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A COMPARATIVE EVALUATION OF RURAL DEVELOPMENT PROGRAMMES IN THE THULAMELA MUNICIPALITY: A CASE STUDY OF SIDOU AND MALAVUWE VILLAGES

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DECLARATION

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A Comparative Evaluation of Rural Development Programmes in the Thulamela Municipality: A case study of Sidou and Malavuwe villages

Is my work and has not been previously submitted for a degree or any other examination at this or any other institution. Ideas from other sources have been correctly acknowledged.

Takalani Enos Musiwalo

Date

Musiwalo

16/08/2013

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ABSTRACT

The focus of the study is on the comparative assessment of Rural Development Programmes between Sidou and Malavuwe Village within Ward 22 of the Thulamela Municipality. The study aims to investigate the gap that exists between effective programme implementation and less effective programme implementation in rural areas. To achieve this, the study uses Malavuwe Village as a control village and Sidou Village as an experiment village. The study found that there was a discrepancy in service delivery between the two villages; more services were delivered effectively at Malavuwe than at Sidou Village. The study further investigates the causes of this discrepancy in service delivery between the two villages and also suggests feasible approaches that can be employed by the Thulamela Municipality to enhance programme implementation and service delivery within the study area.

The study found that Sidou Village lacked community services such as clinics, high schools, community halls, sporting facilities and income generating community projects. On the contrary, Malavuwe Village had most community services. Based on the findings of the study, it is recommended that the Thulamela Municipality should ensure thorough provision of services and encourage community participation through consultation and partnership at Sidou Village. Such an approach will be bottom-up and will encourage community members at Sidou Village to be actively involved in the prioritisation and implementation of vital services, thus raising the socio-economic conditions and infrastructure development in the village.

Key words: *Development, Village, Poverty, Rural Development Programmes implementation, Service delivery and Municipality.*

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Definitions of Key Concepts

Development is a process of change from a less desirable to a more desirable kind of society (Allen and Thomas, 1992:116).

Implementation is a process by which a set of predetermined activities is carried out, in a planned manner with a view to achieving certain established activities (Sing, 1986:340).

Municipality refers to a local political unit endowed with executive and legislative powers of government as the third sphere of government, and powers of taxation to control, regulate and develop local affairs and render local services in a system of cooperative government (Meyer, 1998:10).

Positivism is the study of real, empirically observable phenomena and the relationship between phenomena, through the use of a common method of observation, so that experiments are replicable in that all scientists proceed in the same way (Johnston, 1983).

Poverty refers to the failure to achieve an adequate standard of living (Allen and Thomas, 1992:28).

Programme refers to a planned sequence and combination of activities designed to achieve specific goals.

Rural Development is a process of developing and utilising natural and human resources, technologies, infrastructural facilities, institutions and organisations, and government policies and programmes to encourage and speed up economic growth in rural areas, to provide jobs and to improve the quality of rural life towards self -sustenance (Sing, 1986:18).

Service delivery is about rendering basic services such as housing, clean water, health services etcetera, to the community.

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Used Acronyms

ANC	African National Congress
CFCs	Chlorofluorocarbons
CRDP	Comprehensive Rural Development Programme
EPWP	Expanded Public Works Programme
GDP	Gross Domestic Product
GEAR	Growth, Employment and Redistribution
IDP	Integrated Development Plan
IDT	Independent Development Trust
ISRDP	Integrated Sustainable Rural Development Programme
KPIs	Key Performance Indicators
MTSF	Medium Term Strategic Framework
NDA	National Development Agency
NGC	National General Council
NGOs	Non-Governmental Organizations
PAPS	Poverty Alleviation Projects
RDP	Reconstruction and Development Programme
RDF	Rural Development Framework
SDF	Spatial Development Framework
TBVC	Transkei Bophuthatswana Venda and Ciskei

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CHAPTER 1

INTRODUCTION

1.1 Background to the Study

Approaches to rural development have evolved throughout the globe over the course of the last century with the aim of improving the living conditions of poor people especially in developing countries. Traditionally, development was seen as a process of economic change brought about by industrialization, but recently, the focus of development has shifted to be some form of participatory social change that leads to economic growth and material welfare (Weyers, 2001). In this light, development should not only address the economic and material needs of the people, but should also address their social well-being.

Weyers (2001) outlined various approaches to community development such as the Modernisation approach, Statist social development approach, the Popular participation approach, Communitarian approach, People-centred approach, Human resources approach, Collectivism approach, Community problem solving approach and Community support systems approach.

Proponents of the Modernisation approach (growth-centred approach) believe that development should take place as economic growth through foreign aid and investment in agriculture and industrialization and should trickle down from developed to developing countries. The Statist social development approach emphasizes that development is primarily the state's responsibility, thus, the government should provide basic needs for the community. Proponents of the Popular participation approach emphasize that local people should be mobilised to establish their own projects and be involved in maintaining the projects. According to Weyers (2001), the Communitarian approach, People-centred approach, Human resources approach, Collectivism approach, Community problem solving approach and Community support systems approach are implemented at local level to address local issues and to develop local communities to become self-reliant units.

In this perspective, Woods (2011) makes a distinction between state-led top-bottom community based development approaches and bottom-up community based development approaches which emphasize that rural development strategies should shift from being about

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imposing solutions for development, to be about helping rural communities to identify their own objectives and implement their own plans for development. According to Chambers (1993), development has been seen as a process of growth stimulated by transfer of technology, a transfer in one direction, from rich and powerful to poor and weak, from first to last. However, the new development paradigm reverses power relations by 'putting the last first' in choice of clients, professional values, research methods, and roles.

Woods (2011) argues that rural development strategies of developed countries cannot be always applied successfully to less developed countries; actually, each region is composed of many different communities, each with their own identities, needs, aspirations and capacities to act. According to him, rural development strategies applied to the global North have not been successful in the global South because the global South has its own unique circumstances created mainly by colonialism. However, the new approaches to rural development also stress the inter-connection of rural regions (globalisation) and also represent the idea that different rural areas can share similar experiences and are able to inspire each other (Woods, 2011).

Although state-led industrialisation and agricultural modernization have been successful and are still influential in China and India and some parts of the global North, rural development in the global South needs to be people-centred so that the poor rural people are empowered to participate fully in decision-making concerning their developmental needs, with external agents acting as facilitators and sources of funds (Mansuri and Rao, 2004).

South Africa's democratic government brought about new hopes and high expectations for better life to the country's masses. The majority of the unemployed, poor rural dwellers who were marginalised had more unrealistic expectations. This has put more pressure to the ruling party and the government to develop and implement new programmes that could haste development and service delivery to the people. As such the democratic government of South Africa introduced different developmental programmes to enhance the livelihood of the masses who happened to be mostly Black Africans.

After 1994, rural development programmes were developed in sequential approach that is consistent with the election manifesto of the ruling party. One programme came after another and they tried to modify the previous ones so that they could address the prevailing circumstances. Such programmes, particularly rural based ones range from the

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Reconstruction and Development Programme (RDP), Growth Employment and Redistribution (GEAR), Poverty Alleviation Projects (PAPS), Expanded Public Works Programmes (EPWP), Integrated Sustainable Rural Development Programmes (ISRDP) and Drought Relief Programmes (Tshitangoni, 2008). As a modification to these programmes, the Comprehensive Rural Development Programme (CRDP) has been introduced.

The aim of Rural Development Programmes was to be an effective response against poverty, unemployment and food insecurity by maximizing the use and management of natural resources to create vibrant, equitable and sustainable rural communities. However, the Comprehensive Rural Development Programme Framework (RSA, 2009) indicates that except the recently launched CRDP, past government programmes have not been as effective as planned because they were interventionist approaches to rural development rather than being participatory community-based approaches. Interventionist Rural Development Programmes use a top - bottom approach to rural development, they are planned and implemented by government officials without involving affected communities. On the other hand, Participatory Rural Development Programmes use a bottom-up approach by allowing for community participation in the planning process and sees women as drivers for rural development.

Although Rural Development Programmes are aimed at the empowerment and betterment of rural people's living conditions, it is interesting to note that the development of these programmes have resulted into development gaps between villages where these programmes have been effectively implemented and those in which the programmes have been less effectively implemented. These gaps pose serious challenges for the South African government in trying to find solutions to a variety of socio-economic problems such as poverty and unemployment in order to improve people's standard of living especially in rural areas.

The study is undertaken as a comparative study to investigate the extent to which the Thulamela Municipality has implemented Rural Development Programmes at Sidou and Malavuwe villages. Malavuwe Village with effective programme implementation and better services is used as a control village, while Sidou village with less effective programme implementation is used as an experiment village, so as to try and find out the differences in terms of poverty alleviation, job creation and service delivery between the two villages.

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1.2 Problem Statement

Service delivery is a mandate of every local government in South Africa. This responsibility must be executed in a fair and just manner to every village. However, there is an evident gap in service delivery amongst villages within the same municipality jurisdiction, some villages seem to benefit more than others. It is this service delivery gap amongst villages from the same municipality jurisdiction that needed to be investigated.

The study is undertaken as a comparative study of Sidou and Malavuwe villages. To be precise, there is a gap in terms of the scale and the magnitude at which municipality services are rendered between the two villages (Sidou and Malavuwe). This implies that there might be some kind of deficiency in the implementation of Rural Development Programmes at Sidou Village. Therefore, the researcher is interested in finding out the cause of the discrepancy.

1.3 Aims and Objectives of the Study

The aim of the study is to make a comparative investigation of the success and failure of Rural Development Programme implementation at Sidou and Malavuwe village. In order to achieve this, the following objectives were explored:

- To identify the existing rural development programmes at Sidou and Malavuwe villages.
- To investigate the extent to which service delivery has been rendered between Sidou and Malavuwe villages.
- To establish service delivery challenges between the two villages.
- To examine the levels of success and failure of rural development programmes within the study area.
- To suggest feasible approaches that can be employed by the Thulamela Municipality to help enhance programme implementation and service delivery at the villages.

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1.4 Research Questions

In order to achieve the set objectives, the study explored the following research questions:

- Which rural development programmes exist at Sidou and Malavuwe village?
- To what extent has service delivery been rendered between Sidou and Malavuwe village?
- Which are the service delivery challenges between the two villages?
- To what level has rural development programmes succeeded and failed at the study area?
- Which feasible approaches can be employed by the Thulamela Municipality to enhance programme implementation and service delivery at these villages?

1.5 Rationale and Justification of the Study

The need to conduct the study was prompted by the prevalence of the development gap that is evident between Sidou and Malavuwe village. The gap seems to be so wide that it prompts one to seek clarity on why Malavuwe Village is getting better services than Sidou Village whereas both villages fall under the same municipality (Thulamela Municipality, Ward 39). Actually, Malavuwe village seems to have benefitted more from Rural Development Programmes implementation than Sidou village. Basically, the discrepancy in service delivery between the two villages is an indication of service delivery challenges. Hence, the researcher needed to investigate the magnitude of the challenges that the Thulamela Municipality might be experiencing in adequately implementing Rural Development Programmes as well as suggesting strategies that could help enhance the implementation of Rural Development Programmes and service delivery in the study areas. The study further focused on the application of the Comprehensive Rural Development Programme (CRDP) as an inclusive programme that could substitute the shortcomings of the other rural development programmes in Sidou and Malavuwe villages. This kind of study has not been done before. It is hoped that the study will contribute in the overall service delivery improvement.

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1.6 The study Area

The study is undertaken at Sidou and Malavuwe villages. The two villages are located in ward 39 of the Thulamela Local Municipality under Vhembe District, in Limpopo Province in the former so-called "Independent State of Venda". The area forms part of the former TBVC states which were established by South Africa's former apartheid regime in the Bantu Self Act of 1959.These areas are characterised by a large extent of underdevelopment, unemployment and poverty.

Sidou Village is located approximately 18 kilometres on the Eastern side of Thohoyandou Shopping Complex along the Punda Maria Road (R524). It is bordered by Mangondi Village on its West, Mutavhanani Village on its South and Muraga Village on its Eastern side. The traditional chieftaincy practice is applied in this village, with Chief Mphaphuli having the final say and headman Sidou leading the community at grassroots level. According to the local headman, Sidou village is composed of 260 households.

On the other hand, Malavuwe village is situated at about 26 kilometres on the North eastern side of Thohoyandou Shopping Complex. In terms of governance, Chief Mphaphuli has the final say while headman Mafenya Mphaphuli leads the community at grassroots level. The leadership practised is also in terms of traditional chieftaincy practice, wherein the chief owns a big plot of land subdivided into several headmen serving under him. According to the local headman, there are 1200 households at the village.

Figure 1.1 is a map to show the villages in the Thulamela Municipality. The study area forms part of The Thulamela Municipality which is found in the Vhembe District of Limpopo Province.

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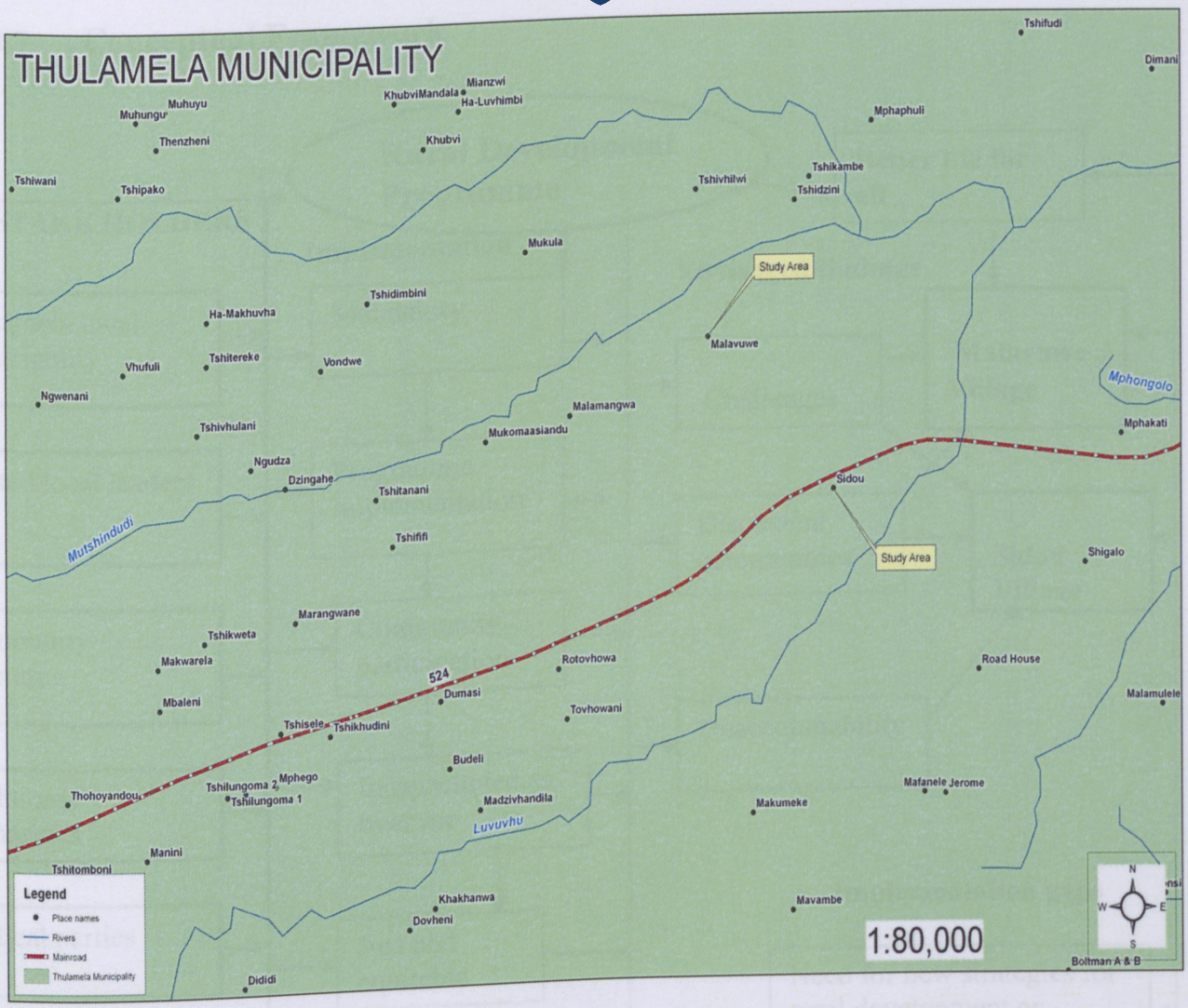

Figure 1.1: Thulamela Municipality

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1.7 Conceptual Framework

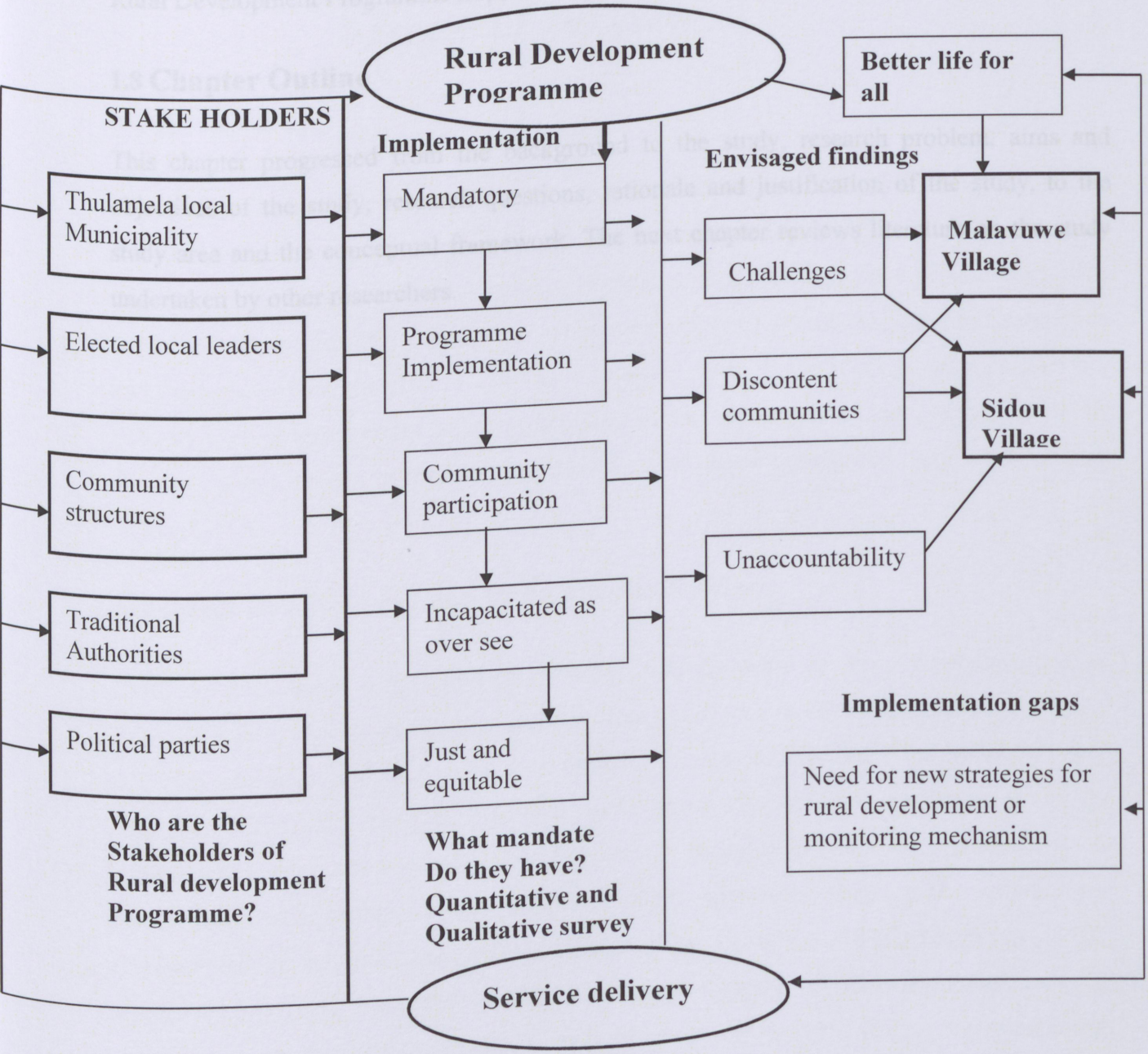

Figure 1.2: The conceptual framework

The above conceptual framework displays the interconnectedness amongst different stakeholders and the variables involved in the implementation of rural development programmes at Sidou and Malavuwe villages as part of the Thulamela Municipality. The municipality is presented with challenges in terms of community expectations and the equitable implementation of the programmes. As a result, communities become discontent

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when their expectations are not met. Hence the study seeks to advocate strategies to enhance Rural Development Programme implementation as solutions to address the challenges.

