



THE ROLE OF PUBLIC PARTICIPATION IN ENHANCING THE QUALITY OF SERVICE
DELIVERY IN THE MAKHADO MUNICIPALITY: A CASE STUDY OF WARD 02.

BY

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I, DZIVHANI MAKWARELA DAVID, hereby declare that this mini-dissertation entitled: "The participation in enhancing the quality of service delivery in the Makhado Municipality: A case study of Ward 02" submitted to the School of Management Sciences of the University of Venda is my own original work and the execution and all reference materials contained therein have been duly acknowledged.

Date

DZIVHANI MAKWARELA DAVID

I **DZIVHANI MAKWARELA DAVID**, hereby declare that this mini-dissertation entitled:
“The role of public participation in enhancing the quality of service delivery in the Makhado Municipality: A case study of Ward 02” submitted to the School of Management Sciences of the University of Venda is my own original work and the execution and all reference materials contained therein have been duly acknowledged.

----- Date -----

DZIVHANI MAKWARELA DAVID

This study has been successful not on my own effort only, but of a number of people who I would like to give my heartfelt thanks to.

First and foremost, I would like to give thanks to my tireless and tolerant supervisor, Professor M.P. Khwashaba. Without his effort, this project may not have been possible. My prayer is that our good God blesses him and his family.

Many thanks to the Municipal Manager of Makhado Municipality for giving me permission to distribute questionnaires to the few officials of the Municipality I got hold of even during their spare time. His contribution together with that of the officials cannot be left unnoticed. I say thank to you from the bottom of my heart.

I would also want to render a special appreciation to my dear wife Rose and all my children for the support that they gave me in my endeavour to complete this study. I say you are special to my life.

I may be failing in my duty if I do not acknowledge the fact that above everybody else, God is the one who made everything possible, because there is nothing impossible with Him (Luke 1:37).

This study was conducted in the Makhado Municipality in Ward 02. Communities in Ward 02 played a significant role in the completion of this study. The study focused on every member of the community who volunteered to complete the distributed questionnaire.

The focus of the study was on the role of public participation and whether it enhanced the quality of service delivery.

The methodology used in data collection was derived from primary data, which are answers from participants as well as secondary data derived from published literature. Quantitative approach was mainly used for this study.

The findings of the study revealed that public participation in the municipality is not sufficiently conducted and poor quality services that rural communities receive are aggravated by lack of sufficient public participation. The study also revealed that employees of the municipality are not properly qualified to can conduct public participation. Lack of sufficient funds on the part of the municipality gives serious constraints for the municipality to render quality services.

The study also recommended that a team of employees be set up to educate communities on constitutional matters. Recruitment of employees should be informed by the relevant skills that are needed whereby qualifications are considered. Sufficient consultation of community members should also be considered.

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1.2. STATEMENT OF THE PROBLEM

Matheka and Bucoas (2009: 11) posit that while part of the problem at local government level can be elucidated as a matter of poor service delivery, the problem is aggravated by lack of community participation as well as engagement at local level. Matheka and Bucoas (2009: 11)

BACKGROUND OF THE STUDY

1.1. INTRODUCTION

In terms of section 152 (1) (e) of the Constitution of the Republic of South Africa 1996, municipalities should be responsible for initiating the public's participation in all the affairs of the municipalities. Also in terms of the Batho Pele Principle of consultation, government, in this case local government, needs to consult the public when any service is to be delivered to them so that they may have a say as to whether they need the service or not. By implication, this means that the public should be involved in matters that affect them. It is also important to note that as far as the service standard principle of Batho Pele principles is concerned, the public still has to be informed of the standard of the service to be provided. All these amount to the fact that municipalities should ensure that the public is involved in all matters affecting them.

The mayor of Musina Municipality, Cllr Caroline Mahasela has been on record as saying that the people of Musina should take the process of public participation very seriously. The mayor further indicated that when communities participate in municipal activities, it means that they are given an opportunity to make their ideas heard in every important decision taken by the municipality (Mirror, 2 July 2010: 4). The Local Government Municipal Management Act puts at the centre of this process the voice of the people in that it calls for active participation and input from the public in budgeting process and the alignment of the budget to the IDP.

This study seeks to investigate whether the public is always involved in the affairs of local government and whether the intended participation does enhance the quality of service delivery.

1.2. STATEMENT OF THE PROBLEM

Mathekga and Buccus (2009: 11) postulate that while part of the problem at local government level can be elucidated as a matter of poor service delivery, the problem is aggravated by lack of community participation as well as engagement at local level. Mathekga and Buccus (2009: 11)

further mention that while the new institutions of local government have been created to affect democracy in a positive way, and to bring about social and economic delivery at local government, these institutions have failed to live up to expectations. One of the reasons of this deficit being that the method of implementing new institutions has ignored catering the undeveloped participatory culture held by citizens in an effective manner.

According to the Centre for Public Participation (2007: 4), the issue of public participation is receiving increasing attention in South Africa, not only from government, but also from civil societies in spite of the fact that relevant legislation was passed some years ago. We are witnessing acknowledgements from a wide range of government institutions that bears witness that there has been insufficient consideration of public participation. The existing policy framework, institutional mechanisms and programme interventions are failing to comply with government's constitutional and statutory obligations (Centre for Public Participation 2007: 4). The following are few examples that substantiate this:

First, the name change of Louis Trichardt to Makhado has been turned down by the courts of law for the reason that there had been insufficient consultation by the Makhado Municipality. Secondly the re-demarcation of Matatiele from KZN to the Eastern Cape was improperly conducted due to lack of public consultation (Centre for Public Participation 2007: 4); and thirdly an announcement was recently made that some of the areas around Polokwane will be renamed without consultations being made. Certain groups of communities have threatened to approach the court of law if this should dare happen (Phalaphala F.M. Morning News 19 June 2010). Helaba ([sa]: 3) points out that the lack of public involvement in decision-making and legislative process of government and in service delivery is a major problem in South Africa.

It is against this background that the researcher intends to investigate whether public participation is not ignored when services are delivered at communities of Makhado Municipality, and whether public participation does enhance the quality of service delivery at this municipality.

1.3. PURPOSE OF STUDY

The purpose of this study is to investigate the role of public participation in enhancing the quality of service delivery in communities of Makhado municipality.

1.4. OBJECTIVES OF STUDY

The objectives related to this study are:

- To establish whether public participation does enhance the quality of service delivery;
- To assess the extent to which public participation is being implemented;
- To assess the extent to which public participation enhances the quality of service delivery and
- To identify best practices and challenges where they exist and make recommendations about how practically the improvement can be implemented.

1.5. HYPOTHESES

A hypothesis is a tentative statement of the expected relationship between two or more variables. The statement describes the predicted results (Schumacher & McMillan 1993: 88). The hypotheses for this study are as follows:

- Denying communities to participate in matters relating to local government affairs result in poor quality of services to the communities.
- The absence of the necessary capacity, may result in the local government not able to render services which are of good quality;
- Lack of necessary participative skills on the side of local government officials may result in them being, unable to render services that are of good quality; and
- None compliance to legislative provisions by local government may result in the provision of services which are of poor quality.

1.6. RESEARCH QUESTION

1.1.1. Main research question

The main research question for this study will be stated as follows:

“Does public participation play a role in enhancing the quality of service delivery in communities of Makhado Municipality?”

1.1.2. Sub-research questions

Sub-research questions are as follows:

- *How does public participation play a role in enhancing service delivery?*
- *To what extent do community members in Makhado Municipality participate in matters related to local government?*

1.7. SIGNIFICANCE OF THE STUDY

The findings of, and recommendations of the study will amongst other things, benefit all communities of Makhado Municipality in that they will realise that they have a constitutional right to participate in local government affairs. Communities of Makhado Municipality will be encouraged to seriously participate in local government matters. Municipal officials will also be encouraged not to undermine and ignore communities, and thus engage them in local government matters. Further more, the quality of services delivered will be enhanced through public participation and that Batho Pele Principles will be applied for every body within the Municipality.

