MLM			
Provision of formal market stalls	R10 000 000	MLM	MLM			

Tarring of road network	R2 000 000 000	MLM	MLM			
Other projects						
Capacity building	R500 000	MLM	MLM			
Performance management	R5 000 000	MLM	MLM			
Hiring of competent employees	R500 000 000	MLM	MLM			
Elimination of corruption	R6 000 000	MLM	MLM			

Source: Researcher, 2021

6.5 Chapter Summary

This chapter accommodated the interpretation and discussion of the research findings. These research findings were drawn from exploring access to basic services to support Local Economic Development (LED) in Mahwelereng within Mogalakwena Local Municipality.

Basic service is a very important aspect that supports Local Economic Development in Mahwelereng town, and it has the potential to address unemployment, inequality and poverty among the ordinary residents of Mahwelereng town.

This chapter explored the findings from the extent to which basic service delivery support Local Economic Development (LED), challenges that are experienced by MLM in terms of delivering basic services, the impacts of poor basic service delivery on supporting LED, strategies used by MLM to supply reliable basic services that support LED and legislative and policy framework for basic service delivery and LED.

Moreover, it is imperative to note that there is still a lot that need to be done in order to improve basic service delivery in order to support Local Economic Development (LED) in Mahwelereng town.

7 CHAPTER SEVEN: CONCLUSION

7.1 Introduction

The previous chapter presented and discussed the key findings of this research study. This chapter offers a synthesis of all seven (7) chapters of this full - dissertation, a summary of the main findings of the research, as well as appropriate and pertinent conclusions and recommendations of the study. These aspects were drawn from the themes which were noted during the process of unfolding this study. Furthermore, they were founded on the presentation and analysis of data which was conducted in chapter five (5) during data gathering and reviewing of existing literature which is in line the study.

Moreover, this chapter is imperative because it effectively supports the clarification of main points of the research discussions in all seven (7) chapters of this full - dissertation. In addition, this chapter has made provisions for recommendations for further or future research.

7.2 Summery of the Research Findings

This full - dissertation consists of seven (7) chapters. These seven chapters are indicated and described underneath:

Chapter 1 accommodated an introduction to the research topic and plays crucial roles in offering the contextual background to the study and research problem. Furthermore, the research questions, aim and objectives as well as the structure of the entire full - dissertation were contained in Chapter 1. The main purpose of chapter one (1) was to offer an overview of the whole study and to provide a strong statement of the research problem and the importance and motivation of undertaking this study. This research project focused on the Mahwelereng township which is found in the Mogalakwena Local Municipality (MLM) in Limpopo Province. Furthermore, this chapter contained partial findings of the context that contributes towards the comprehension and explanation of the key findings which related directly to the objectives. This accommodated

the locality Mogalakwena LM in the province of Limpopo and indicated the location of Mahwelereng township in MLM. Furthermore, it contained the socio – economic profile of the residents of Mahwelereng, infrastructure assessment, and Mogalakwena Local Municipality’s LED policies. The data in this chapter was gathered through the use of document review or analysis and other information of this chapter is linked to the research objectives of this study.

Chapter 2 provided the literature review of this full - dissertation. Moreover, chapter 2 offered an overview of a wide range of literature which was linked to the subject that was under study. The literature was effectively reviewed because it formed a crucial part of the research process. The chapter on literature review is categorised as one of the fundamental parts of the whole study because it enormously contributed on expanding the discussion of the research topic to a much greater scale, by considering the work or studies which were conducted by other researchers or authors in the respective field of exploring access to basic services to support Local Economic Development (LED). The chapter started by defining crucial concepts frequently employed in this study. Additionally, it presented theoretical perspectives around the extent to which the provision of basic services support local economic development in communities, the impacts of poor service delivery on supporting local economic development, the challenges experienced by the local municipalities in terms of basic service delivery, strategies that can be used by the municipalities to improve basic service delivery to the residents and legislative and policy framework for adequate provision of basic services in order to support Local Economic Development.

Chapter 3 accommodated the legislative and policy framework for LED in South Africa.

Chapter 4 contained the contextual analysis of the case studies for Local Economic Development (LED).

Chapter 5 presented the research methodology and design process of the whole study and offered a roadmap which is inclusive on how the entire research study has been conducted. Moreover, this chapter discussed the general research design, approach and research methods which were utilised for gathering the research data for this study. The research methods and research design employed were tremendously supported and influenced by the research objectives of this study. As a result, research design, research approach, target population, sampling procedures, data collection methods, ethical consideration, validity, and reliability as well as data analysis were accordingly presented and thoroughly discussed in this chapter.