1.8 Chapter Outline

This chapter progressed from the background to the study, research problem, aims and objectives of the study, research questions, rationale and justification of the study, to the study area and the conceptual framework. The next chapter reviews literature on the study undertaken by other researchers.

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CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This section reviews pertinent literature undertaken by other researchers. It gives a brief overview of rural development and its conceptualisation, geography and development theories, international rural development strategies, rural development programmes (The National Perspective), the differences between Rural Development Programmes formulation and implementation, the IDP process as a planning tool for the local government, service delivery in rural areas, community participation in rural development, rural development and climate change, rural women as drivers of rural development and rural development strategies.

2.2 Rural Development and its Conceptualisation

Rural development is a multifaceted concept. Different scholars define rural development from different perspectives displaying a dichotomy of strategies concerning the way in which different countries approach rural development. Some authors such as Gabriel (1991); Muligwe (1996) and Sing (1986) base their definitions of rural development on the technocratic approaches whose objective is to increase productivity, particularly in agriculture. Such strategies use a top– bottom approach when implementing rural development. In contrast, some authors (Cloke, 1988; Chambers (1993); Chambers (2003); Cheshire (2006) and Poostchie (1986) base their definitions of rural development on the reformist approaches which attempt to redistribute power, income and access to resources using a bottom–up approach to rural development.

Authors of the technocratic top-bottom rural development literature base their views of development on the Modernisation theory which emphasizes that development should be state-led and should trickle down from top to bottom and from richer to poorer regions and communities (Woods, 2011). Sing (1986:18) defines rural development as "a process of developing and utilising natural and human resources, technologies, infrastructural facilities, institutions and organisations, and government policies and programmes to encourage and speed up economic growth in rural areas, to provide jobs and to improve the quality of rural

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life towards self-sustenance. Gabriel (1991:50) also supports direct state action from top to bottom as an approach to rural development when he defines rural development as "a process of change in rural societies. This process may arise from planned intervention by the state or NGOs or from other sources". In the same view favouring the technocratic approach to rural development, Muligwe (1996:11) defines rural development as:

- "Growth e.g. economic growth of a country with an increase in the number of industries.
- Life-sustenance development: that development which should make possible the satisfaction of those basic needs without which life would be impossible. Life-sustaining basic needs include food and water, shelter, health and clothing. These are material needs, the satisfaction of which is very much dependant on economic development. The latter is the one on which rural development focuses its attention to improve the lives of rural communities, and it needs strategies and approaches which best suit the process".

The above definitions are mainly based on the technocratic approach to rural development which is in favour of direct state action in an attempt to increase production and service delivery as solutions to rural development. Central government decision- makers are in charge in deciding that which may be good for the rural poor without considering their own decisions on how to develop their local area.

On the contrary, the new development paradigm suggests a people-centred approach to rural development which is characterised by decentralization, self-reliance, and empowerment of the poor (Chambers, 1993; Woods, 2011). Poostchi (1986) also supports this view when he says that rural development is "a process of endless variety having as its main objective the overall balanced and proportionate well-being of rural people". Cheshire (2006) emphasises that "the role of the state should not be to lead development, but to foster entrepreneurship and help rural communities help themselves". The new development paradigm embodies what Chambers (2003) refers to as participatory rural appraisal. According to this approach; the local community is incorporated in the formal planning process. Community organisations are assigned increased responsibility for the planning and delivery of their own social services, so as to encourage self-help efforts from rural communities.

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Nationally, The South African Comprehensive Rural Development Programme is based on this new development paradigm. According to The Comprehensive Rural Development Programme Framework (RSA, 2009:14), "rural development is about enabling rural people to take control of their destiny, thereby dealing effectively with rural poverty through the optimal use and management of natural resources. It is a participatory process through which rural people learn over time, through their own experiences and initiatives, how to adapt their indigenous knowledge to their changing world. Rural development can be achieved through self-help initiatives as well as through co-ordinated and integrated broad-based agrarian transformation, through strategic investment in economic and social infrastructure that benefits entire rural communities, and not only those involved in agriculture".

2.3 Development Theories

Rural development in itself has no straightforward theory of its own, however, theories of development can be dated back to the nineteen fifties and early sixties (Constatinos,1998).These controversial developmental schools of thought developed in chronological order as presented by their proponents who were motivated by the need to explain the main causes of mass poverty and under development in many third world countries, however, none of these theories is universally accepted, instead, they are just evolving patterns of insights and understandings of development and under development. The following development theories can be distinguished: Modernisation theories, dependency theories, world economy view, basic needs approaches and sustainable livelihood approach (Constatinos, 1998).

Modernisation theories were developed in the 1950's and 1960's. Proponents of the theories are of the idea that development in developing countries should take place through saving, investment in agriculture and industrialisation, and foreign aid in order to promote rapid economic growth and infrastructure development. According to this school of thought, development should be state-led and should trickle down from top to bottom and from richer to poorer regions and communities (Woods, 2011). Modernisation theorists believe that development in developing countries should take the same path followed by developed countries.

Dependency theories developed in the late 1960's and early 1970's are strongly influenced by Neo-Marxist thinking. Dependency theorists argue that capitalism resulted into inequalities in

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the level of development and the distribution of wealth amongst countries such that a distinction can be made between rich and poor countries. Rich countries become the core which is more powerful and dominant over poor countries (the periphery) which are dependent on the core. In less developed countries, foreign agencies use trade union leaders, traditional leaders, landlords, entrepreneurs, military rulers, and other exploitative groups to perpetuate their missions of capitalism. They achieve this by letting these groups enjoy high incomes, social status and political power to exploit the poor majority. This pattern of development is exploitative and continues to worsen poverty and under development in less developed countries.

The World economy view was introduced in the late 1970's until early 1980's.This school of thought poses the problem of development in terms of global interdependence between developed countries and less developed countries (Constatinos, 1998). Less developed countries depend on developed countries for aid, private investment, technology and trade while developed countries also depend on third world markets and resources.

Another school of thought is the Basic needs approach, developed in the late 1970's. Proponents of the school suggest that development should shift its focus from restructuring the world economy to that of restructuring the domestic economy towards a new internal economic order which aims to eradicate mass poverty and social injustices. The main focus is that development should take place with greater emphasis placed on the provision of basic needs such as water, shelter, electricity, employment and health facilities in order to improve the quality of life for people especially in rural areas.

The sustainable livelihood approach to development has emerged in the late 90's as a way of trying to integrate population, resources, environment and development. The approach emphasises that development should always take place without damaging the environment and should always check on the resources against depletion. It also emphasizes that the world population should be stabilized so that the world's carrying capacity is not exceeded as this can result into multitudes of problems. It places more emphasis on environmental management.

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2.4 International Rural Development Strategies

According to Webster (1990:15), "It is necessary to compare sections of the societies within countries to show that there may be many poor people even in rich societies". This is an indication that rural development is not just a local issue, but a global issue that also occurs in developed countries. This further calls for the need to introduce rural development strategies throughout the world in order to address the problem of poverty in rural areas.

In his comparison of the success and failure of rural development strategies internationally, Blair (1997) makes use of Maharashtra, Bihar and Bangladesh as case studies in order to indicate the different development strategies applied to several parts of India. In his thesis, Blair indicates that rural development has not been successful in Bihar and Bangladesh because their land tenure system favoured the elite class instead of the landless peasants, interpersonal relations are harsh amongst the people, the status of women is low, there is no political accommodation but" winner take all politics" and the political style is allegiant style which promotes a lot of corruption and unrest.

In contrast, rural development strategies in Western Maharashtra have been successful because the land tenure systems encouraged husbandry and land improvement among the peasantry, there is good interpersonal relations(people are nicer to each other), women are assigned a much higher status, and an accommodational approach is applied to politics encouraging different political organisation to work together applying a transactional style of politics in which people involve themselves in the political arena to exchange benefits.

The above case studies indicate that the success and failure of rural development strategies are influenced by history, social relations, and political style of countries throughout the world. In this case, rural development strategies based on maximising production through direct state action are exploitative to the poor and landless rural people, while rural development strategies that are people-centred are empowering the poor, powerless and landless rural people.

2.5 Rural Development Programmes (The National Perspective)

According to Mudau (2004:17) "rural development is synonymous with programmes and measures meant to help the poorer of rural society". This notion is further explained by Fairhurst (2002) when he indicated that development in South Africa is a domain in which

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many geographers are actively engaged. In this light, there are government programmes, voluntary organisations and research projects that seek out those who are more remote and poorer. The government of South Africa introduced several rural development programmes to serve in this regard. These programmes include the Reconstruction and Development Programmes (RDP), Integrated Sustainable Rural Development Programmes (ISRDP), Expanded Public Works Programmes (EPWPs) and Comprehensive Rural Development Programme (CRDP).

2.5.1 The RDP as a policy framework to rural development

Among many other policies formulated, the Reconstruction and Development Programme (RDP) identified the need for transformation. The African National Congress (ANC, 1994:1) defines RDP as "an integrated, coherent socio-economic policy framework seeking to mobilise all our people and our country's resources towards the final eradication of apartheid and building a democratic, none- racial and none-sexist future". The word "integrated" simply implies that the RDP involves all the stake holders of the society such as: the government, donors, none- government organisations (NGOs) and the community at large. The word "socio-economic policy" shows that the RDP is a policy which is prioritised at addressing social and economic aspects like poverty and unemployment through the provision of jobs to the disadvantaged multitudes of South Africa (Black, 1994). According to the White Paper on the Reconstruction and Development Programme (RSA, 1994), the RDP is prioritised to providing solutions to national unemployment and poverty problems. The RDP became the GNU's pillar of development, and the RDP office was opened in parliament in 1994 to oversee the RDP's implementation and government facilitation (Lor, 1997).

Rural impoverishment was attributed to the principles of racial segregation implemented by the previous white regime (ANC, 1994; World Bank, 1995).Therefore reducing poverty was the challenge confronting the south African economy (World bank, 1995).The priority of the RDP was to alleviate poverty in the rural areas which were developed into disadvantaged Bantustans by the past South African government. According to Fitzgerald, Mc Lennan and Munslow (1997:207),"the broad aim of the RDP was to address the social and economic inequalities inherited from the apartheid state, as a means of building a sustainable democracy and a unified nation". The White Paper on Social Welfare (RSA, 1994), indicates that the RDP was also aimed at opening employment opportunities to the underprivileged

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blacks. The White paper on South African Land Policy (RSA, 1997:18), the RDP also aimed at supplying residential and productive land to the poorest section of the rural population. This is the duty that the Department of land affairs and Agriculture wants to do to the poor to make them have access to arable land in South Africa. Thus South Africa's democratic government is busy with land issues such as Land Redistribution and Land Restitution.

The RDP is an overall national commitment. The government realised that it could not implement the RDP successfully without the participation of other stake holders like private companies and others. According to the White Paper on the Reconstruction and Development Programme (RSA, 1994:40), the government realised the need to "co-operate with civic organisations and other community based organisations". The most considered partners in the RDP's implementation were Non-Governmental Organisations (NGOs) such as the Mvula Trust and the Independent Development Trust (IDT) amongst others. The NGOs were given priority due to their efforts in offering development assistance, and their aim of usually operating for no profit (Riddell and Robinson, 1995).These NGOs were to receive funds from foreign donors and the government. Besides the NGOs, the RDP duties were mainly allocated to various state departments.

Despite the RDP's major role in development, it was met with criticism from various unsatisfied structures. According to Van Zyl (1995:3) the RDP was criticised for being entrenched on the already failed Marxist (Socialist) policies. This is due to the fact that the RDP supported the idea of the nationalisation of private property and allowed for more state intervention on the private enterprise economy. Some people felt that the RDP was not clear as it was still in "need for more clarification and debate" (Van Zyl, 1995:3). Lor (1997) saw the central criticism of the RDP as based on its failure to deliver. Despite the vast need to improve the poor South African communities, the RDP's parliament office ceased in March 1996. This attributed to the cabinet reshuffle. Nevertheless, NGOs continued their mission of rebuilding the society through the RDP projects funded by foreign donors and the state (Lor, 1997). The closure of the RDP office simply means that all the relevant policies formulated as a result of the RDP should be implemented by the relevant departments.

2.5.2 The Integrated Sustainable Rural Development Programme (ISRDP)

"ISRDP is presented as a spatial development framework, which tries to accommodate environmental, social and economic agendas. It is designed to provide national and provincial

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means at local level, since many local municipalities are ill-equipped to play a significant role themselves. However, ISRDP is not aiming at replacing or duplicating any local initiative. It is supposed to fit into the local IDPs and to be driven by local municipalities" (Perret, 2004:5). Mehlomakulu, Mogoera and Lenka (2004:2) also explain that "the Integrated Sustainable Rural Development Programme (ISRDP) attempts to bring sustainable development to deprived rural areas in South Africa. It is an initiative by the central government with the aim of transforming rural South Africa into an economically viable and socially stable and harmonious sector that will make a significant contribution to the Gross Domestic Product (GDP)".

According to Mehlomakulu et al. (2004:7), The Integrated Rural Development Programme is informed by a bulk of existing programmes and seeks to effectuate better co-ordination of the existing programmes for effective implementation. It involves several representatives from various stake holders of the community, who must meet and decide on the services they need as priorities in their area. This "basket" of needs is documented for implementation in the IDP (Integrated Development Plan) process (IDP review 2007/8 – 2011/2:8). According to Poostchi (1986:6), integrated sustainable rural development seeks to involve all rural people in the whole process of planning, decision making and implementation of rural service delivery in their local areas. "For rural people to get involved in their own development, they must have an interest, a sense of identification with the area being developed and good enough reasons for them to want to bring about the ultimate objective of a viable socio-economic and progressive rural community" (Poostchi, 1986:17).

2.5.3 Expanded Public Works Programme (EPWP)

According to Friedman and Bhengu (2008:22) "The EPWP is defined as a nation-wide programme drawing significant numbers of unemployed people into productive work accompanied by training so that participants increase their capacity to earn an income. Essentially from a strategic perspective, the EPWP is envisaged as a short to medium term programme that aims to provide work opportunities coupled with training. It is a national programme covering all spheres of government and state-owned enterprises.

The EPWP is one part of an overall government strategy to reduce poverty through the alleviation and reduction of unemployment. The programme is targeted on men and women

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who are unemployed and willing to work, who are largely unskilled, who are urban or rural and do not receive social grants. The objectives of the programme are to:

- Utilise public sector budgets to reduce and alleviate unemployment
- Enhance the ability of workers to earn an income, either through the labour market or through entrepreneurial activity".

This programme does not provide a permanent solution to the unemployment and poverty problem, but is a way of empowering the poorly unemployed people with life skills. Figure 2.1 below indicates the overall national total work opportunities created by the Expanded Public Works Programme per Province.Total work opportunities created: 493,230

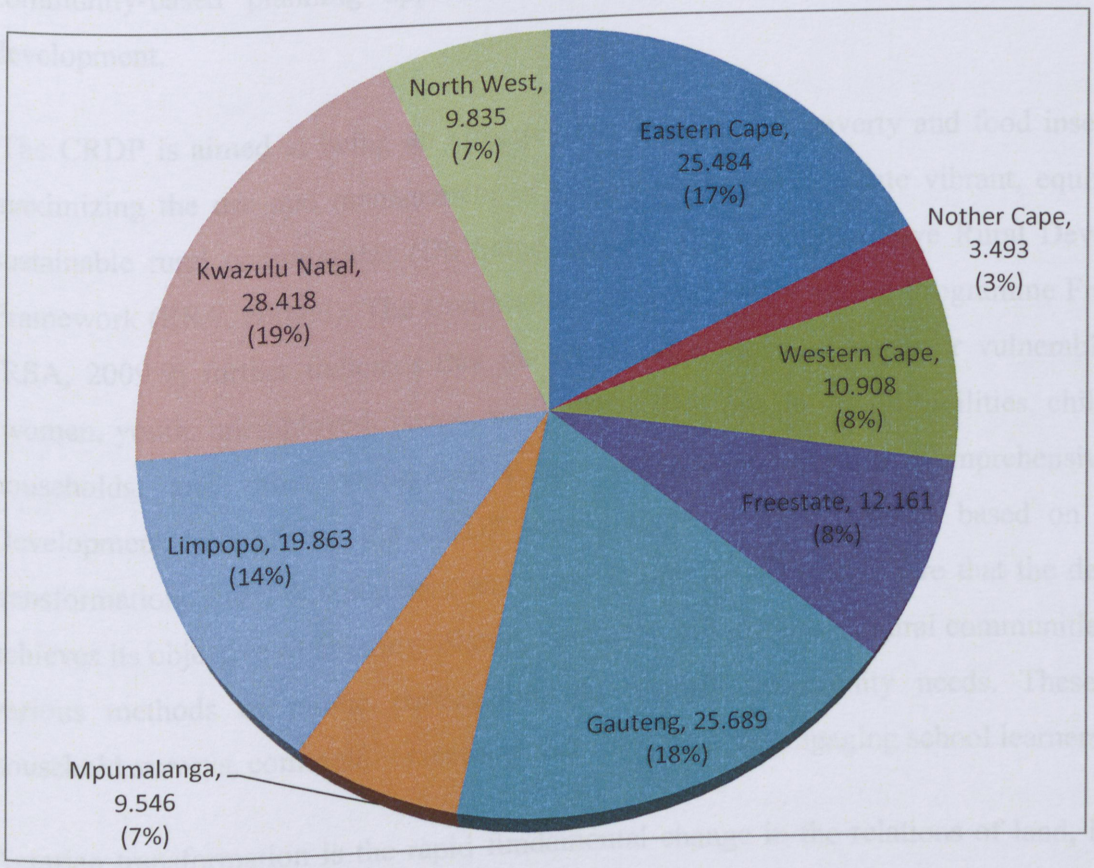

Figure 2.1: National total work opportunities created by the EPWP per province (Source: EPWP 3rd quarter report 2010/2011)

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2.5.4 Comprehensive Rural Development Programme (CRDP)

According to the Comprehensive Rural Development Programme Framework (RSA, 2009:3), The Comprehensive Rural Development Programme (CRDP) is strategic priority number 3 within the government's current Medium Term Strategic Framework (MTSF). The design of the program is predicated on lessons learnt from pilot sites selected through socio-economic profiling, community participatory processes and intergovernmental co-operation. A great deal of baseline data has emerged from the first two pilot engagements in Remvasmaak in the Northern Cape, and Muyexe Village in Giyani in Limpopo. According to the Comprehensive Rural Development Programme Framework (RSA, 2009:3) the CRDP is different from past governmental strategies in rural areas because it is premised on a proactive participatory community-based planning approach rather than an interventionist approach to rural development.

The CRDP is aimed at being an effective response against poverty and food insecurity by maximizing the use and management of natural resources to create vibrant, equitable and sustainable rural communities (De Satge 2009:4; The Comprehensive Rural Development Framework (RSA, 2009:3). The Comprehensive Rural Development Programme Framework (RSA, 2009:9) further indicates that the CRDP also seeks to empower vulnerable groups (women, youth, unemployed, people with HIV/AIDS, people with disabilities, child-headed households, and other vulnerable people According to The Comprehensive Rural Development Framework, the CRDP uses a three pronged strategy based on Agrarian transformation, Rural development and Land reform in order to ensure that the department achieves its objective of creating vibrant, equitable and sustainable rural communities. It uses various methods of public participation to identify community needs. These include household surveys, community meetings and appraisals and engaging school learners.

Agrarian transformation is the rapid fundamental change in the relations of land, livestock, cropping and community. It focuses on, but is not limited to, the establishment of rural business initiatives, agro-industries, co-operatives, cultural initiatives and local markets in rural settings, the empowerment of rural people and communities (especially women and youth), and the revitalisation of old, and revamping of new economic, social, and information and communication infrastructure, public amenities and facilities in villages and small rural towns.

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Rural development includes, but is not limited to, the improvement of economic infrastructure such as roads, railways, ports, rural shopping malls, post office services and internet cafes, irrigation schemes for small scale farmers, communication networks, electricity networks, milk parlours, commurity, etc. It also includes the improvement of social infrastructure in the form of social mobilization to enable rural communities to take initiatives, establishing savings clubs and cooperative for economic activities, communal sanitation and ablution systems to improve health conditions, access to resourced clinics, sport and recreational facilities especially for women and youth development, rural libraries to promote a reading culture, rehabilitation and development of schools as centres of excellence, community halls and museums, ABET centres and appropriate skills development, projects and programmes, cooperative governance, participation of NGOs, social cohesion and access to human and social capital, etc.

Land Reform deals with giving people access to land through the three land reform programmes, namely; land redistribution, land tenure and land restitution. All projects implemented through the three land reform programmes are implemented efficiently but in a sustainable manner linked to the strategic objectives of the CRDP. Some priorities of Land reform include increasing the pace of land redistribution by giving more access to land for the previously disadvantaged people, increasing the pace of land tenure reform, speeding up the settlement of outstanding land restitution claims and giving effective support to all land reform programmes through land planning and information.