1.8. DEFINITION OF CONCEPTS

For the purpose of this study, the following concepts will be defined as follows:

1.8.1. Public participation

Public participation refers to a process of involving communities in the budgeting and integrated development planning process of a municipality (Riekert 2008: 149). According to Sharpe (2001: 322) public participation is defined as the involvement of citizens in making service delivery and management systems. In this study public participation will mean instances where community members are invited to take part in decisions affecting them in local government matters. Community members will thus be at liberty to demand information of their choice related to their fate from council members.

1.8.2. Service delivery

Service delivery is concerned with the provision of a product or service by government to a community that was promised or which is expected by that community (Riekert 2008: 85). In this study service delivery will refer to the provision of basic needs and other needs to communities by the local government. This will include housing, roads, food, water, electricity, education, social security, sanitation and health care services.

1.8.3. Quality services

According to the Oxford Advanced Learner's Dictionary (2005: 1187), quality means quality means the standard of something when it is compared to other things like it; how good or bad something is. Service refers to a system that provides something that the public needs as organised by the government or a private company (Oxford Advanced Learner's Dictionary 2005:1335). Quality services in this study will refer to the high quality of services that is acceptable to the communities and could be of the standard that every South African may not want to reject as delivered by local government.

1.8.4. Official

An official is a person who carries out the work of the municipality (Planact 2001: 14). In this study the term will mean an employee of the municipality responsible with the administrative duties so as to enhance service delivery to the people.

1.8.5. Local government

According to the Oxford Advanced Learner's Dictionary (2005: 646) government refers to a group of people who are responsible for controlling a country or state. Local government will therefore mean a group of democratically elected people who are responsible for the governance or the control of government at local level. It will also refer to officials together with council members all tasked with the task of facilitating the provision of services to the people.

1.9. DELIMITATIONS

The study will focus on public participation in communities found in the Makhado Municipality in the Vhembe District of the Limpopo Province.

1.10. LIMITATIONS

The researcher is aware of certain constraints that may be encountered when conducting the study. These constraints include the following:

Resistance from respondents especially Municipal officials and councilors fearing that they may be exposing their failure in delivering services as required. Ignorance from community members in completing questionnaires as the affected communities are either illiterate or semi-literate. Lack of funds for transport, typing, purchasing stationery, binding and other logistics in conducting the research, may be encountered.

1.11. LITERATURE REVIEW

The literature for this study included books, journals, articles, other students' research reports and news papers. The literature review highlighted aspects on the following topics:

1.11.1. The meaning of public participation

According to Wikipedia, the free encyclopedia (2010: 1), public participation is a political principle or practice that may also be recognized as a right, the right to public participation. The terms public participation may be interchangeably used with the concept or practice of stakeholder engagement and/or popular participation. Public participation generally seeks and facilitates the involvement of those who are potentially affected by a decision and have a right to be involved in decisions. The principle of public participation holds that those who are affected by a decision have a right to be involved in the decision-making process. It implies that the public's contribution will influence the decision (Wikipedia, the free encyclopedia 2010: 1).

Participation leads to ownership and ensures commitment which is long term in nature. Participation is capable of pooling the available knowledge and technologies from scientific community or local youth. It also increases the resources of local authorities through condition from groups that range from volunteers to financier and that participation is likened to the glue that will hold local policies together in the long term (Suzuki 1998: 3).

1.11.2. Constitutional and legislative requirements of public participation

Haleba ([sa]: 3) points out that the duty of facilitating community participation at local government level finds expression in the Constitution of the Republic of South Africa (Act 108 of 1996) and various other pieces of legislation. Section 195 (1) of the Constitution of the Republic of South Africa (Act 108 of 1996) puts it that public administration has to be governed by democratic values and principles as enshrined in the Constitution, which includes the principle of responsiveness to people's needs and public participation. In terms of section 152 (1) (e) of the Constitution of the Republic of South Africa (Act 108 of 1996), municipalities should

be responsible with initiating the public's and organisations' participation in all the affairs of the municipalities.

1.11.3. Ways of participation in local government

The most important prospects for public participation at local level are through ward councilors as well as ward committees. The ward councilor is the direct link between the local council and the public operating mainly through the structure of the ward committee. It is the responsibility of the councillor to ensure that people are consulted and kept informed about the decisions of the council, development and budget plans as well as any other programmes of the councils that will affect them. The Municipal Systems Act (Act No. 44 of 2003) requires that municipalities take appropriate steps to ensure that the participation of communities in decision – making.

1.11.4. Reasons for public participation

Public participation aims at:

- Providing the public with information so that they can be able to understand the process, the issues and the values and can therefore participate effectively in matters of local government;
- Providing full opportunities for the public to share their views and to influence the outcome of the planning process;
- Building consensus and public support to the vision and goals of the plan and of the entity charged with developing and implementing the plan;
- Ensuring that the planning effort addresses issues of importance to those affected by the plan. (<http://www.nps.gov/history/hps/pad/plancompan/PublicPatic/index.html>: 4/20/2010).

1.11.5. Advantages of public participation



Munt (2002: 2) mention that the inclusion of all those who could potentially be involved with the project in local government sphere during the early stages may have the following advantages:

- Collective ideas, perceptions and resources can be pooled;
- A dialogue can be initiated and communication systems that keep everyone in the sphere can be developed;
- Issues and ideas can be explored from a number of different perspectives;
- Creating an environment of collective responsibility can create a commitment to work together in a productive way;
- Participation can help build a sense of ownership of a project, which is an important ingredient for building a commitment to change;
- The development of shared visions can improve the sustainability of a project; and
- Community involvement ensures an approach that suits local circumstances.

1.11.6. Limitations of public participation

Govender (2008: 3) gives the following limitations to participation:

- Participatory governance should not allow for interference with a municipal council's right to govern and to exercise the executive and legislative authority of the municipality. The municipal council has the sole legal mandate and political legitimacy to govern;
- Participatory democracy exists to harmonize the politically legitimate and legally responsible structures. A community participatory structure such as ward committee may add to the formal structures of government, but may not replace or substitute them.

1.11.7. The impact of public participation

The involvement of the public in matters that affect them directly may promote the well being of interest groups. It is therefore indispensable that communities be involved in matters that directly or indirectly affect them because this will enhance planning, promotion of public leadership,



promotion of fairness so as to enable interest groups to participate continuously in public matters affecting them (Bekker 1995: 57). Public participation ensures the public to be acquainted with what always happens in their societal environment and enables them to participate in decision making, particularly when the decisions affect them.

1.12. ORGANISATION OF THE STUDY

Chapter 1

Chapter 1 will entail the introduction, statement of the problem, purpose of the study, objectives of the study, the hypotheses, the research question, significance of the study, definition of concepts, delimitations as well as limitations.

Chapter 2

This chapter will present a literature study on public participation in local government. The discussion will include an introduction, meaning of public participation, ways of participation in local government, reasons for public participation, advantages and disadvantages of public participation and limitations of public participation.

Chapter 3

Chapter 3 will present the introduction, population, sampling, data collection methods, data collection instruments, data analysis methods, ethical consideration and the study programme.

Chapter 4

The chapter will discuss data presentation, data analysis and interpretation.

Chapter 5

The chapter will present the conclusion, major findings and recommendations.

1.13. CONCLUSION

This chapter presented the introduction, statement of the problem, purpose of the study, objectives of the study, the hypotheses, the research question, significance of the study, definition of concepts, delimitations as well as limitations of the study.

1.1. INTRODUCTION

This chapter will discuss literature review on public participation on topics such as meaning of public participation, ways of participation in local government, reasons for public participation, advantages and disadvantages of public participation and limitations of public participation.

1.2. THE MEANING OF PUBLIC PARTICIPATION

According to Wikipedia, the free encyclopedia (2010: 1), public participation is a political principle or practice that may also be recognized as a right, the right to public participation. The terms public participation may be interchangeably used with the concept or practice of stakeholder engagement and/or popular participation. Public participation generally seeks and facilitates the involvement of those who are potentially affected by a decision and have a right to be involved in decisions. The principle of public participation holds that those who are affected by a decision have a right to be involved in the decision-making process. It implies that the public's contribution will influence the decision (Wikipedia, the free encyclopedia 2010: 1). Public participation may not only be regarded as a way of empowerment, but also as an imperative ingredient of democratic governance

(http://www.co-intelligence.org/CIPol_publicparticipation.html).