Chapter 6 accommodated the interpretation and discussion of the key findings of this study. The discussion of the research findings in this chapter followed a structure framed by the research objectives of this study.

Chapter 7 played a leading role in summarising the key discussions of this study, undertook a gap analysis and came up with the recommendations to be considered and the future research.

7.3 Conclusions

The conclusions were made in line with the research findings which were revealed in chapter 4 and 5 of this study. Conclusions were also developed from the research objectives that are contained in the section 1.3.1 of chapter 1 of this study, which were achieved through the review of literature, and participants through interview on the study. The conclusions also were developed from all the research chapters in this study.

7.3.1 The extent to which the provision of basic services support LED in Mahwelereng area

The study found out that there is a lack of provision of municipal services to the residents of Mahwelereng township. Lack of basic service delivery has negative impacts on supporting Local Economic Development (LED) in the township of Mahwelereng. According to Thobejane (2011:43), municipal services such as water supply, electricity, refuse removal, road network and sanitation play a leading role in supporting Local Economic Development (LED) which is very important in terms of creating jobs to local people. Lack of infrastructure in Mahwelereng township affects the efforts of local residents with regard to Local Economic Development.

7.3.2 The impacts of poor basic service delivery in supporting LED in Mahwelereng

The study revealed that poor basic service delivery in Mahwelereng township has negative impacts in supporting Local Economic Development. Opportunities of creating employment for the local residents was hindered by poor municipal services which offered by Mogalakwena Local Municipality. According to the Development Bank of Southern Africa Report (2020:1) poor basic service delivery and general poor government services result in the decline of resources, zero job opportunities, job losses and overall poor living conditions among the citizens. They found that

Mahwelereng township always experiences public protest because of poor service delivery and during the time of those protests, local people destroyed the very few infrastructure which is available to serve them. Alexander (2013:16) supports this perception in asserting that the slow pace and lack of quality service delivery has fuelled protests across the country, and these protests have brought local government under the spotlight. Furthermore, health problems were revealed by the study as one of the impacts of poor service delivery in Mahwelereng township.

7.3.3 The challenges experienced by the MLM in terms of basic service delivery

This study revealed that there were several challenges experienced by Mogalakwena Local Municipality and those challenges affected them in their quest of supplying sustainable municipal services to the residents of Mahwelereng township. Lack of capacity was highlighted as a major problem that affected service delivery in Mahwelereng township. Mogalakwena Local Municipality SDF (2019) revealed that there is lack of capacity in the department of engineering and water services which is responsible for basic service delivery in the municipality. The municipality is failing to generate financial resources and it was singled out as one of the challenges confronting MLM. Furthermore, non-compliance with the legislative and policy framework that governs municipalities to provide their citizens with adequate and sustainable municipal services, is another problem that is affecting MLM in terms of supplying municipal services that are required to support Local Economic Development (LED) in Mahwelereng township.

7.3.4 Strategies that can be used by the MLM in improving basic service delivery to the residents

The research showed that the municipal IDP contained several strategies to be employed by MLM in order to improve basic service delivery to the residents of Mahwelereng township. However, implementation of those strategies was revealed as a challenge. The study revealed that in Mogalakwena IDP, there is performance measurement or appraisal, motivation, and training. Some state organs provided training to the employees of Mogalakwena LM. Rodriguez & Walters (2017:23) are of the view that training enhances the skills and abilities of workers in the municipalities.

7.3.5 Legislative and policy framework for adequate provision of basic services in order to support LED in MLM

The research revealed that there were number of legislations and policies that were utilised by Mogalakwena Local Municipality. However, there is non– compliance with these legislations and policies in Mogalakwena Local Municipality (MLM) and it severely affects basic service delivery which is needed to support Local Economic Development in Mahwelereng township. The legislative and policy framework utilised by the Mogalakwena LM include but not limited to the following:

- Constitution of the Republic of South Africa (1996)
- The Municipal Systems Act (2000)
- Local Government Municipal Demarcation Act (1998)
- White Paper on Local Government (1998)
- District Development Model (DDM)
- Spatial Planning and Land Use Management Act (SPLUMA)
- Municipal Structures Act (Act of 1998)
- Back – To – Basic (B2B)
- Division of Revenue Act
- National Environment Management Act
- National Land Transport Act