2.6 Differences between Programme Formulation and Programme Implementation

According to Gabriel (1991:50), rural development arises from planned interventions by the state or NGOs or from other sources. This definition shows that rural development involves effective planning (programme formulation) and service delivery (program implementation). Sing (1986:340) defines implementation as "a process by which a set of predetermined activities is carried out, in a planned manner, with a view to achieving certain established activities". Swanepoel (1997) argues that implementation is the "operationalizing" of a plan, this means putting a plan into action. In the light of this statement, it is evident that policy implementation is preceded by policy formulation (planning). One of the objectives of The South African White Paper on Transforming Public Service Delivery (RSA, 1997) is to provide a policy framework and a practical implementation strategy for the transformation of

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services and the effectiveness of the way in which such services are delivered. According to Nemukombane (2009:1), "in addition to providing municipal services, municipalities must also plan and manage development programmes within the context of the Spatial Development Framework (SDF) and the Integrated Development Planning (IDP)".This is an indication that municipalities have the mandate to plan how to implement rural development programmes which have been set out by the national government.

The failure of rural development programmes in many developing countries can be traced to the difficulties which hinder their effective implementation. Therefore, programme implementation in rural development is faced with many challenges which may lead to its failure, thus, needs to be investigated. Many rural areas in South Africa are poor and lack basic services because of this failure to implement rural development programmes.

According to Mudacumura et al. (2006:424),"the majority of developing countries are confronted with the issue of successfully pursuing long term reforms in democratizing environments; that involves not only knowing what direction to move in but also paying attention to how to get there, recognizing that policy implementation is much a process as its content". It is clear from this statement that programme implementation is desirable in all spheres of government. According to Sing (1986:340), "a programme is no better than its implementation". This statement indicates that even if a programme is well planned on paper, it is not effective if it is not yet implemented. In other words the beauty of a programme is seen on its implementation.

2.7 The IDP as a Planning Tool for Rural Development

According to the 2007/08 Thulamela IDP review, the IDP (Integrated Development Plan) is a single, inclusive and strategic plan for the development of the municipality which links, integrates and co-ordinates plans and takes into account proposals for the development of the municipality aligns the resources and capacity of the municipality with the implementation of the plan, forms the policy framework and general basis on which annual budgets must be based. It is a principal strategic planning instrument that guides and informs all planning, budgeting, management and decision-making in the municipality. It is a document which is developed after effective community participation in the identification of basic needs and services to be implemented in five years' time for the local people. In this case, the

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community at grass roots level identifies a bucket of needs to be provided by the local government, and the municipality plans around these needs.

According to Meyer (1998:10),"Every municipality must:

- Conduct its affairs in an effective, economical and efficient manner to optimising the use of its resources to meet the needs of the community; and
- Structure and manage its administration, budgeting and planning process to give priority to the needs of the community, promote social and economic development within its area of jurisdiction and support the implementation of national and provincial programmes".

The IDP review reflects the backlog of service delivery in local governments and also guides the municipality on how to meet the national development targets. Table 2.1 below indicates the backlog of service delivery in the Thulamela Municipality for the period 2007 – 2012.

Table 2.1: The backlog of service delivery in the Thulamela Municipality

key areas	National target	Backlog	Annual target	Access to service after Five years
Water	2008	96536(households)	3415 (households)	17075(households)
Sanitation	2010	39 995 (households)	1220(households)	6100 (households)
Electricity	2012	60 323 (households)	Eskom:280,partnership:2000	1400 (households)
Housing	2010	37 500 (households)	600	3000
Roads Management	_	Exact figures in distance not yet verified	Tarring:25,2 KM Gravelling:72 KM	126 KM (tar) 360 KM(gravel)
Refuse Removal	_	136 417(households)	36000(households)	-
School Sanitation Clinics	2005 2007	Information not yet available		-

Source: IDP Review, Thulamela (2007/08 – 2011/12)

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The above table illustrates that if the present trend of service delivery in the Thulamela Municipality continues in the same way for the next five years, it is clear that the national targets will not be met. There's a need for both provincial and national government to intervene in the area of planning and budgeting in order to speed up service delivery/programme implementation (IDP Review, Thulamela 2007/2008:42).

2.8 Service Delivery in Rural Areas

Mudau (2004) sees rural development as being equivalent to service delivery and infrastructure development in rural areas. In this light, The White Paper on Transforming Public Service Delivery (RSA,1997), stated that the Rural Development Framework (RDF) has a powerful focus on poverty alleviation and addresses issues of how to involve rural people in decisions of local government that affect their lives, how to increase employment and economic growth, how to promote affordable infrastructure and improve services, how to ensure social sustainability and how to enhance capacity of rural local government to plan and implement. Service delivery is one of the Batho Pele Principles which provide policy and practical implementation of public service delivery. Batho Pele means peoples first, meaning that people should be given first preference when it comes to service delivery. According to Batho Pele principles as stated in The White Paper on Transforming Public Service Delivery (RSA, 1997), the public sector, including the local government sphere, should be governed by the following ethos: consultation, quality service standards, accessibility, courtesy, openness, transparency and value for money .

However, The White Paper on Transforming Public Service Delivery (RSA, 1997) further indicates that over 70% of rural Africa households live in conditions that are inadequate in terms of their access to shelter, energy, water and sanitation, and rural women are a particularly vulnerable group as they have to travel for long distances looking for water, wood and clinics when performing their traditional caretaker roles. Hence, the provision of infrastructure services leads to improved living conditions for people in rural areas while none-provision of services has a detrimental effect on quality of life in rural areas. In this note, The Municipality System Act 32 of 2000 makes provision for the delivery of water, housing, sanitation and good roads to rural communities. However the government provided various policy frameworks which prescribe acceptable minimum levels of access to basic services as outlined in Table 2.2

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Table 2.2: Acceptable minimum levels of access to basic services as defined in various policy frameworks.

Service type	Level 1(Basic)	Level 2(Intermediate)	Level 3 (Full)
Water	Standpipes within 200m	Yard taps tanks	In house water
Sanitation	Sewage collection/disposal	ViP Latrine Septic tanks	Full water borne
Electricity	5- 8 AMP or non-grid	20 Amps	60 Amps
Roads	Graded	Gravel	Pave/tarred & kerbs
Storm water	Earth lined open channel	Open channel lined	Pipe and canal systems
Solid waste disposal	Communal(Residents)	Communal(Contractors)	Kerbside collection

Source: 2011 Local Government Budget and Expenditure Review

2.9 Community Participation in Rural Development

The Draft National Framework for public participation (RSA, 2005) defines public participation as a democratic process of engaging people in deciding, planning, and playing an active part in the development and operation of services that affect their lives. This notion is further strengthened by Section 16(1) of the Municipality System Act of 2000 which encourages community members to participate in the affairs of the municipality, including the IDP, performance management, monitoring, review and preparation of municipal budget.

According to Huntington and Nelson (1976) community participation means activity by all citizens designed to influence government decision-making processes and outcomes. However, Huntington and Nelson observed that in traditional communities, government and politics are usually the concern of a narrow elite group while the marginalized and vulnerable poor, women, youth and elderly people exclude themselves from participation because they might not be able to recognize how government's actions and decisions directly affect their lives. Their vulnerability also discourages them from thinking they have the capability to influence government policies and actions.

Meanwhile, community participation makes democracy more meaningful and government more responsive. The best way to participate is mainly through representatives. Reid (1999) identified several strategies of public participation such as consultation, informing, therapy, manipulation, delegated control, citizen control and partnership. Reid (1999) further argues

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that the most appropriate strategies of community participation in ascending order are consultation, partnership, delegated control and citizen control. In the consultation strategy, the community is given information about a project or an issue and asked to comment. In the partnership strategy, the community and council work together and jointly contribute to planning and decision-making. In the delegated control strategy, the local council has the responsibility for making decisions and funding projects. In the citizen control strategy people take responsibility for their own actions and do not depend on someone else to do it for them (Reid, 1999).

Community participation through informing, manipulation and therapy are the worst strategies because they are not in line with the current government policy on rural development which is informed by the comprehensive rural development strategy as per reviewed literature in Section 2.5.4 of this study. The informing participation strategy is the one in which the community is provided with information from council. In the manipulation strategy, the local council or an organization pretends to consult to legitimize a process without real consultation taking place. In the therapy strategy, decisions are made without input from community and involve the announcement of what happens.

2.10 Rural Women as Drivers of Rural Development

According to Jiggins (1994), women are the means by which the goals of development, population control and environmental sustainability can be achieved. In this view rural women should be seen as role players in rural development as they are responsible for population stabilization through maternal birth control so that the carrying capacity of the earth is not exceeded as this can result into numerous population explosion problems. Traditionally, rural women are directly involved with the environment as such they can be useful in maintaining environmental sustainability if they are provided for with environmental education. For instance, they contribute most in deforestation as thy fetch fire wood and they cause a lot of erosion while ploughing their fields when their husbands are away for employment in cities.

However, Poor service delivery in rural areas impacts negatively on the lives of rural women because rural women have many roles and responsibilities that demand basic services. As farmers, they plant, weed, harvest food crops and tend livestock. As caretakers, they look after children and relatives, prepare meals and manage the home. Added to these multiple

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tasks, they spend long hours fetching water and collecting firewood (IFAD, 2011). According to the European Commission (2000), women involvement is vital in maintaining the social fabric of rural communities and revitalising local economies.

2.11 Rural Development and Climate Change

According to Woods (2011:281),"climate change and its environmental effects is likely to be the most important factor shaping rural economies, societies and environments over the next century". The speculation, though full of uncertainty is that due to anthropogenic climate change, there will be increased flooding, food shortages due to drought, very high temperatures, extreme weather conditions such as tropical cyclones and tornadoes, sea level rise and increase in the level of infectious diseases (Makofske and Karlin 1995).The fear is that rural development may be affected in the future as agriculture may no longer be viable due to increased drought and floods. Woods further argues that the largest disruptions are likely to come not from the direct impacts of climate change, but from the side-effects of mitigation strategies (Woods 2011). For example, moving towards an oil and petrol free society will affect the transportation of agricultural products to the market. Poor rural people are just vulnerable of the climate change problem, but they contribute less in adding greenhouse gases compared to their rich urban counterparts in developed countries who are reluctant to observe the Kyoto protocol which requires them to reduce their use of fossil fuel energy.

On the safe side, rural development can assist in fighting against climate change. According to the EU Rural Development Policy 2007 – 2013 (European Commission, 2006), the countryside acts as our lungs, and is therefore a battleground to the fight against climate change. Thus, there is a need to implement rural development programmes as they encourage agrarian transformation which leads to the cultivation of more green plants which serve as sinks of greenhouse gases and also encourage rural people to participate actively in issues affecting them. The more they are empowered to be self-reliant, the more they will be able to be responsible for their actions that add on greenhouse gases. They will stop deforestation, using chlorofluorocarbons (CFCs) and veld fires and start reforestation.

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2.12 Rural Development Strategies

According to Woods (2011:131), "a rural development strategy sets out a vision for the future of a rural area, which becomes the objective of its actions". Woods further emphasizes that approaches to rural development are mainly influenced by the political ideology of a government. Woods succeeded in this argument by outlining three approaches that have been applied to rural development, namely: the modernization paradigm, the 'new rural development paradigm' and the participatory rural development paradigm. These strategies have been applied in many developing and developed countries, but not all of them were successful.

The modernization paradigm aimed at speeding up rural development through four processes:

- Agricultural modernization, which involves transition from subsistence to commercial agriculture and scientific farming methods to enhance production in farming;
- Economic modernization, which involve industrialization in rural areas;
- Infrastructure modernization; and
- Social modernization which challenged the traditional believes of rural people and promotes modern rationality, education, social emancipation responsible and informed citizenship.

The most striking feature is that the modernization paradigm was run by the state and involved direct state intervention by letting rural development taking place in a top-bottom approach. This paradigm promoted social classes which are more exploitative to the poor rural people since their knowledge about their environment and their needs are undermined.

The new rural development paradigm brought about three key changes to the modernization paradigm, namely:

- A shift from inward investment to endogenous development, which suggested that rural development policies should focus on the resources found within a rural region rather than from external sources.
- Rural development has shifted from a top-down to a bottom-up model with the state playing a facilitating role while rural communities lead themselves.

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- Rural development policy has moved from sectoral modernization to territorially based integrated development. The emphasis is on the separation of agricultural modernization and rural development and the introduction of an integrated approach which combines economic, social and environmental goals within a defined territorial area (Woods 2011; Chambers 1993).

In this perspective, Mkhize (2012) argues that the best rural development strategy is the one in which all key sectors of society involved with rural development processes work together in order to pursue socio-economic values based on community participation, coordination, integration, monitoring, evaluation, sustainability, public accountability, professionalism, effectiveness and efficiency. The most important aspect guiding these values would be the involvement and correct identification of key local stakeholders such as traditional authorities, community representatives, non-profit organisations, churches, social researchers, private and public organisations, with the municipality leading the whole development process.

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CHAPTER 3

RESEARCH METHODOLOGY

3.1 Introduction

This section presents the sources of information, instruments, sampling procedure, data collection and data analysis methods that were used to achieve the objectives set earlier.

The research is based on two theoretical perspectives, namely: Phenomenology (qualitative) and Positivist (quantitative) approaches. According to Merriam and Associates (2002:3), "the strength of qualitative research is the belief that reality is not the fixed, single, agreed upon, or measurable phenomenon that is assumed in positivist, quantitative research". The use of phenomenology (mainly qualitative) brings the social side of research and the manner in which people interact, and this is not fixed. Creswell (2009), states that qualitative researchers have a preference for qualitative data; this is understood as the analysis of words and images rather than the focus on numbers. In this study, the use of qualitative data helps to obtain people's feelings and attitudes towards service delivery in their villages.

According to Johnston (1983:12), "positivism is the study of real, empirically observable phenomena and the relationship between phenomena, through the use of a common method of observation, so that experiments are replicable in that all scientists proceed in the same way". According to Welman and Kruger (2001:7) "Positivism (mainly quantitative) is based on the belief that we must strive to formulate laws that apply to populations and that explain the causes of objectively observable and measured behaviour". Positivism is primarily based on two methods, namely: verification of evidence and quantitative analysis. In this study, the results obtained from structured questionnaires are analysed and presented as tables, graphs, pie charts and van diagrams.

Creswell (2002) promotes the blending of methodology and this is based on the belief that "certain kinds of quantitative measures may sometimes be appropriate in qualitative research". It is because of this belief that this study focused on the use of both methodologies with the understanding that the use of either methodology may lead to the neglect of some areas of focus, making the study unable to borrow from the richness of the two methodologies. This study is therefore undertaken using the triangulation method in order to

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meet the set objectives. The intention is to have a balanced methodology that can bring both information and quantitative data in order to develop a clear picture of the extent to which the Thulamela Municipality is implementing rural development programmes in the selected villages. Malavuwe Village, with effective programme implementation is used as a control village, while Sidou Village is the experiment village to display the important role played by effective implementation of rural development programmes.

3.2 Sources of Information

Hussey and Hussey (1997) state that there are various data collection methods that can be used in research, namely; focus groups, diaries, interviews, observation, questionnaires, critical incident technique and protocol analysis. A combination of these methods enables the researcher to get a better understanding of the phenomena from different perspectives (Creswell, 2009). The study used both primary and secondary data collection methods.

3.2.1 Primary data

The purpose of collecting primary data is to acquire first-hand information about the study area. In order to address the service delivery gap between Malavuwe and Sidou villages, a number of primary data collection methods were used, namely; field survey and observation, semi-structured interviews, focus groups, key informants and the survey questionnaire.

- **Field survey and observation**

This involves acquiring primary data by visiting the study area (Malavuwe and Sidou) and directly observing the physical infrastructure that is available. This was undertaken at Sidou and Malavuwe villages where roads, housing types, schools, projects, health, electricity and water conditions were assessed. This helped to give a clear picture of the service delivery gap between the two villages and a clear indication of the success and failure of Rural Development Programmes implementation within the study areas.

- **Semi-structured interviews**

Semi-structured interviews were conducted with the IDP manager, ward councillor and municipality officials representing the departments of water, housing, electricity and roads. This was done in order to identify major challenges that the Thulamela Municipality officials

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might be facing in implementing rural development programmes at the study area and to determine the future plans of the municipality aimed at addressing the backlogs of service delivery.

- **Focus groups**

This is an interviewing method in which individuals making up a group for specific purpose are interviewed together (Gabriel, 1991).This method is beneficial since it provides a wider body of knowledge which is accurate because respondents are always open to correction by fellow participants. In this study target focus groups include employees and none-employees of community projects, selected community members and interested group representatives from Sidou and Malavuwe villages. The significance of the group discussions was that when residence spoke as a group, they were more at ease and brought diverse information on how they viewed service delivery in their areas.

- **Key informants**

A key informant's interview was done to collect information from a wider range of people with knowledge about service delivery at the study area. Their selection was based on their positions in the community. Interviewed key informants included elected community representatives, traditional leaders and the ward councillor.

- **The survey questionnaire**

Formerly structured questionnaires were used for community members and key informants (community representatives) to gather general community-based data/information relating to service delivery at Sidou and Malavuwe villages. The questionnaires were meant to achieve the objectives of the study. The broader demographic composition of the two communities (Sidou and Malavuwe), was easily collected through the survey questions.

3.2.2 Secondary data

Secondary data obtained for this study was obtained from three main sources, namely; books, journals as well as municipal documents. Municipal documents involving the study area included copies of the IDP of the Thulamela Municipality, service backlogs documents, documents for special development programmes of the municipality and data downloaded from the internet.

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3.3 Instruments

Giddens (1993:676) outlines several research instruments that may be used to gather information on the study area being investigated. These instruments include the use of questionnaires, interviews, participant observation or fieldwork within a community being studied and the interpretation of official statistics and historical documents. This study used different research instruments such as survey questionnaires, observation checklist, policy analysis and semi-structured interviews.

3.4 Sampling Procedure

According to Newman (1997:201), "sampling refers to a process of systematically selecting cases for inclusion in a research project". It is normally impossible to collect or analyse all the data available due to the restrictions of time, money and accessibility, and therefore sampling becomes inevitable. There are different sampling methods. This study used three sampling methods to obtain data focusing on a subset of a population.

The sample was conducted over 33% of the households of both villages, that is, 86 out of 260 households of Sidou Village and 396 out of 1200 households of Malavuwe Village were randomly selected and interviewed. However, one adult per household (a person above 18 years) was interviewed. The aim of interviewing only the sampled group was to get an in–depth evaluation, while also getting an opportunity to explore large variables of properties within the same sample

The researcher used the stratified random sampling method. According to Leedy (1986), stratified random sampling is a sampling plan in which a population is divided into mutually exclusive and exhaustive strata (layers). The stratification of the population in this study is due to the fact that the interview schedule is administered to different community members of Sidou and Malavuwe villages. Further groups were selected as follows:

- For municipality officials, the researcher used purposive random sampling in order to bring the necessary information. The purposive sampling technique is the deliberate choice of an informant due to the qualities the informant possesses. It is a non-random technique that does not need underlying theories or a set number of informants. Simply put, the researcher decides what needs to be known and sets out to find people

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who can and are willing to provide the information by virtue of knowledge or experience (Bernard 2002).

- All community representatives were included as part of informants because they were not many. These included councillors, headmen and elected community representatives.
- For Sidou and Malavuwe community members, the researcher had to use simple random sampling because they were many. Simple random sampling creates a situation where every possible combination of cases has an equal chance of being included in the sample (Singleton, Straits & Straits, 1993). The respondents were interviewed during weekends (Saturdays and Sundays) in order to find a reasonable number of people.

3.5 Data Analysis

The study obtained both quantitative and qualitative data which was gathered through the use of structured questionnaires and semi-structured interviews. Quantitative data was analysed and interpreted using quantitative analysis techniques that ranged from creating simple tables or diagrams that showed the frequency of occurrence through establishing statistical relationships between variables (Saunders, Lewis and Thornhill, 2000:392). Variables were measured using the quantitative technique using statistical methods. Statistical data was analyzed using Microsoft Excel for the analysis. The data was entered in the excel spread sheet for analysis.

The study drew on the use of descriptive statistics (qualitative data) through the use of histograms, pie charts and graphs (Welman and Kruger 2001:208). Descriptive data was transcribed, coded and analyzed on SPSS using statistical graphs and tables. The qualitative data was converted into quantitative data to obtain the average response using statistical methods. Complete data which was captured was presented in tables and charts to interpret the findings.The results were also presented using selected quotations obtained from interviews (Welman and Kruger, 2001:216).

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Primary data collected using questionnaire was presented as follows:

3.5.1 Gender

The collected data on gender is presented through a graph showing the number of males and females of Malavuwe and Sidou villages as expressed in percentages. This gives a comparative analysis of the sex structure of the population of both villages and gives an insight on the type of services needed as per gender in both villages.