Participation leads to ownership and ensures commitment which is long-term in nature. Participation is capable of pooling the available knowledge and technologies from scientific community or local youth. It also increases the resources of local authorities through condition from grants that range from volunteers to financial and that participation is likened to the glue that will hold local policies together in the long term (Suzuki 1998: 3)

LITERATURE REVIEW

2.1. INTRODUCTION

This chapter will discuss literature review on public participation on topics such as meaning of public participation, ways of participation in local government, reasons for public participation, advantages and disadvantages of public participation and limitations of public participation.

2.2. THE MEANING OF PUBLIC PARTICIPATION

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Full individual participation as far as making vital choices and decisions are concerned, tends to be a natural product of the provision of individual dignity. This is so because it brings contribution to individuals' self development control that contributes to the creation of community solidarity, in that it ensures that the general public feels involved in matters relevant to their interests (Sebela & Reddy, in Khwashaba, 2010: 13). Participation leads to popular participation whereby the public is invited and expected to express their views and wishes on issues relating to governance. This may be achieved through meetings of rate payers associations, vigilante groups, and civic associations in all communities.

One is inclined to contend with the above because when the public is left out in certain decision making processes and policy making processes, decision makers and policy makers may find themselves making irrelevant decisions and policies. In fact it should be understood that some will come to an extent of saying "No decision for us without our involvement". It may not make any sense to make decisions for people who you do not know what their interests and needs are, and the best way to know this is to involve them.

2.3. CONSTITUTIONAL AND LEGISLATIVE REQUIREMENTS FOR PUBLIC

PARTICIPATION.

Haleba ([sa]: 3) points out that the duty of facilitating community participation at local government level finds expression in the Constitution of the Republic of South Africa and various other pieces of legislation. Section 195 (1) of the Constitution of the Republic of South Africa 1996, puts it that public administration has to be governed by democratic values and principles as enshrined in the Constitution, which includes the principle of responsiveness to people's needs and public participation. In terms of section 152 (1) (e) of the Constitution of the Republic of South Africa 1996, municipalities should be responsible for initiating the public's and organisations' participation in all the affairs of the municipalities.

The Municipal systems Act (Act 32 of 2000) puts it forward that its purpose is to provide for the key principles, mechanisms and processes that are necessary to enable municipalities to move progressively towards the social and economic upliftment of the levels of local communities, and

to ensure the universal access essential services are affordable; to define the legal nature of municipality as including the local community within the municipality and to provide for community participation. The preamble of the Municipal Systems Act (Act 32 of 2000) also provides for a fundamental aspect of the new local government system as the active engagement of communities in the affairs of municipalities of which they are an integral part, and in particular in planning and service delivery.

Section 4(2) of the Systems Act (Act 32 of 2000) pronounces that part of the municipal council's duty to encourage the involvement of the local community about the level, quality, range and impact of municipality, either directly or through another service provider, and about the options that are available for service delivery. Section 5 of the same act mentions that members of the community have the right, among others, the contribution to decision-making process of the municipality; to submit written or even oral recommendations, representations as well as complaints to the municipal council, and to be informed of decisions of the municipal council affecting their rights.

At local government level, Municipal Structures Act (Act 33 of 2000) and the Municipal Systems Act (Act 32 of 2000) provide legal framework for participatory democracy in the sense that there is provision for re-establishment of ward committees. These ward committees provide an opportunity for communities to be heard, at local government level, in a structured and institutionalized way. Ward communities are structures that make it possible to narrow the gap that exists between local municipalities and communities. This is so because ward committees have the knowledge and understanding of citizens and communities they represent.

It is at local government level that during the drafting of budgets and Integrated Development Plans (IDPs) the municipalities are forced by legislation to consult with communities, hold the establishment of IDP forums and budget forums. Communities advise the municipality on their prioritised needs and therefore how the money should be spent. For instance, the government cannot decide to give communities electricity when the priority is water. Communities advise government on how to spend their money (Unedited document: 9- Importance of public participation). Municipal budgeting should reflect the communities' needs as captured in the IDPs. As the IDP process requires from the public and is designed to address basic and social

needs, the community must participate in IDP processes (Unedited documents: 9- Importance of public participation).

In terms of the Batho Pele Principle of consultation, government, in this case local government the people need to be consulted when any service is to be delivered to them so that they may have a say as to whether they need the service or not. By implication this means that the public should be involved in matters that affect them. It is also important to note that as far as the service standard principle of Batho Pele principles is concerned, the public still have to be informed of the standard of the service to be provided. All these amounts to the fact that municipalities should ensure that the public should be involved in all matters those affect them.

According to the Centre for Public Participation (2007: 10) the requirement that national and provincial legislatures need to be consulted is reflected in section 59 (1) of the Constitution of the Republic of South Africa 1996 which proclaims that the National Assembly is obliged to make it possible for public participation to take place in legislative and other processes of the Assembly and its committees. Section 118 of the same constitution makes a similar obligation for provinces. Notably, the Constitution makes it clear that decision-making powers are prerogative of the parliament, while the reality being that public participation tends to be limited to informing the deliberations of parliament.

It is important that local governments adhere to constitutional and legislative requirements because if this is ignored municipalities may lose a substantial amount of money through court orders, interdicts, community protests, etc. Officials should always ensure that they acquaint themselves with the stipulations of the Constitution and other legislations.

2.4. WAYS OF PARTICIPATION IN LOCAL GOVERNMENT

The most important prospects for public participation at local level are through ward councilors as well as ward committees. The ward councilor is the direct link between the local council and the public operating mainly through the structure of the ward committee (<http://www.paralegaladvice.org.za/docs/chap03/07.html> 2010:1). It is the responsibility of the councilor to ensure that people are consulted and kept informed about the decisions of the

council, development and budget plans as well as any other programmes of the councils that will affect them. The Municipal Systems Act (Act No. 32 of 2000) requires that municipalities take appropriate steps to ensure that the participation of communities when decision – making is done. Section 16 of the same act postulates key areas that require community participation. The areas are as follows:

2.4.1. Assessing and approving the budget

While the council has one of its important functions as approving the budget, the ward councilor may not approve the budget before proper consultation with the ward committee and other relevant stakeholders. This suggests that ward committees play a crucial role in this process as they are responsible for assessing parts of the budget that are capable of affecting the people in their respective communities. Communities should be allowed to attend special council meetings when the budget is debated and voted for. Ward committees are also entitled to regular feedback on the “cash flow” of the municipality. Council should also understand that ward committees have the right to ask questions on the planning and monitoring of the “cash flow”. (<http://www.paralegaladvice.org.za/docs/chap03/07.html> 2010:2).

2.4.2. Planning and developing the Integrated Development Plan (IDP)

Ward committees, the councilor and other community – based organizations as well as NGOs identify priority needs and ensure that these needs should be included in the budget proposal and Integrated Development Plan (IDP) (Centre for Public Participation 2007: 15). These must be debated not only in council meetings, but also in community and other stake holders’ meetings. Wide consultation should be made in order for democracy to prevail.

2.4.3. Monitoring council activities on a regular basis

Ward committees are entitled to insist on regular reports as well as feedback regarding projects and services. This should be done at ward committee meetings or at public hearings. Not only

should they insist on feedback and projects at Services, but these ward committees and other community – based organizations, should give constructive suggestions for the improvement of services (<http://www.paralegaladvice.org.za/docs/chap03/07.htm> 2010:2).

2.4.4. Performance management

The municipality must have clear goals and specific targets of what should be done in order to ensure that they are achieved. Each department personnel should have a clear understanding of what they have to do and how their performance will contribute to the achievement of overall goals and targets. This suggests that performance management has to do with the fact that the performance of individuals, departments and the municipality as a whole should be monitored. This is done in order to ensure that targets are met and that resources are efficiently utilized (Centre for Public Participation 2007: 14). Council is required to prepare a report for ward committees at least once a year, whereby the performance regarding objectives and budget is presented. The public deserves to see the report and audited statements of the municipality.