7.4 Recommendations

The research revealed few incidents of the challenges which negatively affect the process of providing reliable and adequate basic services to the residents of Mahwelereng township. In order to support Local Economic Development (LED) through basic service delivery in Mahwelereng township, it is very important for this study to consider the following recommendations:

7.4.1 Regular Training

This research recommends that there must regular training of the municipal officials who are responsible for basic service delivery at Mogalakwena Local Municipality (MLM). Training was indicated by several researchers as one of the important factors for improving the skills and capabilities of worker to accomplish the key target of their organisations. Training, according to Nassazi (2013:30), is imperative not merely to support the workplaces to meet their objectives but also for inspiring the workers by permitting them to know how important are their jobs and

offering them with all information which is required for successfully carry out the tasks which are assigned to them.

7.4.2 Effective methods of generating municipal revenue

The study found that lack of financial resources affects the municipal service delivery programmes in the Mahwelereng township. Lack of finance hinders maintenance of infrastructure and provision of new infrastructure that is required for basic service delivery in Mahwelereng township. In addition, attracting skilled and experienced employees is a huge challenge when the municipality does not have enough money. So, this study recommends that there must be effective ways which can be used the MLM to effectively generate municipal revenues that can be used in addressing municipal service delivery and capacity challenges. When the municipality is able to generate adequate revenues, it will be able to employ enough workers in the department of basic service delivery.

7.4.3 Policies and legislations for supporting basic service delivery and LED

The study revealed that at Mogalakwena Local Municipality (MLM), there is non-compliance with policies and legislation that enforce municipalities to provide reliable and sufficient municipal services which are needed for supporting Local Economic Development (LED). Basic service delivery may be improved by allowing the municipal officials to effectively comply with these policies and legislation. It is recommended that leadership and management of Mogalakwena Local Municipality (MLM) must invest in a total process of fully complying with the policies and legislations that support basic service delivery that required to support Local Economic Development (LED) in the township of Mahwelereng township.

7.5 Suggestions for further research

For the purpose of helping the Mogalakwena Local Municipality (MLM) in addressing some of the challenges revealed by the study, future research into the topic is needed on expanding knowledge in exploring Access to basic services to support Local Economic Development (LED) in the municipalities. The study recommends that any future study in exploring access to basic services to support Local Economic Development (LED) must further develop the topic because LED and Basic service delivery play imperative roles in uplifting the living standards of the people of South Africa.

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ANNEXURES

Annexure A: Informed Consent Letter

The informed consent letter provided to participants in the research is presented hereunder:

Title of research project: Exploring Access to Basic Services to Support Local Economic Development: A Case Study of Mahwelereng, Mogalakwena Local Municipality.

I, **Tshilidzi Nemakhavhani, student No. 11530788**, a postgraduate student at the University of Venda, am conducting research on **Exploring Access to Basic Services to Support Local Economic Development: A Case Study of Mahwelereng, Mogalakwena Local Municipality**.

In this study, participants are required to sign an informed consent form in order to grant permission to be interviewed.

Participation is voluntary and all gathered data / information will be anonymous. The research findings may be submitted to an academic journal for publication. As a participant, you have the right to choose whether you want to take part / participate or not and also have the right to withdraw your information when you do not feel comfortable to continue with the study.

All the information that will be collected from you is for educational purposes only. As participants, you are assured that all the information you are going to provide will be protected and kept confidential so that unauthorised people will not have access to the data gathered.

Researcher's signature.....

I hereby voluntarily grant my permission for participation in the research as long as what is written above is practiced.

Witness's signature

Date.....

Annexure B: Interview Schedule

The following research questions were posed to the sampled participants during semi-structured interviews:

- What is the level of access to basic services to residents in Mahwelereng?

- What are the impacts of poor service delivery on supporting local economic development in Mahwelereng area?
- What are the challenges experienced by the Mogalakwena Local Municipality in terms of basic service delivery in Mahwelereng?
- Which strategies can be used by the Mogalakwena Local Municipality in improving basic service delivery to the residents of Mahwelereng?
- Which legislative and policy framework can be used by Mogalakwena Local Municipality to adequately provide basic services to the residents of Mahwelereng?
- Why is Mogalakwena Local Municipality failing to implement policies and by-laws that support satisfactory basic service delivery to the residents of Mahwelereng?