3.5.2 Age groups

Data concerning age groups of the population of the two villages was presented in the form of a column graph to give a comparison of the various age groups of the respondents in both villages as well as giving a clue on the services required per age group in both villages.

3.5.3 Length of stay

The study used a linear graph to present the data on the period of residence for respondents from the two villages. It is important to make comparisons of the respondents from the two villages in order to help justify the validity of the research findings by verifying whether the results were obtained from senior citizens who were well informed about their village or not.

3.5.4 Household sizes

A table was used to compare the number of people in each household in both villages. This comparison helped in making inferences concerning the municipality's backlog in providing necessary social services in both villages.

3.5.5 Educational levels

The study uses a bar graph in order to present the data on the level of literacy in both villages. This allowed for a comparative analysis of the educational levels of both villages.

3.5.6 Employment status

A column graph was used to compare the employment status of Malavuwe Village with that of Sidou Village. The comparison of employment status in the two villages served as a poverty indicator which told us how desperate and urgent the situation was.

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3.5.7 Attendance to community meetings

Simple tabulation was used to display attendance to community meetings by community members in both villages. This gave us a good picture of the rate of community participation and organization in the study area.

3.5.8 Knowledge of rural development programmes

A table was used to display the respondents' knowledge of rural development programmes taking place within their ward. This is another way of making inferences concerning the local people's rate of community participation in rural development.

3.5.9 Vital service

Data on the service which was vital in each of the two villages is presented in the form of two pie charts for both villages in order to allow for comparisons to be made concerning the services which the communities were desperately in need of.

3.5.10 Insufficient services

Explanations are given to display data on services which are insufficient in the two villages. From the explanations, inferences can be made on the success and failure of the Thulamela Municipality in rendering services in the study area by comparing services that were missing at Sidou (experiment village) with those of Malavuwe village (experiment village).

3.5.11 Stakeholders analysis

Data on potential service providers who should carry the blame for services that were insufficient is presented in the form of van diagrams for each village displaying a comparison between the significance of the blame to all stakeholders concerned with service delivery in the study area.

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CHAPTER 4

DATA PRESENTATION AND ANALYSIS

4.1 Introduction

This chapter presents and discusses the empirical findings of the study. The presentation and discussions are to prove the success and failure of rural development programmes at Sidou and Malavuwe villages. The chronological order of this chapter follows the sequence of the objectives as outlined earlier under Section 1.3 of the study and is sought to answer the set objectives. Comparatively, the two villages were used as variables to establish whether there was an operational gap between effective programme implementation and less effective programme implementation in rural areas.

4.2 Existing Rural Development Programmes within the Study Area

According to information from key informants' interviews and field observation, various rural development programmes have been implemented at Malavuwe Village. These include the RDP, EPWP, NDA and National Lottery sponsorships. However, the findings further revealed that so far, the RDP is the only rural development programme implemented at Sidou Village (RDP houses). Interviews with focus groups from Sidou Village community members indicated that community members were not happy about the non-implementation of rural development programmes in their village.

4.2.1 Existing RDP projects

According to Information from key informants, the RDP had played a much bigger role in the study area. There were RDP houses in both villages although the demand was still high to such an extent that some community members were not satisfied. Key informants from Malavuwe Village indicated that there were 138 RDP houses at Malavuwe village while on the other hand Sidou's key informants indicated that there were only 15 RDP houses at their village at the time of the study.

Field observation revealed that the only rural development programme that had been implemented at Sidou Village during the time of the study was the RDP (RDP houses).

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However, the programme was not very successful as 66.3% of the community members indicated that RDP houses were insufficient at Sidou Village.

Community members from both villages expressed their dissatisfaction with the quality of the RDP houses. In a focus group interview, beneficiaries of these RDP houses indicated that the houses were too small and the materials used to build them were of poor quality such that the buildings were not strong enough to withstand harsh weather conditions. Plate I, is a show case of the quality of RDP houses. The finishing is not well done. The roof could easily be blown by storms.



Plate I: One of the RDP houses at Sidou village.

4.2.2 Existing EPWP projects

Information from field observation in the study area indicated that there were some EPWP projects which had been implemented at Malavuwe Village. On the contrary, there were no EPWP projects implemented at Sidou Village during the time of the study. EPWP projects implemented at Malavuwe Village were Malavuwe Health Centre, Malavuwe tar road and Mutshindudi River Bridge.

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❖ **Malavuwe Health Centre**

This project is part of the Expanded Public Works Programme EPWP in a joint venture with the department of health and welfare. This is a new site for the construction of the new health centre to serve as a replacement of the old clinic. According to information from key informants; the health centre (Plate II) will have a maternity ward for pregnant women and render all other health services. During the time of the study, the centre had created 17 jobs to the local people.

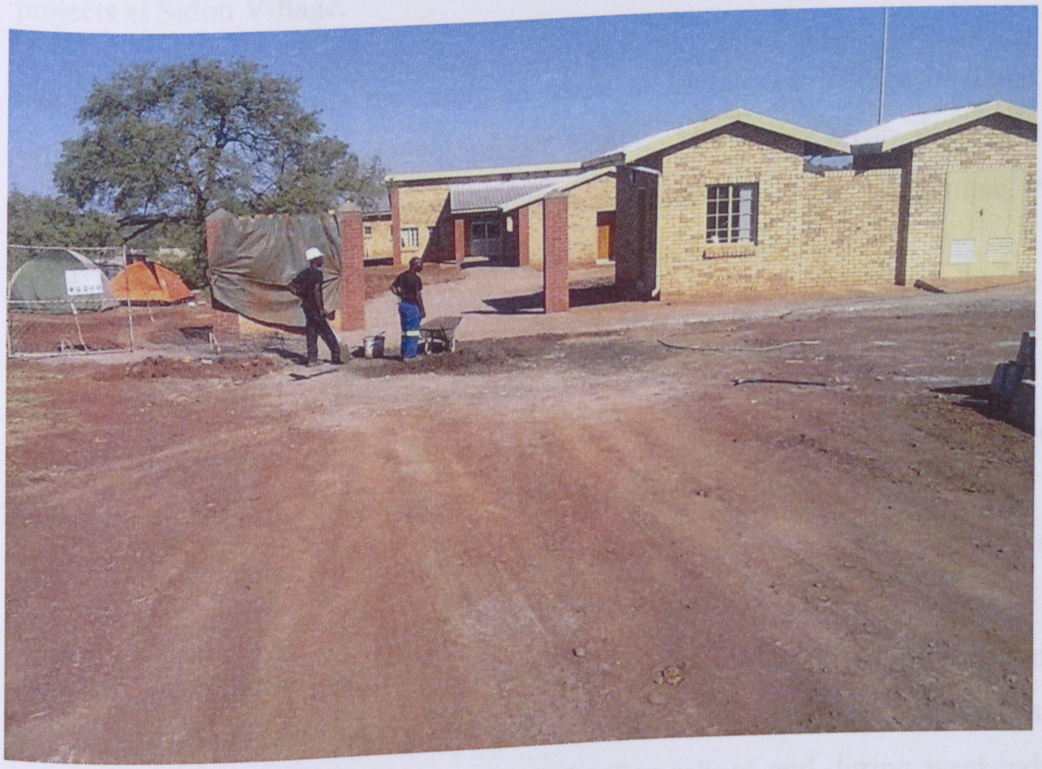

Plate II: A new facility of Malavuwe health centre (still under construction).

❖ **Malavuwe tar road and Mutshindudi River Bridge**

According to information from key informants, the construction of Malavuwe tar road and Mutshindudi River Bridge as part of the Expanded Public Works Programme (EPWP) brought hope to the residence of Malavuwe Village and its surrounding villages. The two projects employed 18 temporary employees from the village. Besides the provision of employment, the tar road and the bridge made the village accessible. The bridge links Malavuwe with Tshikambe village across the Mutshindudi River.

Although the tar road is of great benefit to the village and its surroundings, community members are not satisfied with its poor quality. The tar road developed potholes, became oily

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and dusty immediately after three weeks of completion. This made community members to believe that the contractor used wrong or cheaper materials during construction.

4.2.3 NDA sponsored projects

According to information gathered from field observation, the Malavuwe Village had numerous self-sustaining income generating community projects that had been sponsored by the National Development Agency (NDA). In contrast, there were no NDA sponsored projects at Sidou Village.

NDA sponsored projects that were in place at Malavuwe Village included the following: Mvelaphanda Community Development Forum; Malavuwe Mesh Wire Project; Malavuwe Community Bakery; Malavuwe Community Sewing Project; Malavuwe Poultry Project; Malavuwe Irrigation Scheme and Malavuwe Piggery Project .

- **Mvelaphanda Community Development Forum**

This multi-purpose centre has been sponsored by the National Development Agency in collaberation with the Department of Health and Social Welfare. According to information from key informants, the centre contains facilities for early childhood development (pre-school) such as classrooms, offices and rooms to keep children's toys. The centre also contains a community hall which is used to hold community functions and meetings. Most importantly,the centre has a facility to care and cater for orphans and vulnerable children.They are assisted with homework after school and during weekends and they are also provided for with food every afternoon. Plate III is a photo of the Mvelaphanda Development Forum.

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Plate III: Mvelaphanda Community Development Forum

- **Malavuwe Mesh Wire Project**

The mesh wire project is one of the skills development projects in the village that was funded by the NDA. Mesh wire is manufactured at the project and sold to consumers. According to information from focus groups, the mesh wire manufactured at Malavuwe Village is in great demand throughout the Thulamela Municipality making it one of the self-sustaining community projects which is able to generate profit and successfully pay its 9 employees. Plate IV is a photo to display the daily activities that are practiced at the project.



Plate IV: Daily activities at Malavuwe Mesh Wire Project

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❖ **Malavuwe Community Bakery**

The bakery was sponsored by the NDA as part of rural development and capacity building. At the time of the study, eight employees were involved in the project. According to information from focus groups, daily activities of the project involved baking and selling fresh bread, scorns as well as wedding and birthday cakes to Malavuwe Village residents and the surrounding villages in Ward 39.

❖ **Malavuwe Community Sewing Project**

According to information gathered from a focus group interview, the sewing project was sponsored by the National Development Agency (NDA). At the time of the study, the project had employed eight people. The daily activities of the project involved sewing and selling of traditional clothes, curtains, school uniforms, wedding gowns, graduation gowns, and etcetera. According to information gathered from the interview, the products produced in the project were in high demand throughout the municipality.



Plate V: Daily activities at Malavuwe Sewing Project

❖ **Malavuwe Poultry Project**

Malavuwe Poultry Project has been sponsored by the NDA. At the time of the study, the project had employed six employees. The project is concerned with raising and selling chickens and eggs to the surrounding villages.

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❖ **Malavuwe Irrigation Scheme**

As part of agro-industries development in rural areas, the NDA in collaboration with the Department of Agriculture further funded the Malavuwe Irrigation Scheme to empower the village's rural farmers with farming skills and resources that ensure more food production in the village. According to information from a focus group interview with the employees of the project, there were 15 employees involved in the project whose activities involved the cultivation of crops such as maize and vegetables. The products are for family consumption and for sale to the surrounding villages.

❖ **Malavuwe Piggery Project**

Further focus group interviews with employees from Malavuwe Piggery Project revealed that the project has was funded by the NDA and employees were continually receiving free training on rearing and caring for pigs by the Department of Agriculture. During the time of the study, seven employees were involved in the project.

4.3 The Extent to which Service Delivery has been Rendered

This section presents the extent to which service delivery has been rendered at Sidou and Malavuwe villages by indicating how the available services and the unavailability thereof have affected the demographic and socio-economic conditions of people in the study area.

4.3.1 Demographic composition

Demographic composition is of critical value in this particular study because it gives an indication of the kind of population composition, thus giving an idea of the kind of services that the municipality is expected to deliver. Demographic composition embraces the following variables: gender, age groups, household sizes and length of stay that community members from the sample of Malavuwe and Sidou villages endue.

❖ **Gender**

Gender is the different roles that men and women play in our society. These roles are not the same everywhere in the world, but most cultures say that some roles are for women and others are for men. Therefore, cultures change over time and so can gender roles. Gender analysis helps to take a much closer look at the realities that people face by looking at their

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needs and access to resources separately. Men and women will often have different needs according to their gender roles. Gender equity has been a contentious issue in rural settlements and therefore rural development should consider projects or programmes according to gender roles.

Jiggins (1994) argues that gender analysis can help explain how individual decisions and behaviours in the local, domestic and intimate spheres result in the collective behaviours of human beings that drive environmental change. Socio-economic development and the level of services are closely interlinked with gender. Based on their reproductive and care-taking roles, women are often most affected members of the demographic constituency when it comes to lack of services.

In line with the reviewed literature (Section 2.10), rural women carry a whole lot of family responsibilities; they do a lot of domestic work demanding services such as water, electricity and transport as well as looking after the health and welfare of children and the aged and they have to visit clinics regularly for family planning and primary health care.They also have to fetch firewood in cases where there is no electricity. In other words, the provision of basic services is not only 'fundamental to women's health and well-being' but also impacts on the quality of life. Graph 4.1 below illustrates the gender composition of Malavuwe and Sidou villages.

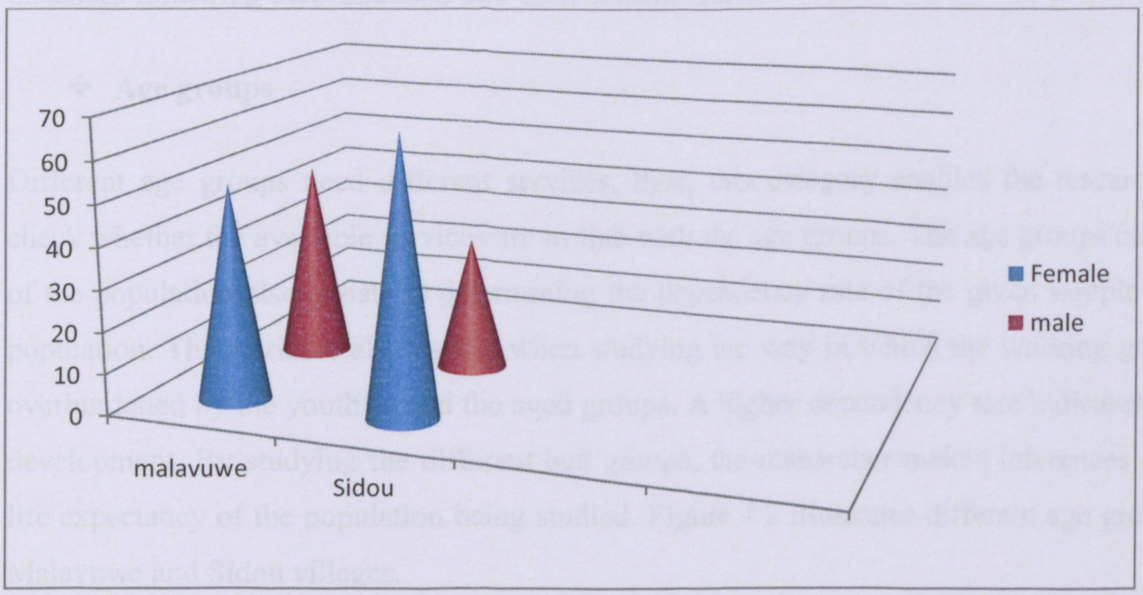

Figure 4.1: Gender composition

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From Figure 4.1 above females constitutes 52.3% while males constitute the remaining 47.7% of the Malavuwe population. For the Malavuwe Village sample, the difference in gender is not very significant. On the contrary, Sidou Village shows a significant difference between female and male population sizes (67.4% and 32.6% respectively). Notably, the difference in gender composition has several socio-economic implications. It can be inferred from the background as given above that whenever females outnumber males significantly, the service related problems worsen.

Field observation also concurs with the questionnaire results in terms of differences between the two villages. Therefore, more women-related services are needed at Sidou Village to lessen the burden that females from the village are having since they have to travel for approximately 2 km to fetch water while current government policy aims to provide water within 200 m from each consumer (South African Water Policy, 1997).

Furthermore, Sidou Village residents have to travel long distances for health services since they do not have a clinic at their disposal. They choose to travel either to Dumazi Village which is approximately 8 km away from them or to Malavuwe Village which is about 7km away from them for health services. However, Malavuwe Village has a clinic and a recently constructed health centre. Thus, the absence of a health centre at Sidou Village is impacting negatively on the lives of community members, especially women who have to travel long distances following their maternal and birth control roles.

- **Age groups**

Different age groups need different services, thus, this category enables the researcher to check whether the available services are in line with the age groups. The age groups category of the population also assists in determining the dependency rate of the given sample of the population. This variable also assists when studying the way in which the working group is overburdened by the youthful and the aged groups. A higher dependency rate indicates under development. By studying the different age groups, the researcher makes inferences on the life expectancy of the population being studied. Figure 4.2 illustrates different age groups of Malavuwe and Sidou villages.

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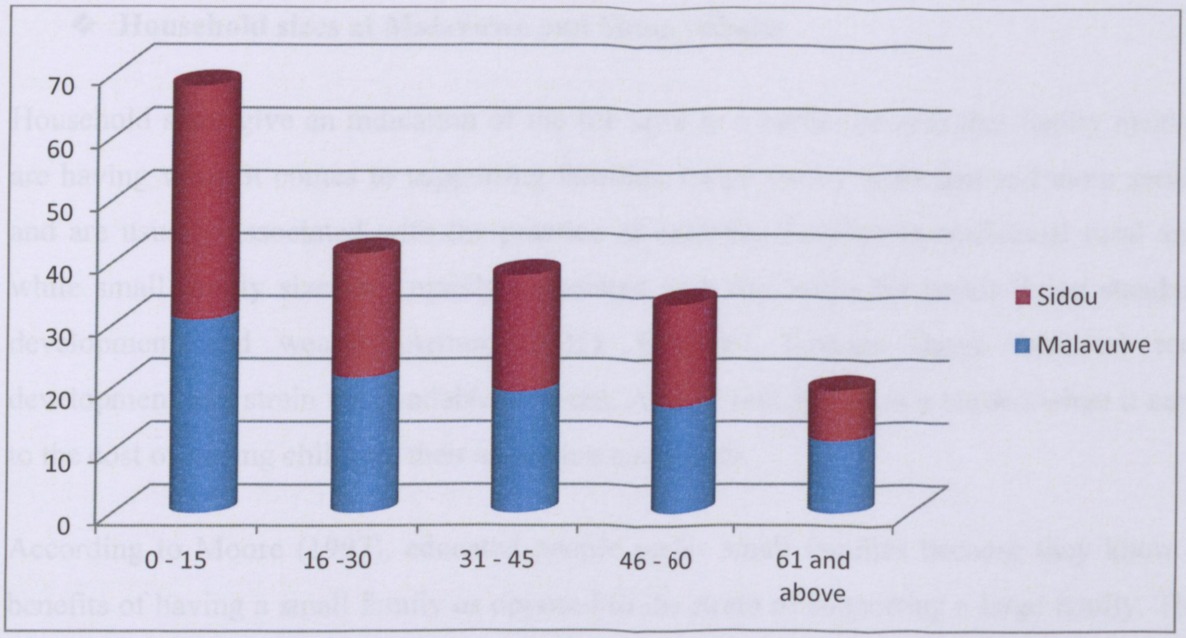

Figure 4.2: Age groups

According to Figure 4.2, almost 30.75% of the sample from Malavuwe Village is 15 years and below and 21.5% is between 16 and 30 years. The sample from Sidou Village has 37.2% aged 15 years and below and 19.8% aged between 16 and 30 years. The difference in the age groups between the two samples is not very significant for the youth age group. Both villages displayed a more youthful population (most people were in the category between 0 – 15, followed by 16 – 30, thus dominated by children and the youth) who needed to be provided for with services. Young people need services such as sports facilities, educational centres, health facilities and skills development programmes. The demand is felt more in providing more youth programmes.

The sample from Malavuwe Village further displays 11.5% of the aged group compared to 8.1% of the aged at Sidou Village. Thus, there is no significant difference in the aged groups of both villages. An economically active group from Malavuwe Village is composed of 19.25% (31 – 45 years) and 17% (46 – 60 years) as compared with the sample from Sidou Village whose economically active group is composed of 18.61%(31 – 45 years) and 16.2% (46 60 years).

Given the unemployment problem, the high percentage of the youthful age group and the aged (61 and above) in both villages overburden the economically active age group as they need to be cared for with services. Thus, the dependency ratio is high in both villages.

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❖ Household sizes at Malavuwe and Sidou villages

Household sizes give an indication of the life style in a particular area that family members are having when it comes to supporting families. Large family sizes demand more services and are usually associated with the practice of extended families in traditional rural areas, while small family sizes are mainly associated with the desire for better living standards, development and wealth (Arthur, 2005). Extended families (large families) retard development and strain the available services. A large family places a burden when it comes to the cost of raising children, their education and health.