2.4.5. Direct advice and support

Councilors are responsible to people in government and people will usually not only turn to them for direct advice, but also for support. As long as community members have referred the problem to the councilor, they are also entitled to demand the progress the councilor is making with regard to the problem (<http://www.paralegaladvice.org.za/docs/chap03/07.html> 2010: 2).

2.4.6. Ask for a councilor clinic to be set up

Communities may request the councilor to set up a regular clinic on specific days at a certain place in the community. This in itself means that the councilor must avail himself / herself to see anyone from the community at those agreed times. These dates should be advertised around the communities (<http://www.paralegaladvice.org.za/docs/chap03/07.htm> 2010:2). This would give a

chance to those members of the public with special individual problems to freely address them with the councilor.

2.4.7. Lobbying

Communities can use their councilors to lobby committees, the mayor and other spheres of government. This could assist the affected communities to receive services they prefer as everybody would vote in favour of the service to be provided.

2.4.8. Attend public meeting and hearings

Community members are supposed to attend meetings convened by the councilor, ward committee or council. It is in these meetings that communities can have an opportunity to decide their own fate rather than the councillor, ward committee or municipal to do it on their behalf. These meetings should be advertised in good time and open to the public.

2.4.9. Use the media

A local newspaper or community radio station could be approached and be requested to write or present a story on an issue that concerns the community, explaining what role the municipal council should play in dealing with the issue at hand.

(<http://www.paralegaladvice.org.za/docs/chap03/07.html> 2010: 3).

2.4.10. Get publicity and grow support

Hold public demonstrations and mobilize public support and also build partnerships, alliances and networks amongst local organizations and civic groups.

(<http://www.paralegaladvice.org.za/docs/chap03/07.html> 2010: 3).

2.4.11. Planning and implementation **Municipal Service Partnership.**

It is important that ward committees and the community play an important role in the following ways, as according to (<http://www.paralegaladvice.org.za/docs/chap03/07.htm> 2010:3):

- Help the municipality to decide on which services to develop and improve;
- Develop proposals with the assistance of CBOs and NGOs for council for consideration;
- Have council appoint a committee of community representatives to monitor processes and to advise the municipality on priorities for service development.

Communities should begin to adopt some of the above ways in order to be able to fully participate in the affairs of local governments. These ways pave a way and provide communities with an opportunity to participate in different processes. The literate should assist the illiterate and semi-literate to engage in some of these processes so that they may also not be left out.

2.5. REASONS FOR PUBLIC PARTICIPATION

Public participation may not be conducted without reason. It is important to note that different people have different views or reasons for public participation. Different literature lay down different aims for public participation. The following aims will however be considered for this study:

- Providing the public with information so that they can be able to understand the process, the issues and the values and can therefore participate effectively in matters of local government;
- Providing full opportunities for the public to share their views and to influence the outcome of the planning process;
- Building consensus and public support to the vision and goals of the plan and of the entity charged with developing and implementing the plan;
- Ensuring that the planning effort addresses issues of importance to those affected by the plan (<http://www.nps.gov/history/hps/pad/plancompan/PublicPatic/index.html>: 4/20/2010).



Still on the reasons for public participation, the following can be said:

- It is a means of obtaining information about local conditions, needs, and attitudes. This information can be important in achieving informed and implementable decisions in policy management cycle (Brynard, 2009: 2 ; Bryson 1993:3);
- It is a means to provide those communities whose lives will be affected by the proposed policies with the opportunity to express their views and to attempt to influence managers at local governments how desirable the suggested policies could be (Hanekom 1987: 34);
- Is a means of involving and educating the public, benefit of being part of the programmes and to commit themselves to a project programme or even policy if it is involved in the planning and preparation stage. The public tends to identify itself with it and even consider it as its own plan (Brynard, 2009: 2; Conyers, 1982: 102);
- It is a means of fostering equality, which is based on the democratic principle that all citizens should have an equal opportunity to exert influence through participation in the planning of local authority if they choose to do so (Atkinson, 1992: 7).

2.6. SIGNIFICANCE OF PUBLIC PARTICIPATION

Brynard (2009:2) mentions that “to a greater or lesser extent the shaping of public policies is always influenced by public opinion and participation by the public in matters which they believe will affect them directly.” This necessitated arguments that would explain the reasons for the significance of public participation. The following are some of the arguments for public participation:

- It is a means of obtaining information about local conditions, needs, and attitudes. This information can be important in achieving informed and implementable decisions in policy management cycle (Brynard, 2009: 2 ; Bryson 1993:3);
- It is a means to provide those communities whose lives will be affected by the proposed policies with the opportunity to express their views and to attempt to influence managers at local governments how desirable the suggested policies could be (Hanekom 1987: 34);

- Is a means of involving and educating the public, the benefit thereof being that the public will be more likely to commit itself to a project programme or even policy if it is involved in the planning and preparation stage. The public tends to identify itself with it and even consider it as its own plan (Brynard, 2009: 2; Conyers, 1982: 102);
- It is a means of fostering equality, which is based on the democratic principle that all citizens should have an equal opportunity to exert influence through participation in the planning of local authority if they choose to do so (Atkinson, 1992: 7).
- It provides a mechanism of ensuring the democratisation of the planning process in particular and the public in management in general. In most countries participation in local government is considered a basic democratic right of the people (Brynard 2009: 2).

Furthermore, participation is viewed as a process that guarantees the cooperation of local people with regard to the projects and programmes that are introduced. Participation will therefore facilitate the effective implementation of initiatives of this nature (Kahssay & Oakley 1999: 7). The authors further postulate that participation is regarded as a goal in itself and can be expressed as the empowerment of people in terms of their attainment of skills, knowledge and experience in order to be more responsible for their development (Kahssay & Oakley 1999: 7). Poverty is elucidated in terms of people being excluded and their lack of access to and control of the resources they need in order to sustain and improve their lives. Participation stems as a mechanism to bring about change and is able to reverse the exclusion and provide people with the basis for them to be more directly involved in development initiatives (Kahssay & Oakley 1999: 7).

The Centre for Public Participation (2007: 6) argues on the one hand, that public participation is an initiative whose time has arrived and throughout the world, and Africa in particular, it is seen as a means to firstly, enhance development and service delivery, secondly, improve governance and thirdly, deepen democracy. Masango (2009: 128) is of the view that democracy is built on the assumption that government leaders will take note of the will that people express and then respond to it. Unless the opinions of the public are transmitted to and received by political leaders, the opinion of the public will have little or no significance. Masango further notes that for public opinion to have impact it ought to be articulated through a variety of methods of public participation. The methods could include voting in elections, direct contracting, public

hearings as well as public demonstrations. However, The African National Congress (1994: 4-7) indicates that development should not be viewed as delivery of goods to a passive public, but should be seen as being the active involvement and growing of citizens. On the same token, Masango (2009: 128) puts it that social development can only be facilitated if people are able to participate fully in making decisions that affect their welfare and implement these decisions.

Public participation paves the way for the process of policy implementation to run smoothly. For this reason, policy implementation requires the support of the community to be involved, because policies are meant to be implemented for communities (Masango 2009: 129). Clapper ([sa]: 76) is of the opinion that public participations promotes a sense of ownership and commitment to the outcomes of the process. It thus implies that public participation is capable of ensuring the contribution to policy implementation by building support while at the same time eliminating resistance. Costs can be saved by minimizing as well as eliminating the need for policy implementation to be continuously checked. Clapper ([sa]) further mentions that public participation has the potential of transforming opponents of particular municipal programmes into supporters of such programmes. Programmes that are regarded as enjoying the popular support of the community are usually easy to implement.

Masango (2009: 129) views public participation as having a fundamental role to play as far as development is concerned in that community development can be referred as a process that demands community involvement and participation so to ensure that ordinary people could overcome the feeling of powerlessness and thereby develop a strong sense of community and build community bonds through interaction. It is also important to note that community participation presents an avenue through which all members of the society are able to influence policy-making and implementation process irrespective of their status (Masango 2009: 129).