According to Moore (1997), educated people prefer small families because they know the benefits of having a small family as opposed to the strain of supporting a large family. Thus, they are positive about using contraception. Moore (1997) further indicates that an average family has 3.4 children. Table 4.1 depicts the household sizes of the sample from Malavuwe and Sidou villages.

Table 4.1: Household sizes

Number of people	Malavuwe	Sidou
0-3 members	112	14
Percentages	28.1%	16.27%
4-6 members	187	28
Percentages	47.0%	32.55%
7-9 members	78	35
Percentages	19.6%	40.7%
10 and more	21	9
Percentages	5.3%	10.5%
Total	398	86
	100.0%	100.0%

According to Table 4.1, the average family size from the sample of Malavuwe Village has 4 – 6 members while the average family size of the sample from Sidou Village has 7 – 9 members. This tells that Malavuwe community members have small family sizes as compared to Sidou community members. According to Moore (1997), a small family size is desirable and has a positive effect on income because caring and raising a child has become

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very expensive when it comes to high costs of health care, quality education, quality clothing, shelter, food prices and clothing. Large family sizes place greater demands on social services.

The fact that Malavuwe Village community members have small families when compared to Sidou Village justifies the fact that Malavuwe Village residents have good access to primary health care and family planning from the available health centre, while the large average family sizes of Sidou Village justifies a lack of access to family planning because of unavailability of a health care centre or a clinic.

- **Length of stay for respondents at Malavuwe and Sidou villages**

It is important for this study to establish the length of stay of respondents from both villages. This aspect enables the researcher to understand the trend of development experience in the given sample. Figure 4.3 below illustrates the length of stay for Malavuwe and Sidou respondents.

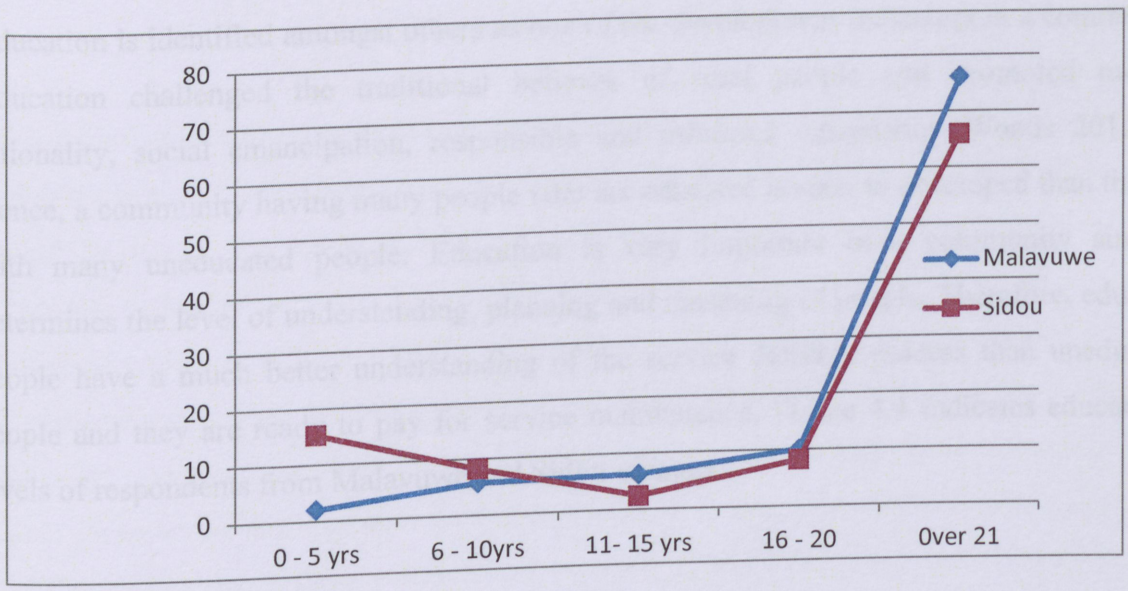

Figure 4.3: Length of stay

Figure 4.3 indicates that 2% of respondents from Malavuwe Village had been staying in the village for a period of 5 years and below, while on the other end 15.3% of respondents from Sidou Village had been staying in the village for the same period. These are the immigrants from other villages. They are more at Sidou Village although the village seems to be lacking services, but one may be tempted to conclude that the new immigrants might have been

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attracted by the recent electrification project which took place at the village in the past five years. The graph further reflects that 76.1% of respondents from Malavuwe Village had been staying there for more than 21 years as compared to 65.9% of respondents from Sidou Village. In both villages, most respondents had been staying in the same place for a long period such that they had witnessed the development trend of the area. Only local authorities have the mandate to deliver services to these people.

4.3.2 Socio-economic aspects

The extent to which service delivery has been rendered at the study area directly affects the socio-economic aspects of the people. Socio-economic aspects are important in service delivery because they determine the kind of services that a given community can afford from the municipality. As such, socio-economic aspects are development indicators of a community. The socio-economic aspects of this study focused on educational aspects, levels of employment and household incomes of the sample from Malavuwe and Sidou villages.

- **Educational levels**

Education is identified amongst others as one of the development indicators in a community. Education challenged the traditional believes of rural people and promoted modern rationality, social emancipation, responsible and informed citizenship (Woods 201:131). Hence, a community having many people who are educated is seen as developed than the one with many uneducated people. Education is very important in a community since it determines the level of understanding, planning and reasoning of people. Therefore, educated people have a much better understanding of the service delivery process than uneducated people and they are ready to pay for service maintenance. Figure 4.4 indicates educational levels of respondents from Malavuwe and Sidou villages.

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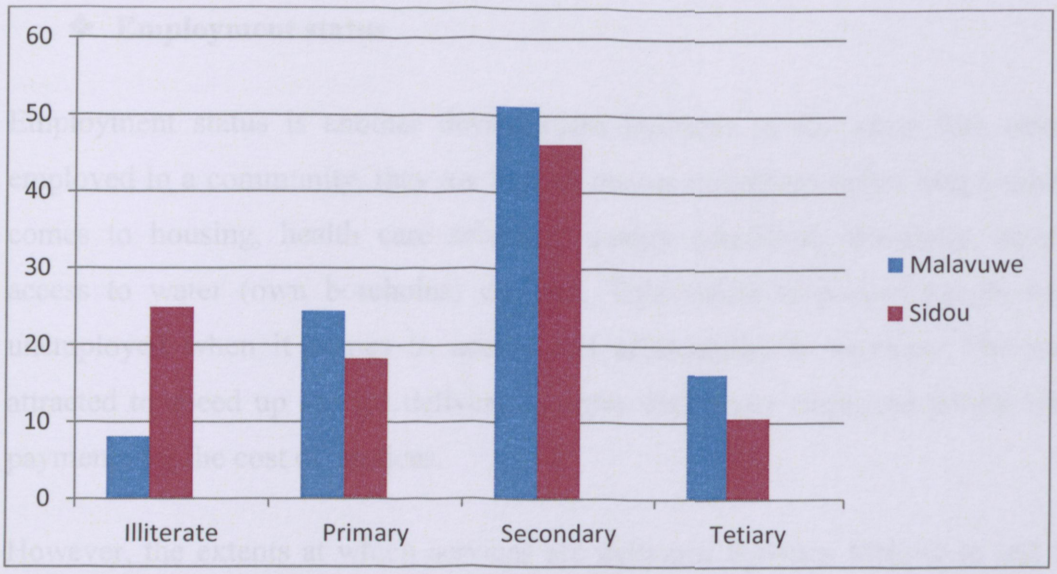

Figure 4.4: General educational levels

According to Figure 4.4, the sample from Sidou Village displays a high level of illiteracy (24.9%) than the sample from Malavuwe Village (8.1%). With the Government's policy of free and compulsory education for all, currently there are no more children of school going age who do not attend school. Therefore the high illiterate percentage at Sidou Village implies that there are more aged people who did not attend school.

With regard to secondary education, the difference is not very significant, but Malavuwe maintains a higher percentage (51.2%) compared to 46.3% of Sidou Village. However, it should be noted that Sidou displays a lower percentage of tertiary education (10.6%) compared to Malavuwe with 16.3%.This difference signifies that most learners who are passing secondary education at Sidou are unable to pursue tertiary education due to a myriad of reasons ranging from poverty, low income and unemployment or because their Grade 12 results are too poor for them to qualify for admission at tertiary level. However, more learners who are able to pursue tertiary education are found in the Malavuwe sample, which tells that Malavuwe village residents have better educational levels as compared to its counterpart.

According to field observation, Malavuwe has a sponsored early childhood centre, a primary school, two community halls and a secondary school. In contrast, Sidou has an unregistered early childhood education centre, a primary school but with neither secondary school nor community hall. Therefore, Malavuwe has better educational facilities than Sidou.

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❖ Employment status

Employment status is another development indicator in the sense that when people are employed in a community, they are able to access and afford better living standards when it comes to housing, health care schemes, quality education, electricity, household assets, access to water (own boreholes) etcetera. This makes employed people better than the unemployed when it comes to access and affordability to services. The municipality is attracted to speed up service delivery in areas with many employed people who can afford payments for the cost of services.

However, the extents at which services are delivered between Malavuwe and Sidou village have a direct impact on the levels of employment between the two villages. To be precise, the more services are delivered, the more employment opportunities are created and vice versa. Figure 4.5 shows a comparison between the employment levels of Malavuwe and Sidou.

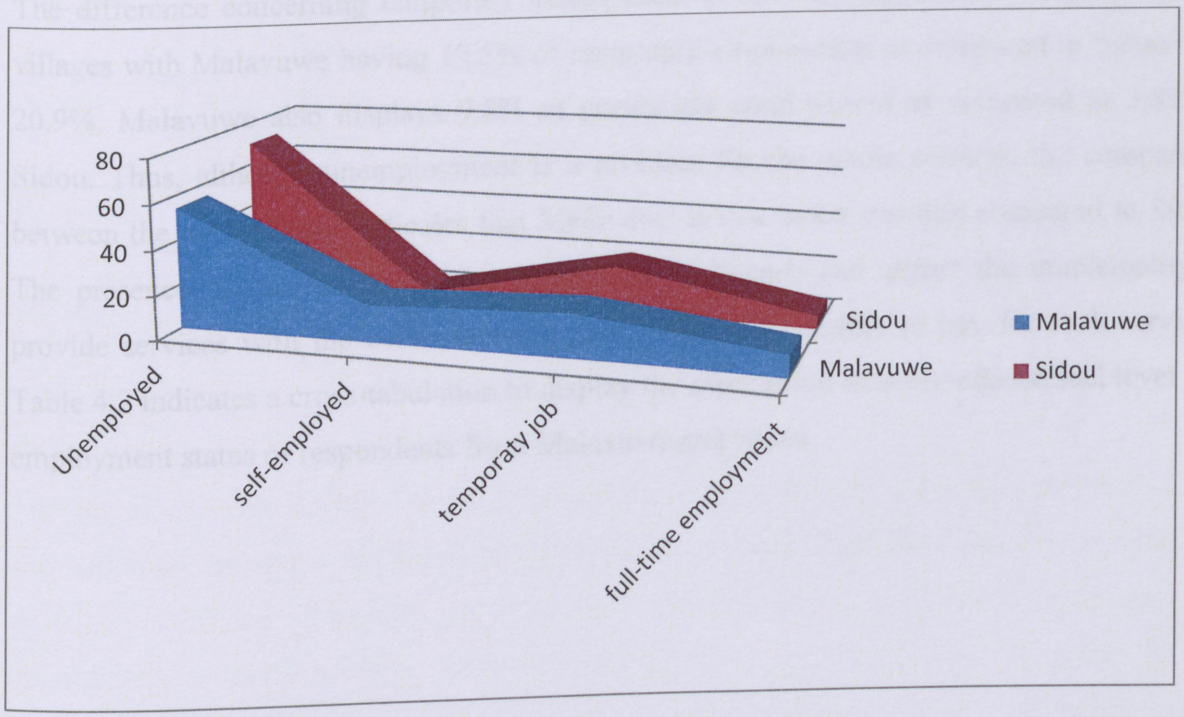

Figure 4.5: Levels of employment

According to the above graph, there is a significant difference in the employment status of the two villages. Sidou has 69.8% of unemployment as compared to 54.3% of unemployment at Malavuwe. Comparatively speaking, the unemployment rate of the country was recorded at 25.2% (Quarterly Labour Force Survey 1st Quarter, 2012). As it is the case with the rest of the

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country, the rate of unemployment is high in the two villages, but Sidou is the most affected compared to its counterpart.

Figures for self-employment reflect a higher percentage at Malavuwe (15.6%) compared to 3.5% of Sidou. This figure might have been enhanced by community projects that are mainly available at Malavuwe to develop entrepreneurship skills amongst its people as compared to Sidou that does not have community projects. Some of these projects include, Malavuwe Mesh Wire Project (12 employees), Malavuwe Community Bakery (8 employees), Malavuwe Community Sewing Project (9 employees), Malavuwe Poultry Project (6 employees), Malavuwe Irrigation Scheme (15 employees), Malavuwe Piggery Project (7 employees), Mvelaphanda Community Development Forum (6 employees), construction of Malavuwe Health Centre (17 employees), the construction of Malavuwe Tar Road and Malavuwe Bridge (18 employees) which are part of the EPWP.

The difference concerning temporary employment is not very significant between the two villages with Malavuwe having 19.5% of temporary employment as compared to Sidou with 20.9%. Malavuwe also displays 9.8% of permanent employment as compared to 5.8% of Sidou. Thus, although unemployment is a problem for the whole country, the comparison between the two villages indicates that Malavuwe is in a better position compared to Sidou. The presence of income generating projects at Malavuwe can attract the municipality to provide services with the belief that the community will be able to pay for such services. Table 4.2 indicates a cross-tabulation to display the association between educational level and employment status of respondents from Malavuwe and Sidou.

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Table 4.2: Educational level by employment status

		Unemployed	Self-employed	Temporarily employed	Permanently employed	Total
Malavuwe						
Illiterate	N	60	9	4	0	73
	%	82.2%	12.3%	5.5%	.0%	100.0%
Primary	N	42	6	5	3	56
	%	75.0%	10.7%	8.9%	5.4%	100.0%
Secondary	N	86	45	57	16	204
	%	42.2%	22.1%	27.9%	7.8%	100.0%
Tertiary	N	28	6	11	20	65
	%	43.1%	9.2%	16.9%	30.8%	100.0%
Sidou						
Illiterate	N	6	0	0	1	7
	%	85.7%	.0%	.0%	14.3%	100.0%
Primary	N	17	1	2	1	21
	%	81.0%	4.8%	9.5%	4.8%	100.0%
Secondary	N	29	1	15	2	47
	%	61.7%	2.1%	31.9%	4.3%	100.0%
Tertiary	N	8	1	2	1	12
	%	66.7%	8.3%	16.7%	8.3%	100.0%

The examination of Table 4.2 suggests that there is a relationship between educational level and employment status in Sidou and Malavuwe villages. Both villages display that the unemployment rate is higher for those with primary or no formal education than the unemployment levels of those with secondary and tertiary education. The graph further displays that more permanently employed people at Malavuwe have tertiary education than at Sidou.

- **Monthly household incomes**

The monthly household income investigation was conducted in order to determine if residents of Malavuwe and Sidou fell within the income brackets that would enable them to afford payments and maintenance of services rendered to them sustainably. At the same time, this

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category helps to indicate the percentage of respondents who are indigents (qualify for social grant) and non-indigents (do not qualify for social grant).Figure 4.6 compares the income levels of Malavuwe and Sidou community members.

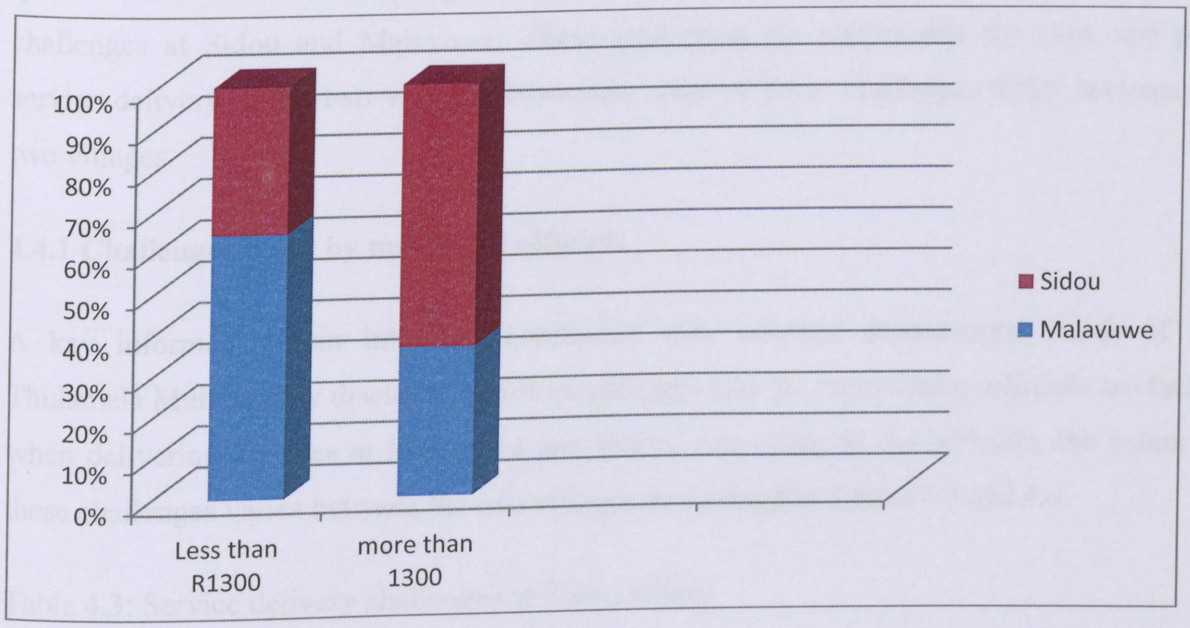

Figure 4.6: Monthly household incomes

Figure 4.6 indicates that 59.5% of the respondents from Malavuwe village qualify to be indigents as they receive a monthly household income of less than R1300 while 40.5% of the same sample receives a monthly household income of more than R1300. On the other hand, 68.6% of respondents from Sidou village are indigents while 31.4% receive a monthly household income of more than R1300.These figures serve to display the fact that on average, 64.1% of respondents from both villages are living in poverty, but conditions are worse at Sidou where most families are dependent on social grants such that they cannot be able to pay for basic service maintenance.

As per evidence of high unemployment in both villages as displayed in Section 4.3.2, should the government stop the social grant (R1200), it means that most people will fall below the official poverty line of South Africa (R431 per person as per 2006 Statistical Data from the National Treasury). The consideration for them will be to provide them with free basic services. When more people are dependent on social grants, the state turns to become a welfare state rather than a constitutional mandate to create a developmental state which could deliver quality services to the community. However, Malavuwe has more respondents who could afford to pay for municipality services (40.5%) as compared to Sidou with 31.4%.

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4.4 Service Delivery Challenges at Malavuwe and Sidou Villages

Results of interviews with municipality officials from selected departments and questionnaires for community representatives revealed that there are several service delivery challenges at Sidou and Malavuwe. These challenges are responsible for slow and poor service delivery in the two villages. However, some of these challenges differ between the two villages.

4.4.1 Challenges faced by municipal officials

A key informant in an interview conducted with selected departmental heads of the Thulamela Municipality disclosed various challenges that the municipality officials are facing when delivering services at Malavuwe and Sidou. According to the officials, the extent of these challenges varies between the two villages as outlined in Tables 4.3 and 4.4.

Table 4.3: Service delivery challenges at Sidou village

	CHALLENGES				
Department	Lack of Community participation	Conflicts with traditional leaders	Budget constrains	Unfaithful tender contractors	Large service backlog
1.IDP	✓		✓		✓
2.Water	✓		✓	✓	✓
3.Housing	✓		✓	✓	✓
4.Electricity	✓				
5.Roads	✓	✓	✓	✓	✓
6.Ward councillor	✓	✓	✓	✓	✓
TOTAL	6	2	5	4	5
Percentages	100%	33,33%	83,3%	66,66%	83,3%

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According to Table 4.3 the major challenge that all (100%) municipal departments are facing with regard to service delivery at Sidou Village is that there is a lack of community participation in service delivery. All municipal officials of selected departments revealed that community representatives at Sidou did not participate in crucial departmental meetings for planning and prioritizing services. Therefore, it became challenging for the municipality to prioritize the most vital services on behalf of the community because municipality officials were not exactly sure of the vital services that the community needed to be prioritized. Municipal officials were further challenged by the small budget allocated to them by government to deliver services against the large service backlog they had. The issue is that Thulamela Municipality is large and needs a bigger budget to deliver optimal services.