2.7. ADVANTAGES OF PUBLIC PARTICIPATION

Munt (2002: 2) mention that the inclusion of all those who could potentially be involved with the project in local government sphere during the early stages may have the following advantages:

- Collective ideas, perceptions and resources can be pooled;

- A dialogue can be initiated and communication systems that keep everyone in the sphere can be developed;
 - Issues and ideas can be explored from a number of different perspectives;
 - Creating an environment of collective responsibility can create a commitment to work together in a productive way;
 - Participation can help build a sense of ownership of a project, which is an important ingredient for building a commitment to change;
 - The development of shared visions can improve the sustainability of a project; and
- Community involvement ensures an approach that suits local circumstances.

Reddy (1995: 34) argues that while there are advantages in organised community organisations in that one is able to get speedier consultation around conflicting interests within the same community. Information becomes more instant as opposed to when the community organisations are disorganised. As a result of this organisation, communities are able to be easily involved in the decision making process. Reddy (1995: 34) further argues that the involvement of communities in the commencement and introductory stages of development are significant in determining whether participation is successful.

2.8. DISADVANTAGES OF PUBLIC PARTICIPATION

There are also challenges relating to public participation. Reddy (1995: 34) puts it that arguments put forward are that community consultation is time consuming and therefore results in time consuming and contributes to the increase of the cost of the project. It also has a need for staff training and capacity building within organisation. There appear to be difficulties in obtaining constructive debate when interest groups are entrenched in their views. Du Toit, Van der Waldt, Bayat and Chemnais (1998: 124) list the following as disadvantages of public participation:

- Public participation can turn to be self serving actions;
- The extension of participatory democracy into the social sphere might even result in antisocial consequences;

- Public officials view public participation as a way to rid themselves of insoluble problems;
- By bringing highly dissatisfied groups into the governing process, officials may be able to appease or co-opt them;
- Public participation can also be used by a bureaucracy as a vehicle for building a clientele—a nucleus of an effective citizens' lobby for its pet programmes.

2.9. LIMITATIONS OF PUBLIC PARTICIPATION

Govender (2008: 3) gives the following limitations to participation:

- Participatory governance should not allow for interference with a municipal council's right to govern and to exercise the executive and legislative authority of the municipality. The municipal council has the sole legal mandate and political legitimacy to govern;
- **Participatory democracy exists to harmonize the politically legitimate and legally responsible structures.** A community participatory structure such as ward committee may add to the formal structures of government, but may not replace or substitute them.

Hanekom and Thornhill (1987: 43) believe that participation can only take place where the public actively takes part in those matters that directly affect them. The public should be interested in matters under discussion. Otherwise the public becomes discouraged to participate in policies that involve only talking without action. The following are, among others, as according to Hanekom & Thornhill (1987:43), limitations of public participation:

2.9.1. Supporting goals of management

The support of management goals in that government sphere is likely to only consider and allow participation in activities that will not disturb government goals, but support them.;

2.9.2. Low levels of public participation

Public participation is generally low and people could do with motivation, resources as well as education in order to participate in the process of policy making;

2.9.3. Threats to professional image of public administration

Professionals usually frustrate the process of public participation with the view that it may pose a challenge to their expertise.

2.9.4. Potential conflict caused by public participation

Public participation is likely to create conflict between interest groups and public officials. The conflict may be as a result of different ideas from the public and officials.

2.9.5. Lack of government response

Government seems to ignore or even disregard public such as Unions and pressure groups, community based organisations, etc, as a result of the existence of the groups not being well defined:

2.9.6. Time, costs and benefits

Public participation is viewed as costly because that target portion of the public that should participate, particularly the illiterate do not participate;

2.9.7. Representativeness

It is sometimes confusing whether the small group of active public-spirited citizen will be representative of the views of the public at large.

2.9.8. Attitude of public officials

The attitude of public officials is generally that of disliking public participation because their belief is that public participation has a negative effect on relations between government and communities;

2.9.9. Participation mechanisms

Usually official provisioning of public participation is afforded through research institutions such as HSRC, statutory appointed commissions or committees of enquiry as well as official invitation to the public for the submission of references. It is believed that participation is more focused in urban areas as the citizens there are best informed and more interested in participation than those in rural areas. This can be argued in the sense that activities for public participation are not accessible to those who were previously disadvantaged, particularly in rural areas.

2.9.10. Lack of information

Public officials have a tendency of discouraging public participation and those who are perceived as opponents in public administration will not be provided with enough and accurate information to enable them full participation.

2.10. THE IMPACT OF PUBLIC PARTICIPATION

The involvement of the public in matters that affect them directly may promote the well being of interest groups. It is therefore indispensable that communities be involved in matters that directly or indirectly affect them because this will enhance planning, promotion of public leadership, promotion of fairness so as to enable interest groups to participate continuously in public matters affecting them (Bekker 1995: 57). Public participation ensures the public to be acquainted with what always happens in their societal environment and enables them to participate in decision making, particularly when the decisions affect them.

Public participation paves a way of communication and in turn public participation will create listening environment free from devastations of people where they are focused and can listen attentively (Hanekom & Thornhill 1987: 162). He continues to postulate that through public participation, inefficiency in the public sector can be reduced and participants express their views and end up with resolutions that are taken collectively and enable public service to be effective as far as service delivery is concerned. Public officials may pose a challenge by manipulating information so that it may coincides with their personal convictions and value judgments and disseminate information in a selective way (Reddy1995: 34).

- It is also important to point out that Hanekom & Thornhill (1987: 165) highlights the following as impact of public participation:
- It creates a more representative, responsive and democratic policy making process in that interest groups participate in matters that affect them directly;
- It improves planning where preferences and technical considerations are weighed;
- It reduces psychological suffering and apathy. The public then believes that they are able to influence government planning as well as decision-making;
- It provides a modus operandi whereby opponents may be brought on board for contributing to the programmes;
- It offers assistance in a form of providing information to the public and in turn acquire information from the public;
- It offers assistance for the provision of information of public decisions, programmes, projects as well as services.
- It also alters political power patterns and resource allocation.

2.11. CONCLUSION

This chapter discussed the meaning of public participation, the constitutional and legislative requirements for public participation, ways of participation in local government, reasons for public participation, significance of public participation, advantages and disadvantages of public participation, limitations and the impact of public participation.

RESEARCH DESIGN AND METHODOLOGY

3.1. INTRODUCTION

This chapter explained how the research study was conducted. A quantitative study was conducted in order to establish whether public participation does play a role in enhancing the quality of service delivery in communities of Makhado Municipality. The views of community members around Makhado Municipality were obtained through the administration of a structured questionnaire.

3.2. RESEARCH DESIGN

A research design is the overarching plan for the collection, measurement and analysis of data. A research design will describe the purpose of the study and the kinds of questions being addressed, the techniques to be used for collecting data, approaches to selecting samples and how data are going to be analysed (Gray 2009: 131). Similarly, De Vos, et al (2005: 132) and Polit and Beck (2004: 209) mention that a research design is a detailed plan or blueprint of how a researcher intends conducting the research. In addition, Schumacher and McMillan (1993:157), point out that a research design is a plan for selecting participants, research sites and data collection procedures in order to answer research questions. They further note that the design shows which individuals will be studied, when, where and under which circumstances they will be studied. To achieve the objectives of this study and to address the research problem the researcher followed a quantitative research design.

A quantitative research generates data which is quantifiable and is mainly concerned with phenomena which are observable as well as measurable involving people, events or things. It further strengthens the relationship between variables by statistical tests. It is a research design which presents itself to investigating phenomena that necessitate accurate measurement and quantification often involving a thorough and controlled design (Polit & Beck 2004:729).

Selecting a proper research design ought to be given a serious consideration of whether the design will provide answers that will be trustworthy to the research question (Polit & Beck 2004: 209). This study is characterized by the paradigm which is quantitative in nature. The researcher enhanced the external validity of the study by exercising control. The researcher made use of a structured questionnaire that enabled him to quantify the responses and to conduct statistical analysis. Literature review was conducted in order to serve as a basis for developing data-collection instrument.