Table 4.4 Service delivery challenges at Malavuwe Village

	CHALLENGES				
Department	Lack of Community participation	Conflicts with traditional leaders	Budget constrains	Unfaithful tender contractors	Large service backlog
1.IDP			✓	✓	✓
2.Water	✓		✓	✓	✓
3.Housing			✓	✓	✓
4.Electricity			✓	✓	
5.Roads		✓		✓	
6.Ward councilor			✓	✓	✓
TOTAL	1	1	5	6	4
Percentages	16,66%	16,66%	83,3%	100%	66,66%

Table 4.4 indicates that most departmental officials were not worried about community participation at Malavuwe, which indicates that community representatives participated fully

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in crucial departmental meetings to enhance service delivery. Besides the budgets constrains issue, the main challenge faced by municipal officials at Malavuwe was that most tender contractors were not faithful; they either did not complete all the phases or they used cheaper materials (for example, the Malavuwe tarred road which developed potholes, became oily and dusty immediately after three weeks of completion).

- **Community participation**

As outlined under Section 2.9 of this study, community participation has repeatedly been put forward by policy documents as a compulsory element of local governance and rural development as well. According to Perret and Mercoiret (2003), community participation should take place in the form of information, public consultation (community forums), co-design, co-decision and actual partnership. The rate at which municipality delivers services is determined by the level of public participation, municipality affordability, the ability of a community to prioritize and plan the most vital service as well as the ability for a municipality to identify and address its challenges concerning service delivery. In other words, the municipality is influenced to deliver services when a community participates effectively in crucial development issues with regard to service delivery and further commits itself to pay for the maintenance of such services. Thus, well organized communities attract the municipality to deliver services.

Community participation starts with attendance to local community meetings. Attendance to community meetings (community forums) is one way of displaying community participation, cohesion and community organization. Community-based development relies on communities to use their social capital to organize themselves and participate in development processes. Community participation and collective action influence a community's ability to successfully apply for funds, while poorly organised communities are less likely to obtain projects (Mansuri and Rao, 2004). Community meetings enable community members at grass roots level to take collective decisions on the services that need to be prioritised in the IDP, as well as agreeing on sustainable maintenance of such services.

The rate at which the municipality delivers services is determined by the level of public participation, municipality affordability, the ability of a community to prioritize and plan the most vital service as well as the ability for a municipality to identify and address its challenges concerning service delivery. In other words the municipality is influenced to

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deliver services when a community participates effectively in crucial development issues with regard to service delivery and further commits itself to pay for the maintenance of such services. Thus, well organized communities attract the municipality to deliver services.

Questionnaire results indicate that 99% of respondents from Malavuwe Village attended community meetings, while only1% of respondents indicated that they did not attend community meetings. This compares with 92, 9 % respondents from Sidou village who indicated that they attended community meetings, while 7, 1% respondents indicated that they did not attend community meetings. Although the difference is not very significant, Malavuwe village with a higher percentage of respondents who attend meetings shows greater social cohesion and organisation coupled with community participation than Sidou village. Thus, Malavuwe has a chance to attract many services and projects than Sidou village which is poorly organised.

Table 4.5 below indicates the views of six departmental officials from the Thulamela Municipality on the level of community participation in service delivery by community representatives from Malavuwe and Sidou communities. Interviewed municipal officials included officials for water, electricity, housing, roads, IDP and the ward councillor.

Table 4.5: Community participation in service delivery issues

	Malavuwe		Sidou	
Officials	Satisfactory	Not Satisfactory	Satisfactory	Not Satisfactory
Water	✓			✓
Housing	✓			✓
Electricity	✓		✓	
Roads	✓			✓
IDP Manager	✓			✓
Councillor	✓			✓
Total	6	0	1	5
Percentage	100%	0%	16.7%	83.3%

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Table 4.5 indicates that all six municipal officials (100%) from the Thulamela Municipality were satisfied with the level of community participation by community representatives from Malavuwe village. But only 1 out of 6 officials (16.7%) from the municipality was satisfied with the level of community participation from Sidou community representatives while the remaining 5 out of 6 officials (83.3%) were not satisfied with the level of community participation by community representatives from Sidou.

According to these findings, municipality officials have made an indication that they have a greater challenge with service delivery at Sidou because community representatives do not regularly attend IDP and budget review meetings for the planning and prioritisation phase of services. By contrast, the municipal officials indicated that community representatives from Malavuwe village regularly attended IDP meetings. These findings can be used to justify the second objective as set out in Section 1.3 of the study. The indication is that there is a gap in community participation and representation between the two villages.

4.4.2 Stakeholders analysis

Respondents from Malavuwe and Sidou identified various stakeholders that they thought were responsible for poor service delivery in their villages. Potential service providers identified by community members included the ward councillor, the traditional authority, community representatives and the municipality. Due to dissatisfaction by the rate at which services were delivered at their villages, Malavuwe and Sidou community members blamed the various stakeholders for poor service delivery at their areas. However, the rate at which potential service providers were blamed by community members vary as outlined in Figures 4.7 and 4.8.

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Figure 4.7: A van diagram to display the Blame for poor service delivery (Sidou community members).

According to the van diagrams, closeness to the community means least blame and trust from the community while being furthest from the community means most significant blame from the community.

According to Figure 4.7, the majority of respondents from the Sidou village blamed the councillor for failing to deliver the services that were missing at their area. Being at the furthest position from the community in the van diagram means that the relationship beween the councillor and the community is not good.The perception is that the community is putting the most blame on the councillor for poor service delivery at Sidou village. Meanwhile, the van diagram further indicates that the traditional authority is very close to the community meaning that the relatioship between the community and the traditional authority is good, suggesting that Sidou community members rely mainly on their traditional authority for service delivery. In comparison, Figure 4.8 is a van diagram to display the extent of the blame for poor service delivery at Malavuwe village.

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Figure 4.8: A van diagram to display the blame for poor service delivery by Malavuwe community members

Figure 4.8 places the municipality at the furthest distance from the community meaning that it carries most of the blame for poor service delivery from Malavuwe community members. The diagram further displays the traditional authority being closest to the community meaning that there is a good relationship and trust between the traditional authority and the community.

The difference in the shift for blame might be associated with the difference in the level of literacy in the two villages.Since Malavuwe displayed a high rate of tertiary education compared to the Sidou sample (refer to Table 4.5), one may be convinced to believe that most community members from the Malavuwe sample understood the broader political dimension that was involved in service delivery, thus, they felt that it was the municipaity that had to exercise its service delivery mandate. In contrast, the Sidou sample displayed a low level of tertiary education which tempts one to believe that most of its members still understood that the councillor was meant to deliver services without understanding the dimensions of the budget and backlogs that the municipality might have been facing.

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4.5 Success and Failure of Rural Development Programmes

The basic needs approach as per reviewed literature in Section 2.3 of the study suggests that development should take place with greater emphasis placed on the provision of basic needs such as water, shelter, electricity, employment and health facilities in order to improve the quality of life for people especially in rural areas. Section 152 of the Constitution of South Africa mandates the local government to provide democratic and accountable government for local communities to ensure that the provision of services to communities is done in a sustainable manner and to promote a safe and healthy environment. In this light, Delius and Schimer (2001) are of the opinion that services should be delivered effectively and should be targeted to reach their intended beneficiaries in the poorest rural districts.

This section is meant to display the success and failure of rural development programmes at Sidou and Malavuwe. It progresses from finding out whether the municipality and community representatives have been successful in informing community members about the rural development programmes taking place at their villages up to establishing whether the municipality has been successful in delivering services in the study areas.

4.5.1 Knowledge of rural development programmes

This category assists the researcher to determine whether the community is well informed about development issues around them. It also indicates whether community representatives are successful in playing their informing role to the communities or not.

The question whether community members know about rural development programmes taking place in their areas reflected that 92.9% of the sample from Malavuwe knew about rural development programmes at their village, while 8.0% of the same sample did not know about the rural development programmes taking place at the village. This compares to 100% of the sample from Sidou who indicated that they knew about the rural development programmes at their area. These figures indicate that the councillor and the community representatives have been successful in informing and updating community members about community development programmes in both villages.

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4.5.2 Vital service

Vital service entails the service considered by community members as crucial in their communities. Community members feel that there is a need for this service to be prioritised and delivered by the municipality as soon as possible. Figure 4.9 shows that water is considered vital by community members from Malavuwe and Sidou .

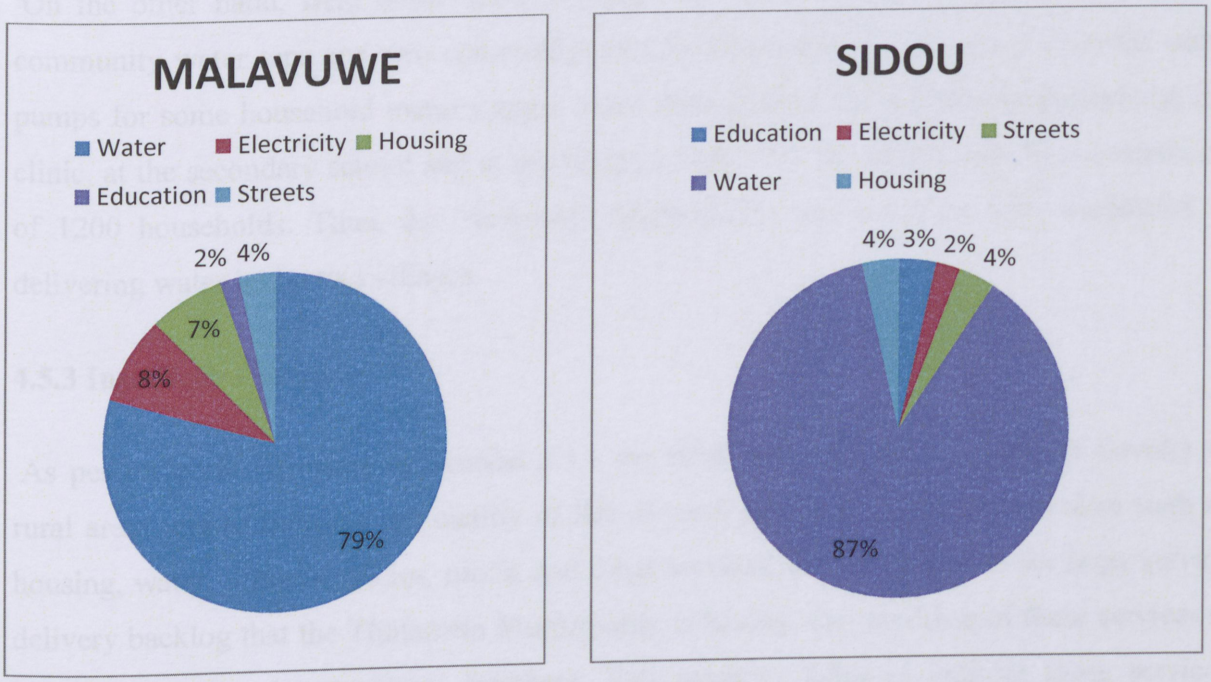

Figure 4.9: The most vital service at Malavuwe and Sidou

Figure 4.9 illustrates that 79% of the sample from Malavuwe Village considered water to be the most crucial service in the village, while 87% of the sample from Sidou Village also considered water as vital in their village. The high percentage of respondents from Sidou Village signifies that the water crisis was more serious at Sidou than Malavuwe. It was evident that there was a water crisis in both villages as most of the respondents had chosen water as a vital service. This means that the municipality needed to attend to this problem as quickly as possible.

Results from key informants' interviews with community representatives of both villages indicated that all community representatives (100%) had chosen water as the most crucial service in both villages. By studying the pie charts, it can be quickly concluded that most respondents from both villages regard water as the most vital service in their areas. Therefore, it is important for the municipality to deliver water as soon as possible at both villages.

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According to field observation, Sidou village relied on two water taps which were linked to a diesel water pump from the neighbouring Mutavhanani Village. At the time of field observation, the two manual boreholes were dry. Information from focus groups and key informants' interviews revealed that municipality water trucks delivered water but the delivery was unpredictable because it happened after a long time.

On the other hand, field observation revealed that the Malavuwe residents relied on 48 community water taps and two community manual boreholes. There were 13 private water pumps for some household owners and 3 more water pumps for community projects (at the clinic, at the secondary school and at the bakery). This is by far insufficient for a community of 1200 households. Thus, the Thulamela Municipality has not been very successful in delivering water in the two villages.

4.5.3 Insufficient services

As per reviewed literature in Section 2.5.1 the RDP was intended to eradicate poverty in rural areas and to improve the quality of life of rural people by providing services such as housing, water, schools, clinics, roads, and other services. However, due to the large service delivery backlog that the Thulamela Municipality is having, the provision of these services is insufficient to most community members. This category helps to indicate those services which community members regarded as unavailable or insufficient at Sidou and Malavuwe village. The indication is that community members were not satisfied with these services to such an extent that they felt that the services were not rendered at all.

- **Water**

According to the 2011/2012IDP Review of the Thulamela Municipality, the national target for household access to water was the year 2008, but the target was not met. This tells us that there is still a large backlog of household water delivery countrywide. According to field observation, Sidou village had only two manual boreholes and two water taps which were a supplement from a borehole in the neighbouring village (Mutavhanani) as their only water sources. As displayed in Plate VI below, Water is sometimes delivered to Sidou village by unreliable and unpredictable water trucks from the municipality. Sidou residents are made to form long queues of empty drums to wait for water trucks which do come on unpredictable dates. Plate VI showcases Sidou village residents queuing empty drums in anticipation of municipality water trucks.

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Plate VI: Water shortages at Sidou village.

Research findings from questionnaire results indicated that 98. 8% of the sample from Sidou village regarded water as insufficient in the area while only 1. 2% had no problem with water. This figure compares to 74.1% of the sample from Malavuwe village which regarded water delivery as insufficient, while 25.9% of the same village had no problem with water. Field observation indicated that some residents of Malavuwe village had some access to water although not satisfactory for the whole village, or some residents had their own boreholes, while at Sidou village, the water problem seemed more serious.

The above findings reveal that water shortage was serious in both villages, but Sidou village was the most affected with 98. 8 % of the respondents indicating that water was insufficient in the village. On the other hand, Malavuwe village revealed different figures where 25% of the respondents were satisfied with the water sources available although there were still some people (75%) who were not satisfied about the service.

Interviews with municipality officials revealed that the Thulamela Municipality had plans to address the water crises in both villages. According to the IDP manager, Malavuwe village's water crisis will be completely addressed by 2014 after the completion of the Xikundu/Mhinga RWS bulk water supply and reticulation which involves a bulk water pipeline from Xikundu/Mhinga water reticulation plant linking Malavuwe with Tshikambe,

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Tshivhilwi, Mukula and Tshidimmbini. According to the interview, Phase 1 of this project started in the financial year 2011/2012 and has been budgeted at R300 000. Phase 2 of the project is planned for the financial year 2012/2013 at a cost of R15 million, while Phase 3 is planned for the financial year 2013/2014 at a cost of R3 million.

The IDP manager further indicated that the water crisis for Sidou village will be completely addressed by 2014 after the completion of the Nandoni RWS construction of bulk water pipeline from Nandoni to Muraga via Mangondi and Sidou. According to the IDP manager, Phase 1 of the project should have already started in the financial year 2011/2012 at an operational budget of R300 000; Phase 2 to be implemented in the financial year 2012/2013 at an operational budget of R5 million, while Phase 3 will be implemented in the 2013/2014 financial year at a cost of R6.5 million.

- **Electricity**

The importance of electricity supply in rural communities has been emphasized in Section 2.8 of the study with the view that the presence of electricity as an energy source helps to reduce global warming by reducing rural people's reliance on wood and fossil fuel burning. Field observation and unstructured interviews with some community members revealed that most households at Sidou Village were electrified after the whole village's electrification project which took place in 2010. According to interviewees, community members from Sidou Village were required to pay an amount of R1000, 00 per household in order to curb the electrification backlog of the Thulamela Municipality so that they could access the service irrespective of their income levels. However, there had been some kind of agreement between the municipality and Eskom leading to some communities receiving their contributions back. Unfortunately, Sidou village members have not been refunded so far. In this light, most community members from Sidou village feel that the municipality has sold them the service they were meant to receive free of charge. On the other hand unstructured interviews with some respondents from Malavuwe village also indicated that the mass electrification of the village was done free of charge in 2006 except for a new section called Digede which is not yet electrified but which municipality officials indicated in another interview that it has budgeted for in the 2011/2012 IDP.

Questionnaire results revealed that only 10% of the sample from Malavuwe village regarded electricity as insufficient while 90% of the sample from the same village claims to have

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electricity. This figure compares with 1.2% of the sample from Sidou village which is complaining about electricity, while 98.8% of the sample from the same village indicated that they had electricity. The table further displays that more residents from Malavuwe village seemed to be in need of electricity while most residents from Sidou village seemed to be satisfied with the service. Field observation revealed that there is a new extension at Malavuwe village (Digede) which is not yet electrified while the whole village is electrified at Sidou, except for a small number of those who failed to pay during the mass electrification project and some new migrants.

- **Housing**

Section 26 of the constitution of the Republic of South Africa grants everyone the right to have access to adequate housing. In this light, shelter is a basic need for everybody in South Africa. Like other rural communities, Malavuwe and Sidou also benefitted to a certain extent from RDP houses. According to the field observation and information from community representatives, Malavuwe village received 138 RDP houses in the 2006/2007 financial year, while in the same financial year Sidou Village received only 15 RDP houses.

Findings from the questionnaire results indicated that only 29.4% of the respondents from Malavuwe village were of the view that RDP houses were insufficient, while 70.6% of the respondents from the same village indicated that RDP houses were sufficient at the village. On the other hand, 66.3% of respondents from Sidou Village indicated that RDP houses were insufficient in the village, while only 33. 7% of respondents indicated that they had sufficient RDP houses at the village. These figures reveal that many residents (66.3%) of Sidou Village were not satisfied with housing in their area, while many residence of Malavuwe Village (70.6%) were not worried about housing in their area. Interviews with housing officials from the Thulamela Municipality revealed that there were some municipal plans to allocate another 15 RDP houses for Sidou Village residents and another 20 RDP houses for Malavuwe Village residents in the current financial year.

- **Educational infrastructure**

Educational facilities such as pre-school, primary school and secondary schools coupled with community halls and libraries are needed in every community in order to promote learning and to develop responsible citizens. Rural schools working in partnership with local leaders and residents can have a positive impact on a community's viability. Figure 4.10 below

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shows the association between the Level of Education and the perception that Educational Services are insufficient at Malavuwe and Sidou.

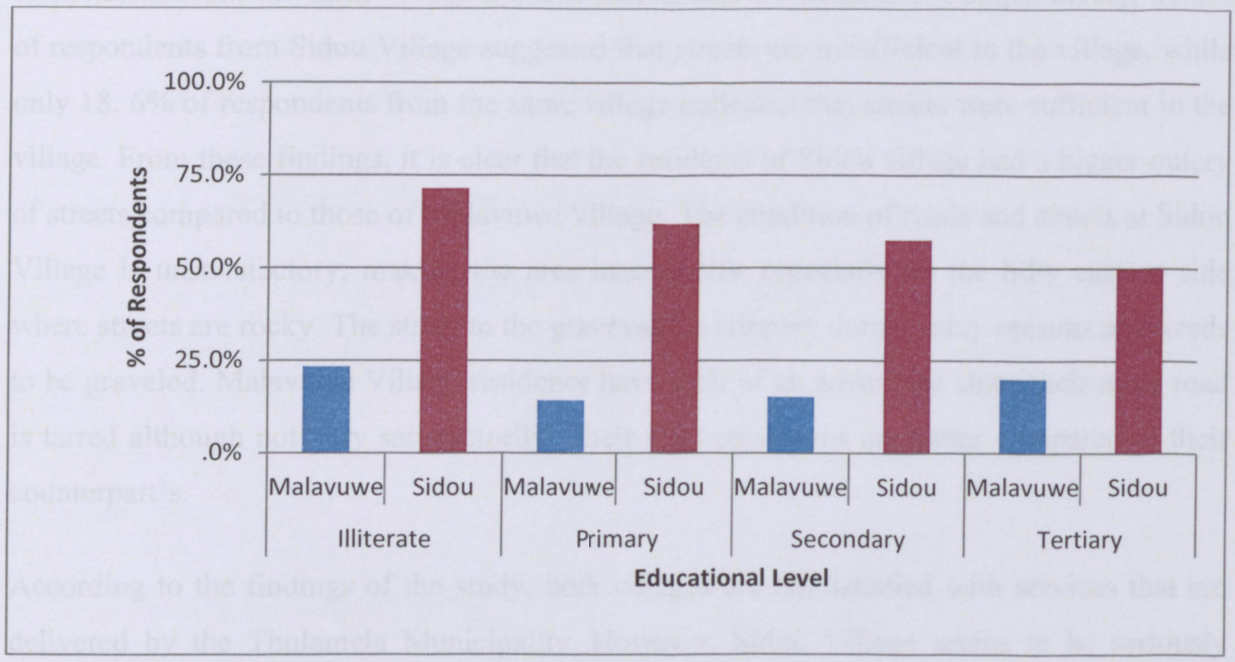

Figure 4.10: The perception that educational facilities are missing by educational level

An examination of Figure 4.10 gives a clear indication that in Sidou Village, all educational levels are highly complaining that educational facilities are missing in their village. In contrast, all educational levels at Malavuwe village seem to be satisfied with the available educational facilities in their area. Hence, field observations in both villages indicate that Malavuwe village has a secondary school, primary school and an early child development centre, while Sidou only has an unregistered early child care centre and a primary school without a single secondary school resulting into long distances travelled by learners from Sidou village to neighbouring villages that have secondary schools.

❖ **Streets**

According to Section 84(1) of the Municipal Structures Act (RSA, 2000), the municipality has the responsibility of constructing and maintaining municipal roads and streets which form an integrated part of a transport system for the municipal area. Streets are important in rural areas because they enable rural people to access important services that are a distance from their communities such as hospitals, shopping malls, funeral parlours, government and legal services.

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Findings from research questionnaires indicate that 36.2% of respondents from the sample of Malavuwe Village complain that streets are insufficient at the area, while 63. 8% of respondents from the same village indicate that streets are sufficient. Comparatively, 81.4% of respondents from Sidou Village suggested that streets are insufficient in the village, while only 18. 6% of respondents from the same village indicated that streets were sufficient in the village. From these findings, it is clear that the residents of Sidou village had a bigger outcry of streets compared to those of Malavuwe Village. The condition of roads and streets at Sidou Village is unsatisfactory, making the area inaccessible especially on the hilly eastern side where streets are rocky. The street to the graveyard is slippery during rainy seasons and needs to be graveled. Malavuwe Village residence have a bit of an advantage since their main road is tarred although not very satisfactorily. Their road conditions are better compared to their counterpart's.

According to the findings of the study, both villages are not satisfied with services that are delivered by the Thulamela Municipality. However, Sidou Village seems to be seriously affected by poor service delivery because its percentage of respondents in the category of insufficient services is higher in almost all respects than that of Malavuwe Village, except for electricity in which everybody in the Sidou Village sample agreed that it was available.

4.6 Approaches to Enhance Service Delivery in the Study Area

Questionnaire results from community members and community representatives as well as interview results from interviews with municipality officials suggested several approaches that may be employed to enhance service delivery in the study area. These include the fact that there must be cooperation and consultation amongst the various stake-holders involved in service delivery within the study area and that community representatives should be trained on development issues. Other views include, increasing municipality budget for service delivery, prioritizing the most important services, partnership with NGOs in developing community projects and stopping the tender system.

4.6.1 Cooperation, consultation, partnership and prioritization

The majority of respondents suggested that there is a need for all community structures to work together in prioritizing and attracting services in the study area. In this view, all stake-holders need to cooperate with each other in facilitating development and develop a

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relationship based on consultation and partnership. The suggestion is that in case when the municipality is failing to provide a specific service of priority, the community should strive to fundraise and pay for the provision of the service. On the other hand, the municipality should be transparent in consulting the community through the councilor so as to give room for the development of a smooth relationship based on trust, consultation and partnership.

4.6.2 Capacity building for community representatives

Another suggestion from community members and community representatives is that there is a need for community representatives such as civic members, ward committees, traditional leaders and ward councilors to be trained on issues of development. They should develop leadership skills and be able to apply for funding from governmental and non-governmental organizations.

4.6.3 Increasing municipal budget

Municipal officials and the majority of community representatives and community members further suggested that the budget allocated to service delivery should be increased in order to enhance development in the study area.

4.6.4 Partnership with private sectors

Community members also suggested that community representatives from Sidou and Malavuwe villages should not wait for the municipality to be the sole service provider, but should also consider partnership with NGOs in service delivery. The communities indicated that there was a need for the community to apply for funds from donor organizations.

4.6.5 Stop tender system

Most respondents felt that the tender system had to be stopped immediately because it promoted corruption and therefore slowed down service delivery. Instead, they suggested that government should have its own fulltime employees to deliver and maintain services. The idea is that it may be easier for the government to control and supervise its own employees than a tender.

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CHAPTER 5

RURAL DEVELOPMENT POLICY AND PROGRAMMES ANALYSIS

5.1 Introduction

This section presents the analysis of rural development policies, the intent versus the reality as it is revealed by this particular case study. The envisaged roles of different tiers of the government (national, provincial and local) are scrutinized. The section gives an explicit elaboration on service delivery gaps, related issues or variables and challenges encountered.

Current government policy on rural development is informed by the comprehensive rural development strategy as per reviewed literature in Section 2.5.4 of the study. This strategy establishes agrarian transformation and land reform as pillars of rural development, alongside infrastructure provision (such as schools, clinics, boreholes and water reticulation systems) that can support both agricultural development and basic service delivery to rural households. This implies an important role for local government, working in conjunction with other actors, thus promoting community participation.

5.2 The 2011/2012 Service Delivery Backlog of the Thulamela Municipality

Table 5.1(Appendix A) indicates the current service delivery backlog that exists in the Thulamela Municipality as outlined in the Thulamela Municipality IDP Review for 2011/2012 financial year. It compares the backlog against the annual municipality targets and further outlines the challenges that the Thulamela Municipality is facing when delivering services and furthermore, it provides different intervention strategies that are needed to change the situation.

5.2.1 Water delivery backlog

As indicated under Section 4.4.4 (a), the national target for all communities to have access in household water was the year 2008. However this target could not be met and this resulted in a national backlog of water delivery. A comparison between table 5.1(Appendix A) and Table 2.1 under Section 2.7 of this study indicates that little has been achieved by the Thulamela Municipality in reducing the 5 years backlog in service delivery. Hence the Thulamela Municipality's current backlog of 36 375 households with an annual target of

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3415 household water connections per annum as reflected in Table 5.1 is no surprise when it is compared to the backlog of 5 years ago which was 96 536 households. According to the two tables, the current water delivery trend indicates that unless something could be done to change the situation, it will take another 10 – 11 years for the Thulamela Municipality to solve the current household water connections backlog (36 375/3415 = 10.65).

Meanwhile, questionnaire results displayed in Section 4.4.4(a) indicated that 98.8% of the respondents from Sidou Village regarded water as insufficient in the village, while 74.1% of respondents from Malavuwe Village also indicated that there was a shortage of water at Malavuwe Village. The challenges indicated in Table 5.1 reflect that there is inadequate water supply in the Thulamela Municipality due to few bulk water supplies and a lack of infrastructure development for water supply. However, this is not in line with the policy as stated in Section 27 of the Constitution of The Republic of South Africa which states that everybody should have access to food and clean water.

As depicted by Plate V, the huge water delivery backlog in the Thulamela Municipality resulted in most villages having poor infrastructure development for water supply. The findings of the study could therefore suggest that there are other villages/communities within the Thulamela Municipality which are worse off compared to the study area.

5.2.2 Electricity backlog

As per reviewed literature in Section 2.5.4, current government policies on rural development are informed by the CRDP whose aim is to speed up the delivery of basic services such as water, electricity, housing, sanitation, road infrastructure, etc. The importance of electricity in rural areas cannot be overemphasised, besides improving people's lives; it can facilitate small business development. As per policy, everybody is entitled to have access to basic electricity. As reflected in Table 2.2 under Section 2.8 of this study, an acceptable minimum standard of access to electricity as prescribed by policy is 5-8 Amps or non-grid, 20 Amps for intermediate access and 60 Amps for full access to electricity.

Table 2.1 under Section 2.6 (IDP review 2007/08 – 2011/2012) indicates that only 1400 households had access to the service after five years in trying to address a backlog of 60 323 unelectrified households. Comparatively speaking, the 2011/2012 IDP Review (Table 5.1), indicates that the Thulamela Municipality has an electricity backlog of 38 000 unelectrified households with a target of 280 households per annum. The significance is that very little has

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been done so far in electrifying rural areas within the Thulamela Municipality. Compared to the electrification policy which aims at giving electricity access to all in 2014, the backlog is huge such that unless something is done to speed up the rate of electrification in rural areas, it will take many years for the target to be reached.

However, as depicted in Section 4.4.4 (b), the electricity backlog contributed by the study area is low considering the fact that Sidou village has undergone whole village electrification through partnership with the Municipality in 2010. In addition, Malavuwe village's contribution to the electricity backlog is from a new extension called Digede since the whole village was also electrified in 2006.

5.2.3 Housing backlog

The housing policy as embedded in Section 26 of the Constitution of The Republic of South Africa states that everyone has the right to have access to adequate housing. However, Table 5.1(Appendix A) indicates that the current housing backlog is 37 500 households with a target of about 600 houses being built per year in the Thulamela Municipality. Compared to Table 2.1 which displays the housing backlog of the Thulamela Municipality five years ago, nothing has been achieved in housing so far because the backlog is still the same as five years ago (37 500 households).This means that the housing backlog within the Thulamela Municipality will take long to be completely addressed. The large housing backlog suggests that there is poor housing in the Thulamela Municipality; therefore, many people do not have RDP houses.

Meanwhile, according to results from interviews with key informants, Malavuwe village has 135 RDP houses. This number is still low considering the fact that the village has many households (1200) and also considering the questionnaire results which indicate that 59.5% of the given sample receives a monthly household income of less than R1300 per month. Therefore, the available houses are not enough and as such more houses are still needed at Malavuwe Village. Sidou village also has a bigger demand of RDP houses as shown by the results from questionnaires which displayed that 68.6% of the sample received a monthly household income of less than R1300 and according to key informants' interviews only 15 RDP houses had been built.

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5.2.4 Roads and storm water backlog

Table 2.2 of Section 2.8 in the study indicates that as per policy requirements, the acceptable minimum level of road conditions is that all roads must be graded, for Level 2 (intermediate level) roads should be gravelled, while Level 3 (full access to roads) requires that streets be paved/tarred. Quite interestingly, according to the 2011/2012 IDP Review of the Thulamela Municipality, the backlog on municipal roads is unknown. This is a challenge which needs to be addressed for the backlog on roads to be known and quantified for future planning. Contrary to policy requirements, the IDP review indicates that most of the municipal roads are gravel and are in a bad condition which demands constant maintenance. The municipality has difficulties in constructing tarred roads or paving gravel roads in rural areas because the process is expensive.

In the study area, field observation revealed that the situation was better for Malavuwe Village with a recently constructed tarred road passing across the village and some well-conditioned gravelled roads. However, Sidou village contributes to a large backlog because none of its roads is tarred or gravelled so far.

5.2.5 Backlog in primary health care facilities

At the time of the study, the backlog on primary health care facilities and the annual plans for the 2011/2012 IDP Review for Thulamela Municipality was not available, but the indication in Table 5.1(Appendix A) is that many people in rural areas complain about travelling long distances to access health care services. The table further indicates that the municipality is further challenged by the poor environmental status in rural areas, inaccessibility of health facilities for the disabled and poor active strategies to combat the spread of HIV/AIDS. However, on paper, the municipality's plans are to establish more health facilities for the poor as well as to improve the state of the environment and access to health facilities, but in reality this is taking long to be implemented.

According to field observation, primary health care facilities are available at Malavuwe Village, whereas Sidou Village has none. Except for the clinic which is available at Malavuwe Village, there is a new health centre which is still under construction (Figure 4.3) in the same village.

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5.2.6 Backlog in Sanitation

At the time of the study, the backlog in sanitation as depicted in the 2011/2012 IDP Review of the Thulamela Municipality (Table 5.1) was 39 995 households, with an annual target of 1220 connections. This figure depicts that unless something is done to raise the annual target of sanitation connections, it will take another 33 years for the current sanitation backlog to be solved in the Thulamela Municipality (39 995/1220 = 32.78). Table 5.1(Appendix A) further indicates that there are no sewerage systems in the rural areas of the Thulamela Municipality and that the households are using pit toilets without ventilation, thus, contributing to a greater health risk of ground water contamination.

The study area is part of the rural areas of the Thulamela Municipality, thus, there is no proper sanitation in Malavuwe and Sidou. But on paper (Table 5.1), the municipality has plans to improve toilet facilities at rural areas and also plans to extend sewerage systems to all residents.

5.2.7 Waste Management

According to Table 5.1(Appendix A),the 2011/2012 backlog on waste management amounts to 96 238 households. The table further depicts that the service is not available in most rural areas because it is expensive to manage and sustain the service. Meanwhile, field observation and results from key informants indicated that during the time of the study, there was no waste management at the study area (Malavuwe and Sidou villages).However, on paper the municipality is planning to extend the service to all residents in rural areas.

5.2.8 Sports and cultural facilities

Table 5.1(Appendix A) indicates that there is a backlog of about 4 – 6 sports facilities which need to be upgraded at the Thulamela Municipality. The table further indicates that the municipality is facing a challenge of lacking funds to maintain the existing infrastructure and to add more sports and cultural facilities. Meanwhile, field observation indicated that Malavuwe village has a community hall and a sport ground which have been sponsored by the National Lottery (Lotto), while Sidou Village has none. Therefore, there is a need for more sports and cultural facilities to be introduced in the study area to cater for the needs of the youth.

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This section presented the analysis of rural development policies by underlining several issues and challenges facing the government's willingness to position local municipalities as key providers and promoters of development in rural areas. The section gave a clear understanding of the reality between the government's intention to develop rural areas by formulating several policies and the real implementation gap that exists in most rural areas. The next section will suggest recommendations and solutions to the challenges and also give the conclusion of the study.

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CHAPTER 6

CONCLUSION AND RECOMMENDATIONS

6.1 Introduction

This chapter gives a summarized overview of the conclusions and recommendations of the study. It also attempts to identify areas of future research on the issue of rural development and service delivery implementation to South Africa's rural areas in general. The section further gives recommendations on strategies that can be implemented to improve service delivery in the two villages (Sidou and Malavuwe) in particular and in other rural areas in general.

6.2 Conclusion

From chapter four of this study, it can be inferred that there is an implementation gap in service delivery between Malavuwe Village and Sidou Village. The findings revealed that more services have been delivered at Malavuwe village as compared to Sidou Village. The situation analysis showed that between the two villages, Sidou Village has poor basic social services and lacks infrastructure development as compared to its counterpart. This section provides a summary of the main findings of the study.

Research findings in chapter four of this study reflected that there was a service delivery gap between the two villages. The gap is evident through the existence of many rural development programmes at Malavuwe Village than Sidou Village. Rural development programmes have been mainly implemented at Malavuwe Village, for instance, 135 RDP houses, Malavuwe Health Centre (EPWP and The Department of Health and Social Welfare), Malavuwe tar road and bridge (EPWP), Malavuwe Early Childhood Development Centre and community hall (NDA/part of the RDP), Malavuwe Piggery Project (NDA), Malavuwe Mesh Wire Project (NDA), Thusalushaka Poultry Project (NDA), Malavuwe Irrigation Scheme (NDA), Malavuwe Sewing Project (NDA) and Fhatuwani sports ground (National Lottery). Contrary to this, only 15 RDP houses have been constructed at Sidou Village; there are no community projects nor health centres and the existing gravel roads are not in good condition.

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Interviews with the Thulamela Municipality officials revealed that there were challenges affecting service delivery at Sidou and Malavuwe villages. These challenges are responsible for the discrepancy in service delivery between the two villages. The challenges include lack of community participation, budget constraints versus large service backlog, unfaithful tender contractors and conflicts with traditional leaders.

Results from key informants' interviews with the Thulamela Municipality officials from selected departments indicated that there was a lack of community participation from Sidou community representatives while on the other hand the officials indicated that there was effective community participation from Malavuwe community representatives. The results reflect that all officials (100%) from six selected departments of the municipality indicated that Sidou community representatives did not participate in crucial community meetings. According to interviewed municipal officials, it therefore becomes difficult for the municipality to prioritize services according to the needs of local people at Sidou Village as required by the IDP. Therefore, development at Sidou village was not in line with both the popular participation and people-centred approaches to rural development as outlined in Section 1.1 of this study. What is significant is that in the absence of community participation at Sidou Village, the municipality is bound to apply the informing and manipulative modes of community participation resulting into a top-bottom approach of development..

Five out of six municipal officials (63. 3%) agreed that Malavuwe community representatives attended meetings while only one out of six municipal (16.7%) were against that. The key informants' interviews further revealed that the participation mode used at Malavuwe Village was through consultation, partnership, delegated control and citizen control, resulting into a bottom-up approach to development. This qualifies that development at Malavuwe Village was in line with both the popular participation and the people-centred approaches.

For development to take place at Sidou Village, community representatives should follow the steps of their counterpart by ensuring maximum participation in development issues through proper consultation and partnership.

According to information from interviews with selected municipal officials, the Thulamela Municipality is composed of 40 wards which are made of 400 villages making it one of the largest municipalities with a very large service delivery backlog. Municipal officials further indicated that the budget allocation they received from the government was too small to serve

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the large backlog they had. The small budget coupled with small sources of municipal revenue resulted in slow progress in service delivery.

The suggestion is that the Thulamela Municipality should encourage partnership with communities so that community members make some contributions towards development projects. In partnership with the municipality, communities can raise funds towards projects, where necessary they may even volunteer to work manually instead of waiting for the municipality to hire expensive machinery; for example, community members may volunteer to dig trenches for pipe lines in their communities.

Another suggestion is that the municipality should seek partnerships with private companies in service delivery. At the same time, the municipal budget allocated to service delivery should also be increased.

Interviewees with Thulamela municipal officials from selected departments further indicated that their departments were being challenged by some tender contractors who were unfaithful with regard to the construction projects allocated to them. Some contractors used cheap materials that were not up to standard in constructions while some claimed to have finished their work and got paid and left before finishing their work. Examples cited include the construction of the Malavuwe tar road which is not up to standard as it became dusty and bumpy with potholes immediately after its construction; suggesting that the materials used were not standardized. Other examples cited by interviewees included contractors who were claiming to have finished building RDP houses while some houses were not built and pipelines from the Nandoni bulk water pipeline which had to be removed and restarted because the contractor deliberately used wrong and cheaper materials. The tendering system is frustrating both the municipality and the community as service delivery is delayed by corruption.

Therefore, it is better for the tender system to be stopped by all the spheres of government because it is the root of corruption and poor service delivery. Government and its municipalities may employ their own fulltime employees whose work will be continually inspected.

The interview results further indicated that two out of six municipal officials from selected departments had identified conflicts with traditional leaders as another challenge when planning to deliver services. In this note, an interviewee heading the department of electricity

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cited one example where a local headman and his traditional council blocked Eskom employees from working because the power line they were creating was passing through his village and heading to the neighbouring village. One other example cited concerns water supply plans to Sidou Village from its neighbouring village, where the headman from the neighbouring village denied a water connection to be done from the water pump in his village. Therefore, it is advisable for the municipality to keep on holding meetings and workshops with traditional leaders concerning development issues in their villages. This will enhance the development of a positive relationship between the municipality and local traditional leaders.

Results from questionnaires indicated that successful implementation of rural development programmes such as the RDP, EPWP and the NDA at Malavuwe Village raised the socio-economic conditions of community members at the area as compared to the failure to implement rural development programmes at Sidou Village. At Malavuwe village, there are additional benefits such as increase in job opportunities and reduction in unemployment (54.3% unemployment as compared to 69.8% of unemployment at Sidou Village). Improvements in education (a registered and sponsored early childhood development centre, a primary school and a secondary school) compared to Sidou Village with an unregistered pre-school, a primary school and without a secondary school. Construction of RDP houses (158 houses at Malavuwe compared to 15 at Sidou Village) and the growth of small businesses (Malavuwe Village has 12 self-sustaining income generating community projects while Sidou Village has none).

According to the study findings, Malavuwe Village applied the bottom-up approach to service delivery which has been made successful by community participation through consultation and partnership. However, the Sidou village's approach to service delivery mainly had the characteristics of a top-bottom approach since there was no effective community participation and therefore it was typical of the informing and manipulation mode.

6.3 Recommendations

Research findings presented in Chapter 4 of this study reflected that there is a discrepancy in service delivery between two villages in the same ward under the same municipality's jurisdiction. The discrepancy is mainly observed in terms of the differences in the social and

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economic amenities such as educational levels, levels of employment, housing, health care facilities, electricity, sporting facilities, and streets. The main cause of the discrepancy as indicated by the research findings in section 4.4 is that there is a difference in the rate of community participation between the two villages. In order to avoid this discrepancy, the following recommendations should be implemented

6.3.1 Community participation in development planning

In line with the participatory rural development paradigm outlined in Woods (2011) as per reviewed literature in Section 2.9 of the study, Sidou community members should be encouraged to participate effectively in development issues. Communities should be made aware of their rights and responsibilities to participate in IDP meetings, budget review meetings and many more crucial meetings. This can be achieved through proper government consultation through municipal officials and community structures. There must be proper community representation and cooperation amongst community leaders ranging from traditional leaders, civic organizations ward committees and ward councilors. All these structures should know their roles in service delivery. Since these leaders are highly influential in rural areas, they should be encouraged to act as a link between the municipality and their communities, especially in dissemination of government policies and in realizing development programmes. As per reviewed literature in Section 2.9 of the study, Sidou community members should exercise community participation through consultation, partnership, delegated control and citizen control; this is one way of promoting a bottom-up model which suggests that the state should play a facilitating role in development while community members lead themselves.