3.3. POPULATION

Population is the total number of possible units or elements that are included in the study (Gray 2009: 148). Schumacher and McMillan (1993: 159) indicate that a population is a large group of individuals from which the sample is selected. It is the theoretically specified aggregation of study elements (Babbie 2010; 199). Similarly population is defined by Polit and Beck (2004: 289) as the entire aggregation of cases that meet a designated set of criteria. The population for this study included all community members of the Makhado Municipality, all councillors and all officials of the Makhado Municipality.

3.4. SAMPLING

According to De Vos, et al (2005: 193), sampling means to take any portion of a population or universe as representative of that population or universe. A random sampling method was employed for community members and purposive sampling employed for Municipal council members and officials.

3.5. SAMPLE SIZE

According to Schumacher and McMillan (1993: 163), a sample size is the number of subjects in a study. The researcher has to determine the size of the sample that will make available adequate data to answer the research question. They further note that the general rule to determine a

sample size is to use the largest sample possible. Since the larger the sample, the more representative it will be of the population. Larger samples enable researchers to draw more representative and more accurate conclusions, and to make more accurate predictions (De Vos, et al. 2005: 195).

The sample size of this study was proposed below:

Location	Number of respondents	Proposed respondents
Malonga	20	Community members
Mabidi	10	Community members
Makhasa	10	Community members
Madobi	20	Community members
Majosi	10	Community members
Nwamatatani	20	Community members
Makhado Municipality	20	Municipal officials

3.6. SAMPLING METHOD

The researcher made use of purposeful sampling to identify participants for this study. According to Schumacher and McMillan (1993: 378), when the researcher uses purposeful sampling he / she aims at identifying participants who should be rich in information with regard to the phenomenon under investigation. For this study a non-probability sampling method was used. De Vos, et al (2005: 201) state that in non-probability sampling the odds of selecting a particular individual are not known since the researcher does not know the population size or the members of the population. From this non-probability sampling, in this study the researcher selected purposive sampling for councillors and municipal officials. Random sampling was used to sample community members since there was to be no specific knowledge required from them. As far as Gray (2009: 152) is concerned, in purposive sampling the researcher deliberately

selects subjects against one or more characteristics to give what is believed to be a representative sample.

3.7. DATA COLLECTION

According to (Gray 2009: 337) data collection is the gathering of information needed to address a research problem. Structured data collection is applied in quantitative research. Structured data collection entails asking a fixed set of pre-determined questions that are generally answered in a specific sequence. Respondents choose between options which are well-defined. Structured data collection is likely to enhance objectivity (Gray 2009: 337).

3.8. DATA COLLECTION INSTRUMENT

In this study, a self - structured questionnaire was used to collect data. A questionnaire is a research tool through which people are asked to respond to the same set of questions in a predetermined order. These questionnaires should be used when they fit the objectives of the research (Gray 2009: 337). For the purpose of this study, structured questionnaires were designed and distributed to respondents for completion. These included municipal officials and sampled community members in ward 2 of Makhado Municipality.

3.8.1. Pilot study

The pretesting of a measuring instrument consists of trying it out on a small number of persons who have characteristics similar to those targeted group of respondents. Probability does not have a role to play in the pilot study because the researcher does not plan to generalise the findings (De Vos 2005: 206). A pilot study can also be regarded as the process whereby the research design for a forthcoming study is subjected to testing. It is thus regarded as a small-scale trial run of all the aspects planned for use because pilot study helps the researcher to fine-tune the study for the main inquiry (De Vos 2005: 206). For this study few individuals were

sampled so that they could complete the designed questionnaire as a means of ensuring that it is fine-tuned after the analysis of the results.

3.8.2. Validity

Validity refers to the extent to which an empirical measure accurately reflects the concept it is intended to measure. The validity of a measurement process is the degree to which the measurement process measures the variable it claims to measure. The implication here is that the instrument actually measures the concept in question and that the concept is measured accurately (De Vos 2005: 160). To establish the validity of the instrument the researcher had to be accustomed to the thinking of the instrument's validities. The results were also generalized as part of the population was studied and this was done as a means of establishing a general view of the whole municipality.

3.8.3. Reliability

De Vos, et al (2005: 162) mention that reliability refers to the likelihood of obtaining the same results when the researcher measures the same variable more than once, or when more than one person measures the same variable. Similarly, Schumacher and McMillan (1993: 227) point out that reliability refers to the consistency of measurement, the extent to which the results are similar over different forms of the same instrument or occasions of data collection. Reliability is therefore the extent to which results are consistent and yield the same results on repeated occasions. In this study reliability was assured with an accurate research instrument tested on a trial respondent prior to submission to sampled respondents. The instrument was also submitted to reliable testing after the collection of data will have been completed.

3.9. DATA ANALYSIS

Methods for data analysis included categorizing, whereby categories were grouped together and analysed. The collected data was also analysed by way of frequency distributions which included simple frequency distribution, and grouped frequency distribution, which are frequency

distributions in table form. According to De Vries et al (2005: 222), there is a range of graphic ways in which frequencies may be displayed. These include the bar graph, histogram, frequency polygon, pie chart as well as pictogram.

3.10. ETHICAL CONSIDERATIONS

According to Gray (2009: 69) research ethics refers to the moral principles that guide the research. This means conducting research in a way that goes beyond merely adopting the most appropriate research methodology, but conducting research in a responsible and morally justifiable manner. Gray (2009: 69) further notes that ethics entail a set of moral principles that are used to guide moral options of behaviour and association with other. In this study the researcher observed all ethical measures required for conducting research as indicated down below:

3.10.1. Protection of the rights of participants

The researcher submitted the proposal to the Research Ethics Committee of the school/department at which the researcher is registered as a post-graduate student. The committee approved the proposal and gave permission for the study to be conducted. The researcher sought permission from every individual that participated in the study. The municipal council was requested to give permission for questionnaires to be distributed to councillors as well as officials of the municipality. A letter was written for this purpose, and a response for permission was given.

3.10.2. Protection of respondents

The researcher sought to obtain informed consent from the participants. Informed consent refers to providing participants with adequate information regarding the research undertaken, and is therefore able to understand what the research is all about. As a result participants are then capable of choosing whether to provide information required by the researcher or not (Polit &

Beck 2004: 151). The researcher introduced himself to the respondents indicating the reason for his presence and that he intended to distribute questionnaires that would assist in the completion of the study that he was undertaking. Detailed explanations of the nature and purpose of the study as well as the importance of their participation were highlighted. The participants were also ensured that their participation was voluntary and there would be no penalties for non-participation. Contact numbers and residential address were also provided to the participants to ensure that if there was anything that would need clarifications the respondents were able to contact the researcher.

The researcher committed himself to maintaining anonymity as well as confidentiality of respondents. According to (Polit & Beck 2004: 711) anonymity takes place when even the researcher may not be able to link information with a particular respondent. On the other hand confidentiality refers to when participants are protected in such a manner that they cannot be linked to the provided information and may never be made known to anybody (Polit & Beck 2004: 712). It will therefore be wise not to write any personal details or names on the questionnaire forms.

3.10.3. Scientific integrity

Babbie and Mouton (2001: 526–528) argue that in any research project, the integrity of scientific knowledge needs to be protected by considering certain principles. The researcher undertook to respect the following measures of scientific integrity as laid out by Babbie and Mouton (2001: 526-528):

- Desist from falsifying data and reporting on something which did not reflect what actually happened;
- Avoid plagiarism by producing his own work and ideas;
- Acknowledge sources consulted as well as all persons who contributed to the study;
- Desist from distorting findings in support of predetermined views;
- Avoid influencing participants also in support of views held by the researcher.

The chapter discussed the research design which includes population, sampling and sample size, sampling method, data collection, data collection instrument, data analysis and ethical consideration which includes protection of the rights of participants, protection of respondents as well as scientific integrity.

4.1. INTRODUCTION

This chapter presents the data analysis and interpretation. 110 respondents from which include community members in Ward 2 of Makhado Municipality and municipal officials participated in the collection of data for this study. A statistician analysed the data. Descriptive and inferential statistics such as frequencies, tables, percentages and correlation tests were used in the data analysis and summaries.

The purpose of the study was to explore whether public participation plays a role in enhancing the quality of service delivery in the Makhado Municipality.

The researcher collected data from the respondents using a structured questionnaire which had two sections:

Part A: Biographic data

Part B: Public participation

4.2. BIOGRAPHIC INFORMATION

The biographic information obtained from the questionnaire included age, gender, qualifications, employment status, field of employment and residence.

DATA ANALYSIS AND INTERPRETATION

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Table 4.2.1. Age of respondents

	Frequency	Percentage
15-20 years	18	16,4
21-30	15	13,6
31-40	28	25,5
41-50	37	33,6
Over 50	12	10,9
Total	110	100

The respondents' age was from 15 to over 50 years old. Of these respondents, 16, 4% were 15-20 (18); 13, 4% (15) were 21-30; 25, 5% (28) were 31-40; 33, 6% (37) were 41-50, and 10, 6% (12) were over 50. Those who were 41-50 were found to be in the majority and those over 50 in the minority. The results indicate that people of all ages participate in public matters and meeting, although those from the age of 41-50 show much interest in matters of community interest.

Table 4.2.2. Gender of respondents

	Frequency	Percentage
Male	55	50,0
Female	55	50,0
Total	110	100

The number of women and men respondents was found to be equal at 50 % (55) women and 50 % (55). The results portray a balanced gender interest in issues concerning public participation. Males and females show a tendency of attending meetings and to other matters that affect them in an equal footing.

Table 4.2.3. Qualifications of respondents

	Frequency	Percentage
Below Grade 12	21	19,1
Grade 12	46	41,8
Cert/Dipl	25	22,7
Jnr Degree	13	11,8
Snr Degree	5	4,5
Total	110	100

The qualifications of respondents ranged from those below grade 12 to those with senior degree. 19, 1% (21) were below grade 12; 41, 8% (46) had passed grade 12; 22, 7% (25) had either a certificate or a diploma; 11, 8% (13) were graduates with junior degrees, and 4, 5% (5) were graduates with senior degrees. The majority of respondents were those with grade 12 while those with senior degrees were at the minority.

Community members with grade 12 and those with certificates and / or diplomas seem to be more inclined to be more interested in issues concerning their communities. The results indicate that they tend to attend meetings and participate more in issues of their public concern. Those with degrees and those with senior degrees do not care with such matters. They could be more interested in matters that affect their work situation and education to an extent that they do not have time reserved for public meetings.

Table 4.2.4. Employment status of respondents

	Frequency	Percentage
Unemployed	56	50,9
Self employed	2	1,8
Professionally employed	45	40,9
Not professionally employed	6	5,5
Others	1	0,9
Total	110	100

50, 9% (56) of the respondents were unemployed. Of those employed, 1, 8% (2) were self employed; 40, 9% (45) were professionally employed, and 5, 5% (6) were not professionally employed. Only 0, 9% (1) indicated that he/she was neither unemployed nor unemployed, but engaged in other activities.

The unemployed attends to matters of public concern than anybody else. They are followed by those who are professionally employed. For the unemployed, the interest may be linked to job seeking where they think issues of employment may be discussed during the meeting and would not want to risk any chance of loosing out in case employment does avail itself.

Table 4.2.5. Field of employment of respondents

	Frequency	Percentage
Public service	70	63,6
Municipality	22	20,0
Private sector	7	6,4
Other	11	10,0
Total	110	100

The majority of respondents who were employed were those in the public sector 63, 6% (70).

20, 0% (22) were municipal employees, and 16, 4% were employed in either the private sector or other institutions not specified in the questionnaire. Public servants tend to get more time, particularly during weekends to attend meetings and participate in other issues related to community involvement. This may also be encouraged by the fact that in meetings where service delivery is discussed, they are directly affected and would want to clarify issues or defend their status. They may be inclined to indicate to other community members that they are doing the right thing as far as their positions in public service are concerned.

Table 4.2.6. Residence of respondents



	Frequency	Percentage
Township	8	7,3
Rural	101	91,8
Informal settlement	1	0,9
Total	110	100

A very high majority of respondents were those living in rural areas. These were at 91, 8% (101). Very few respondents, constituting 7, 3% (8) lived in townships. Only 0, 9% (1) of respondents lived in informal settlements.

This is understandable because the area where the research was conducted is predominantly rural. It may also be encouraged because of the fact that rural communities seem to be neglected when services are delivered. They participate in public matters to voice their frustrations and dissatisfactions regarding lack of quality services and negligence that they experience from the government they voted for.

The key that was used in responding to factors was:

- 1 - Strongly Disagree
- 2 - Disagree
- 3 - Neutral
- 4 - Agree
- 5 - Strongly Agree

The responses to the various factors were as follows:

Table 4.2.7. Public participation in the affairs of local government is necessary for the attainment of quality services.

	Frequency	Percentage
Strongly Disagree	2	1,8
Disagree	2	1,8
Neutral	18	16,4
Agree	56	50,9
Strongly Agree	32	29,1
Total	110	100

A vast number of respondents viewed public participation in the affairs of local government for the attainment of quality services as necessary. These were 80, 0% (88) of respondents who either agreed or strongly agreed as regards to the necessity of public participation in the affairs of local government. 16, 4% (18) remained neutral while 3, 6% (4) either disagreed or strongly disagreed with the matter.

Community members view public participation as vital because some of them are aware of the constitutional provision for them to participate in issues of local government. Their participation in the voting process in local government elections gives them a sense of ownership to local government affairs. This means that ignoring them when it comes to public participation would be a denial of their aspirations to participate in local government affairs.

4.2.8. Communities are aware of their constitutional right to participate in local government affairs.

	Frequency	Percentage
Strongly Disagree	5	4,5
Disagree	24	21,8
Neutral	23	20,9
Agree	37	33,6
Strongly Agree	21	19,1

	110	100
Total	110	100

The fact that communities are aware of their constitutional right to participate in the affairs of local government was supported by 52, 7% (58) of the total respondents who either agreed or strongly agreed with the statement. 29 respondents which reflected 26, 6% of the total number of respondents either disagreed or strongly disagreed. There were 23 respondents which reflected 20, 9% who neither agreed nor disagreed and remained neutral to the fact that the Constitution requires communities to participate in the affairs of local government.

The figures above indicate that community members are aware that they are constitutionally mandated to participate in matters of public concern. It is also clear that some members, because of their educational level are constitutionally ignorant when it comes to constitutional matters. The fact that most are in rural areas suggests that their level of literacy leaves much to be desired and as a result do not care much about reading and anything that concerns literature.

Table 4.2.9. Ward Committees have been established within the Municipality to assist with public participation.

	Frequency	Percentage
Strongly Disagree	4	3,6
Disagree	8	7,3
Neutral	25	22,7
Agree	51	46,4
Strongly Agree	22	20,0
Total	110	100

The establishment of ward committees was seen by 73 respondents, which constituted 66, 4% of the total respondents, as been initiated in order to assist with public participation. These respondents either responded by agreeing or strongly agreeing to the statement. 25 respondents, which reflected 22, 7% of the total respondents remained neutral. Only 12 respondents,

representing 10, 9% either disagreed or strongly disagreed. Communities have been established to assist with public participation.

Participation in matters of public concern enables community members to be aware of the fact that ward committees exist for the reason assisting local government in ensuring that public participation can be carried out as expected. This does not mean that there are no ignorant community members. However, the figures indicate a very small number of those who are totally ignorant.

Table 4.2.10. Local government has strategies in place for public participation

	Frequency	Percentage
Strongly Disagree	8	7,3
Disagree	8	7,3
Neutral	47	42,7
Agree	40	36,4
Strongly Agree	7	6,4
Total	110	100

That local government has strategies in place for public participation was supported by 47 respondents, who either agreed or strongly agreed and these represented 36, 4% of the total respondents. 16 respondents (14, 6%) disagreed. 47 respondents did not know whether local government has strategies in place for public participation or not.