Most importantly, for maximum participation, community representatives need effective leadership training and workshops. Thus, Sidou community representatives should be trained in formal workshops such that they develop quality leadership skills similar to those of community representatives of Malavuwe Village. Such skills will enable them to be resourceful and to facilitate effective consultation and cooperation within community structures and community members. This will make the Sidou community more organized when mobilizing for service delivery. Community representatives should also be trained for funds application from donor agencies. They should know how to develop business plans, constitutions and they should develop entrepreneurship skills. This will help to develop income generating community projects and some social services at the village.

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Most importantly, public participation should greatly consider women empowerment in both villages. Due to the patriarchy system in South Africa's rural areas, women are directly affected by poor service delivery. Therefore, most policies applied towards development in rural areas should be targeted towards empowering them. There must be continuous mobilization of women at all levels for political development, economic emancipation and social development. In the study, women from Sidou and Malavuwe should be exposed towards current legislations and policies so that they know their rights to participate fully in development issues. Women's needs should be integrated in all developmental planning within the municipality.

In essence, development at Sidou Village should follow the bottom-up approach by being people-centred and allowing for maximum community participation through consultation, partnership, delegatory control and citizen control.

6.3.2 Service delivery via tendering

Government should stop the tender system as it benefits only a small group of people, especially the freedom fighters. As a result, wealth is accumulated by fewer individuals while the majority suffers. The system further encourages corruption and poor service delivery in rural areas. This is because some contractors just claim government funds without completing projects. The suggestion is that the government should just employ its own employees who will be responsible for the development of infrastructure. This will be cheaper because government will simply provide materials and pay its employees while monitoring their progress.

6.3.3 Capacitation of local municipality

Municipality administrators and councilors should not only be politicians who are "the just implementers of national policies", but should be trained to have capacity for policy implementation. The municipality should prepare a capable staff which can be able to distribute the budget and set realistic targets concerning fundraising to ease financial constraints. This could be achieved by establishing a National Institute for Local Government for training and capacity building for councilors. Furthermore, municipalities should work together in capacity building. The view is that rich cosmopolitan municipalities should share knowledge and skills with impoverished rural municipalities in order to mentor their development.

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6.3.4 Joint-venture development programmes

Because of the large service delivery backlog in the Thulamela Municipality, Sidou community members need not only wait for the municipality to deliver services, but should also consider the private sector for financial aid. They should emulate the Malavuwe community members in consulting private sectors for funds application. The private sector has donor agencies that are ready to fund some community development projects and to help in the provision of projects and services needed.

6.3.5 Rural information centres

For effective participation in development, people in rural areas like Malavuwe and Sidou need to be updated on recent development issues. The municipality should develop rural information centres offering documents on current government services available in all official languages as per area. This will help the youths and women in both villages to be updated and in touch with the rest of the country and the world. Furthermore, having access to information will reduce the gap between the municipality and the community.

6.3.6 Provision of mandatory basic services

As required by policy, the municipality has the mandate to implement service delivery to the constituent communities. The municipality is expected to render services such as water supply, road construction, electricity supply, health services, refuse removal and land development as effectively as possible but in a sustainable manner without damaging the environment. Thus, to be more effective in rural development, government should increase funds allocation to service delivery when budgeting in order to curb the large backlog it has in service delivery. Furthermore, the municipality, together with community members should prioritize the most vital service in their communities and ensure that the service is delivered.

6.3.7 Bottom-up versus top-down community development approach

Skills development initiatives should be considered to empower the youths with life- long income generating skills that will assist in poverty alleviation and development. These initiatives should be developed by residents themselves as self-help community-driven projects. Like their counterpart, Sidou Village community members should be mentored by Malavuwe Village residents in developing entrepreneur skills such as sewing, agro-industries,

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baking, welding, mesh wire making, and etcetera. These self-help community driven projects will make people in the study area to be self-reliant.

Coupled with the recognition of indigenous knowledge, educational facilities such as libraries and secondary schools should also be developed at Sidou Village. However, these need government intervention. Thus, some projects need a top-down approach. Therefore, development at Sidou Village needs both bottom-up and top-down approaches.

It is also necessary for schools in the study area to encourage learners to do scarce skills school subjects that are demanded by companies in the work place. Learners should be encouraged to do Mathematics and Physical Science so that they could be employable in science and technology.

6.3.8 Setting key performance indicators (KPIs)

Key performance indicators are 'doable' measurable goals that the municipality has agreed to achieve by a particular time. The municipality should consult the community before developing performance indicators and allow the community to participate in the review process. KPIs help local government and the citizens to measure achievements. They help communicate and measure how well a municipality has delivered according to the plans outlined in the IDP and in this way the citizens are able to hold the municipality accountable for poor service delivery. If KPIs are set and reviewed annually in the study area, service delivery could be improved.

Finally, the study successfully compared the success and failure of Rural Development Programme implementation at Sidou and Malavuwe. The study further exposed the gap that existed between programme formulation and service delivery implementation within the Thulamela Municipality by revealing the large service delivery backlog that the municipality was yet to address as prioritized in the 2007/08 – 2011/12 IDP. The implication is that programmes to develop rural areas are planned as required by policy, but are not effectively implemented by the municipality. Recommendations were given with regard to ways of improving service delivery at the two villages. The process which the municipality must follow in order to improve the livelihood of people in the study area has been given. The policy framework and its strategies for rural development have been assessed. IDP documents from Thulamela Municipality have been checked. The researcher checked the service backlog as well. The researcher found that there was still room for further research in

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this study and that recommendations suggested in the study might be used to improve service delivery in other villages as well.

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APPENDIX A

Table 5.1: The 2011/2012 service delivery backlog for Thulamela Municipality

KEY AREARS	BACKLOG	ANNUAL TARGETS	CHALLENGES	INTERVENTIONS NEEDED
1. WATER	36 375 Household	3415 new household connections per annum	• Inadequate water supply • No consistent flow from water tap • Shortage of prepaid water meters • No infrastructure • Shortage of water irrigation and for livestock • Few bulk water supply • Illegal connections	• Maintenance of existing infrastructure • Installation of prepaid water meters • Supply of water from Nandoni Dam • Provision of bulk water supply
2. SANITATION	39 995 Household	± 1220 Annual target	• No sewer system in rural areas • Household using pit toilet without ventilation • Health hazard through lack of proper toilets • Risk of underground water	• Improving toilet facilities at rural areas • Extending sewer systems to all residents • Proper inspection to avoid under ground water contamination

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			contamination	
KEY AREAS	**BACKLOG**	**ANNUAL TARGETS**	**CHALLENGES**	**INTERVENTIONS NEEDED**
3. **ELECTRICITY**	38 000 Households	± 280 households targeted	• Huge backlog in electrification programme • Regular interruption of power supply • Lack of maintenance • Illegal connections • Complaints of low voltage • Municipality not a license holder • Eskom's programme not informed by Municipality's IDP priorities	• More funding for new connections, maintenance and upgrade • Licensing to the Municipality
4.ROADS AND STORM WATER	Not available	• Blanding of major streets in all wards • Construction of Mainstreaming Policy ± 20,7 km	• Backlog of Municipal roads is unknown • Surface roads/streets are costly • Poor road conditions lessen	Backlog of Municipal roads/streets need to be quantified and known Both the Province & Districts Municipality

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		cambered grave road • Road surfacing	vehicles lifespan • Public transport roads are mostly gravel and constantly need maintenance • Plants are expensive • Without surface roads/streets the area becomes uneconomical	should prioritize main roads that link settlements for road surface Funding to add more plants
5. HOUSING	37 500 Household	± 600 new houses are being built	• Muddy hut still exist in rural areas • Two informal settlements exist • Housing allocation by DLG&H not consistence with municipal priorities • Beneficiaries who do not occupy their houses • Poor quality work in housing construction	• Allocation of housing need to be informed by IDP priorities • Formalizing two informal settlements areas • Strengthening, monitoring &evaluation during construction phase
6.PRIMARY HEALTH CARE	Not available	Annual plans not available	• Many in rural areas complain about travelling long distance to	• More health facilities for the poor people • Intensification of

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			access health care • Poor environmental status eg. Sanitation & Pollution • Inaccessibility of health facilities for disabled • Poor active strategies to combat the spread of HIV/AIDS	sanitation programme in rural areas • Health facilities need to be user friendly even by disable people • Intensification of HIV/AIDS campaigns, prevention and access to related drugs • Upgrade of hospitals and clinics
7.WASTE MANAGEMENT	96 238 Household	41 618 new household to benefit through the establishment of transfer stations	• Service is not available in most rural areas • Its costly to manage and sustaining the service	• Maintaining the service and adding more to transfer stations in rural areas • Extending the service to all residents • Additional resources are needed to maintain and extending the services
8.SPORTS,ARTS &CULTURE FACILITIES	Not available	± 4-6 sports facilities upgraded	• Lack of funds to increase the target and to maintain	• More funding is needed to maintain existing

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			• existing ones	infrastructure and to add more
9.EDUCATION FACILITIES	Thohoyandou Library	1 Library	• Many public schools in rural areas need to be upgraded • Provision of learning tools like laboratory, computer lab etc, are not available in most schools • Poor matric results • Too few learners are passing mathematics & physical science in high grade • Truant teachers • Ill-discipline learners • Lack of involvement by parents in the learning process of their kids • Lack of basis infrastructure like water ,electricity sanitation to some schools	• Upgrade of more schools • Provision of learning materials to needy schools • Intensification of learning and the active involvement by communities/parents • Strategies to deal with hooliganism and vandalism of school premises/facilities

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			• Large Teacher-Pupil ratio • Shortage of proper classroom & accommodation in some schools • Children from poor family background	

Source: Thulamela Municipality IDP Review 2011/2012

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APPENDIX B

RESEARCH QUESTIONNAIRE TO BE ADMINISTERED TO MALAVUWE AND SIDOU RESIDENTS

This questionnaire is meant for academic purposes. All ethical considerations will be adhered to. Responses will be treated with greatest confidentiality.

Instruction: Answer all questions. For structured questions, put X in the box attached to the correct answer.

SECTION A: DEMOGRAPHIC CONSTITUTION OF THE SAMPLE

1. Gender

Male	
Female	

2. Under which age group do you belong?

20 – 25 years	
26 – 30 years	
31 – 35 years	
36 – 40 years	
41 and older	

3. Where do you stay?

Malavuwe	
Sidou	

4. For how long have you been staying in the same place?

0 – 5 years
6 – 10 years
11 – 15 years
16 - 20 years
over21

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5. What is the size of your household?

0 – 3 members	
4-6 members	
7 – 9 members	
10 and more	

6. What level of Educational qualification are you holding?

Illiterate	
Primary	
Secondary	
Tertiary	

7. What is your employment status?

Unemployed	
Self-employed	
Temporarily employed	
Permanently employed	

8. What is your monthly household income?

Less than 1300	
More than 1300	

SECTION B: SERVICE DELIVERY

9. Who is your community leader?

---

10. What is the number of your municipal ward?

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11. (i) Do you attend community meetings?

Yes	
No	

(ii) If the answer to the above question is "yes", where do you attend such meetings?

(iii) If the answer is "no", explain why?

---

12. Do you know of any rural development programmes at your municipal ward?

Yes	
No	

13. What kind of service do you consider to be vital in your area?

Water	
Electricity	
Housing	
Education	
Streets	

14. What kind of public services are missing in your area?

Water	
Electricity	
Housing	
Education	
Streets	

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15. Whom do you blame for the lack of such services in your area?

Councillor	
Traditional Authority	
Municipality	
Community Representative	

16. Who is responsible for service delivery?

---

17. What do you think should be done to improve the situation?

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APPENDIX C

MALAVUWE/SIDOU VILLAGE

QUESTIONNAIRE TO COMMUNITY REPRESENTATIVES ON SERVICE DELIVERY

NAME OF VILLAGE: ----------

This questionnaire is meant for academic purposes. All ethical considerations will be adhered to. Responses will be treated with greatest confidentiality.

Instructions: Answer all questions. For structured questions, put in X in the box attached to the correct answer.

1. (i) What kind of services are crucial to the local communities?----------
   ---

   (ii) Of the above mentioned services, which ones are served and which ones are not?

Served	Unserved

2. Who is in charge of service delivery in this village? ----------
   ---
3. At what efficiency level is the service delivered in the area

Very Good	
Good	
Fair	
Poor	

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4. What are the challenges that the community members are facing with regard to service delivery?----------
---

5. What kind of responsibilities do you have as a community representative in terms of service delivery?----------
---

6. What are the major challenges? ----------
---

7. What kind of community expectations do you deal with? ----------
---

8. Are you personally satisfied about the working relations between community leaders and the broader community?----------
---

9. What are the main stumbling blocks to efficient service delivery? ----------
---

10. What do you think should be done to enhance the level of service delivery in your village?----------
---

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APPENDIX D

INTERVIEW QUESTIONS FOR SELECTED THULAMELA MUNICIPALITY OFFICIALS

1. How many villages are found in the Thulamela Municipality?

2. What is the latest service delivery mandate for Sidou and Malavuwe village?

3. Which are the priority areas for service delivery and why?

4. How often do you hold meetings with community representatives of Sidou and Malavuwe villages?

5. How do you rate the level of community participation in service delivery issues at Sidou and Malavuwe village?

SIDOU		MALAVUWE	
Satisfactory	Unsatisfactory	Satisfactory	Unsatisfactory

6. At what level are basic services delivered at the Thulamela Municipality?

7. What are the main challenges that your department is facing with regard to service delivery at Malavuwe and Sidou?

8. What do you think should be done to enhance service delivery at Sidou and Malavuwe?

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APPENDIX E

OBSERVATION CHECKLIST FOR MALAVUWE AND SIDOU

1. SIDOU OBSERVATION CHECKLIST

SERVICES	NOT AVAILABLE	AVAILABLE	AVAILABLE BUT INSUFICIENT
1.1.ROADS			
Tarred	✓		
Gravel		✓	
1.2. WATER			
Community taps	✓		
Household taps	✓		
Boreholes			✓
river	✓		
Municipal truck delivered water			✓
1.3. SPORTING FACILITIES			
Sports field	✓		
1.4. HEALTH FACILITIES			
Health centre	✓		
Clinic	✓		
1.5 RDP HOUSES			✓
1.6 ELECTRICITY		✓	
1.7 EDUCATION			
Secondary school	✓		
Primary school		✓	
Community Crèche			✓
1.8 SANITATION			
Latrines	✓		
1.7. COMMUNITY PROJECTS			

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Chicken	✓		
Gardening project	✓		
Sewing	✓		
Brick making	✓		
Bakery	✓		
Piggery	✓		
Chicken project	✓		
Mash wire project	✓		
Child care centre	✓		

2. MALAVUWE OBSERVATION CHECKLIST

SERVICES	NOT AVAILABLE	AVAILABLE	AVAILABLE BUT INSUFICIENT
2.1. ROADS			
Tarred		✓	
Gravel		✓	
2.2. WATER			
Community taps			✓
Household taps			✓
Boreholes		✓	
river		✓	
2.3. SPORTING FACILITIES			
Sports field		✓	
2.4 HEALTH FACILITIES			
Health centre		✓	
Clinic		✓	
Mobile clinic	✓		
2.5 RDP HOUSES		✓	
2.6 ELECTRICITY		✓	

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2.7 EDUCATION			
Secondary school		✓	
Primary school		✓	
Community crèche		✓	
2.8 SANITATION			
Community toilets			✓
2.9 COMMUNITY PROJECTS			
Gardening project		✓	
Sewing		✓	
Brick making		✓	
bakery		✓	
piggery		✓	
chicken		✓	
Mash wire project		✓	
Child care centre		✓	

3. SUMMARY OF INFRASTRUCTURE FOR MALAVUWE AND SIDOU VILLAGE

	MALAVUWE	SIDOU
INFRASTRUCTURE		
3.1. RDP houses	138	15
3.2. Community taps	28	2
3.3. Diesel powered community boreholes	4	0
3.4. Household boreholes	15	1
3.5. Manual pump community boreholes	4	2

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APPENDIX F

Box 3856

Thohoyandou

0950

28 - 08 - 2011

Malavuwe Civic Association

P.O.Box 182

Fhatuwani

0960

Dear Sir/Madam

REQUEST TO CONDUCT A RESEARCH PROJECT AT MALAVUWE VILLAGE

I am a registered student with the University of Venda. I am currently enrolled for a Masters Degree in Environmental Sciences (MENVSC). I am supposed to do a research project at the above-mentioned village as part of my studies. I hereby wish to request for permission to conduct my research on the topic: **"A comparative evaluation of rural development programmes in the Thulamela Municipality: A case study of Malavuwe and Sidou villages".**

The study aims to assess the extent to which the Thulamela Municipality has implemented rural development programmes at Malavuwe and Sidou. Furthermore, the study is intended to contribute in service delivery enhancement by suggesting feasible strategies that can be employed by the Thulamela Municipality to enhance service delivery at the village. I will be very grateful if this request is favourably considered.

Yours faithfully

Musiwalo T.E. (Cell: 076 1011 205)

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APPENDIX G

Box 3856

Thohoyandou

0950

28 - 08 – 2011

Sidou Civic Association and Headman

P.O.Box 182

Fhatuwani

0960

Dear Sir/Madam

REQUEST TO CONDUCT A RESEARCH PROJECT AT SIDOU VILLAGE

I am a registered student with the University of Venda. I am currently enrolled for a Masters Degree in Environmental Sciences (MENVSC). I am supposed to conduct a research at the above-mentioned village as part of my studies. I hereby wish to request for permission to conduct my studies on the topic: **"A comparative evaluation of rural development programmes in the Thulamela Municipality: A case study of Malavuwe and Sidou villages".**

The study aims to assess the extent to which the Thulamela Municipality has implemented rural development programmes at Malavuwe and Sidou. Furthermore, the study is intended to contribute in service delivery enhancement by suggesting feasible strategies that can be employed by the Thulamela Municipality to enhance service delivery at the village.

I will be very grateful if this request is favourably considered.

Yours faithfully

Musiwalo T.E. (Cell: 076 1011 205)

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APPENDIX H

Box 3856

Thohoyandou

0950

The Manager

Thulamela Municipality

Thohoyandou

0950

Dear Sir/Madam

REQUEST TO CONDUCT INTERVIEWS AT THE THULAMELA MUNICIPALITY

I am a registered student with the University of Venda. I am currently enrolled for a Masters Degree in Environmental Sciences (MENVSC). The topic of my research is **"A comparative evaluation of rural development programmes in the Thulamela Municipality: A case study of Malavuwe and Sidou villages".**

I am supposed to interview municipal officials heading the following departments: water, electricity, housing, education, IDP manager and the ward councilor of ward 39. I hereby write this letter in order to request for permission to conduct the interview at the municipality. The study aims to assess the extent to which the Thulamela Municipality has implemented rural development programmes at Malavuwe and Sidou villages. The study intends to investigate the service delivery challenges at the study area and to further suggest feasible strategies that can be employed to enhance service delivery at the study area.

I will be very grateful if the permission could be granted.

Yours faithfully Musiwalo T.E. (Cell: 076 1011 205)

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APPENDIX I:OBJECTIVES SATISFACTION CHECKLIST

OBJECTIVES	Appendix A Service delivery backlog	Appendix B Questionnaire for community members	Appendix C Questionnaire Community Representatives	Appendix D Interview with municipality officials	Appendix E Observation checklist
To identify the existing rural development programmes at Sidou and Malavuwe village.	1 - 9	12	1(i) – (ii)	2 and 3	1.1 – 1.9 , 2.1 – 2.9 and 3.1 - 3.5
To investigate the extent to which service delivery has been rendered between Sidou and Malavuwe village.	1 - 9	13,14,15 and 16	1,2 and 3	6	1.1.– 1.9., 2.1. – 2.9.and 3.1 – 3.5
To establish service delivery challenges between the two villages.	Challenges 1 - 9	11,14,15 and 16	4,5,6,7,8 and 9	1,4,5,7	1.1 – 1.9, 2.2 and 2.6
To examine the levels of success and failure of rural development programmes within the study area.	1 - 9	6,7,8	1 and 3	6	1.1 – 1.9, 2.1 - 2.9 and 3.1 – 3.5
To suggest feasible approaches that can be employed by the Thulamela Municipality to help enhance service delivery	Intervention s 1 - 9	17	10	8	

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