The results show that although some community members, particularly those educated and employed in the public sector, agree that there are strategies available for public participation, there is almost an equal number of those who are ignorant. This may be as a result of policies and other laws being kept by municipal officials putting them under the carpet and ignore to inform the masses about them.

Table 4.2.11. Policies that encourage public participation are known by community members.

	Frequency	Percentage
Strongly Disagree	10	9,1
Disagree	50	45,5
Neutral	40	36,4
Agree	10	9,1
Strongly Agree	0	0
Total	110	100

Very few respondents, 10 of them, representing 9, 1% agreed that policies that encourage public participation are known by community members. 40 respondents, representing 36, 4% remained neutral, not sure whether policies to encourage public participation are known by communities or not. 60 participants, constituting 54, 6% of the respondents agreed that that encourage public participation are known by communities.

Those that are not employed by municipality may be the once who know nothing about the existence of policies that encourage public participation. It would seem that even some of the municipal officials are not aware of such policies. The figures show that such policies may not be available at all.

Table 4.2.12. Local government encourages the involvement of communities in matters related to local government.

	Frequency	Percentage
Strongly Disagree	5	4,5
Disagree	18	16,4
Neutral	30	27,3
Agree	38	34,5
Strongly Agree	19	17,3
Total	110	100

A considerable majority of respondents (57) which constituted 51, 8% felt that local government do encourage the involvement of communities in matters related to local government. Of the total respondents, 23, which constituted 20, 9% felt that local government did not encourage the involvement of communities in matters related to local government. 30 respondents amounting to 27, 3% were not sure whether local government encourages the involvement of communities in its matters.

The results show that local government does encourage the involvement of communities in matters affecting local government. Some are even not sure whether this happens. These may be those who do not bother to attend meetings convened by municipal officials or any other meetings. The number of those supporting the fact that local government encourage the involvement of communities in local government affairs may be members of ward committees and those who always attend meetings

Table 4.2.13. Local government consults communities when it engages in public projects.

	Frequency	Percentage
Strongly Disagree	9	8,2
Disagree	20	18,2
Neutral	30	27,3
Agree	38	34,5
Strongly Agree	13	11,8
Total	110	100

On the matter related to local government consulting communities when engaging in public projects, 51 respondents, which represents 46, 3% of all the respondents were of the opinion that this does happen by either agreeing or strongly agreeing with the idea. On the other hand, 29 respondents, amounting to 26, 4% either disagreed or strongly agreed with the idea. 30 respondents remained neutral, and they constituted 27, 3% of all the respondents.

Based on the above results, community members are consulted when local government engages on public projects. This could be on a very limited scale as there are those who are not sure as to whether this does happen or disagree to this fact. There is thus a mixed reaction to this factor.

Table 4.2.14. Ward councillors encourage / promote the involvement of communities in the design of municipal programmes.

	Frequency	Percentage
Strongly Disagree	10	9,1
Disagree	12	10,9
Neutral	29	26,4
Agree	37	33,6
Strongly Agree	22	20,0
Total	110	100

Results indicate that some of those who are involved in the IDP processes of the municipality. Even so, Strongly agree and agree as far as ward councillors encouraging or promoting the involvement of communities in designing municipal programmes was concerned, was experienced by 59 respondents and either strongly agreed or agreed. This reflected 53, 6% of all the respondents. 22 respondents amounting to 20, 0 % either disagreed or agreed that ward councillors encourage / promote the involvement of communities in the design of municipal programmes. There were those who were unsure whether ward councillors do encourage or promote the involvement of communities in the design of municipal programmes. These were 29 in number and reflected 26, 4% of the total number of respondents.

Figures above indicate that although there are some who are ignorant to this factor, councillors do encourage or promote the involvement of communities when the municipal designs its programmes. The fact could be that when councillors encourage communities to do so, others engage themselves with other activities that concern themselves only.

Table 4.2.15. Communities are involved in the IDP process of the municipalities.

	Frequency	Percentage
Strongly Disagree	2	1,8
Disagree	7	6,4
Neutral	33	30,0
Agree	47	42,7
Strongly Agree	21	19,1
Total	110	100

For communities being involved in the IDP process of the municipality, the majority of respondents either agreed or strongly agreed. These were 68 in number and constituted 61, 8% of the total number of respondents. Those who disagreed were only 9 and represented 8, 2%. Those who were either unsure or did not know whether communities are involved in the IDP process of the municipality represented 30, 0% and were 33 in number.

Results indicate that communities are involved in the IDP processes of the municipality. Even so, it seems that not everybody is involved in this process.

Table 4.2.16. Public meetings are always called to allow for community input into by-laws making process.

	Frequency	Percentage
Strongly Disagree	8	7,3
Disagree	31	28,2
Neutral	28	25,5
Agree	30	27,3
Strongly Agree	13	11,8
Total	110	100

There was a small majority (0, 4%) of those who agreed to the fact that public meetings are always called to allow for community input into by-laws making process over those who did not

agree to the factor. Those who agreed comprised 35, 5% of the sample. There were also those who were neutral to the factor and comprised 25, 5% of the sample.

Figures show that public meetings are held on certain occasions. The municipality is selective on convening meetings for allowing communities to have inputs.

Table 4.2.17. The municipality has enough employees to conduct public participation.

	Frequency	Percentage
Strongly Disagree	34	30,9
Disagree	15	13,6
Neutral	31	28,2
Agree	21	19,1
Strongly Agree	9	8,2
Total	110	100

The majority of respondents 44, 5% disagreed that the municipality has enough employees to conduct public participation while 27, 3% felt that the municipality has enough employees to conduct public participation. There were those that could neither agree nor disagree whether the municipality has enough employees to conduct public participation or not.

Results put it clear that the municipality does not have employees to conduct public participation. This could have been the result of the kind of employees that the municipality has recruited, i.e. it recruited irrelevant employees.

Table 4.2.18. The municipal employees are properly qualified to render quality services for communities.

	Frequency	Percentage
Strongly Disagree	30	27,3
Disagree	22	20,0
Neutral	22	20,0
Agree	26	23,6
Strongly Agree	10	9,1
Total	110	100

Table 4.2.20. Batho Pele principles are core in the delivery of services in the municipality.

There were 36 respondents, constituting 32, 7% of the total sample that agreed that the municipality employees are properly qualified to render quality services for communities. 52 respondents representing 47, 3% disagreed with the factor. 22 respondents constituting 20, 0% of the total sample was neutral.

Again results show that the kind of employees that the municipality recruited is irrelevant in that they are improperly qualified.

Table 4.2.19. The municipality does not have sufficient funds to render services to the communities

	Frequency	Percentage
Strongly Disagree	31	28,2
Disagree	12	10,9
Neutral	20	18,2
Agree	34	30,9
Strongly Agree	13	11,8
Total	110	100

There was a slight difference between the respondents agreeing and disagreeing that the municipality have sufficient funds to render services to the communities. Those disagreeing were

43 and constituting 39, 1%, while those who agreed were 47 which constituted 42, 7%. 18, 2% were neutral to this factor.

It is evident from the results that the municipality does not have sufficient funds to render services to the communities. The backlog regarding services in the rural communities needs a lot of money to address. The demand by townships and urban residents put more constraints on the municipality to an extent that funds become insufficient for the municipality to fulfill its obligations.

Table 4.2.20. Batho Pele principles are core in the delivery of services in the municipality.

	Frequency	Percentage
Strongly Disagree	11	10,0
Disagree	8	7,3
Neutral	6	5,5
Agree	34	30,9
Strongly Agree	51	46,4
Total	110	100

The majority of respondents either agreed or strongly agreed (30, 9%) and (46, 4%), that Batho Pele principles are core in the delivery of services in the municipality. 19 respondents constituting 17, 3% disagreed with the factor. Only 6 respondents were either not sure or did not know whether the Batho Pele principles are core to the delivery of services in the municipality.

It is evident that Batho Pele principles are core to the delivery of services in the Makhado municipality. Everybody needs decent service from public officials and this should be emphasized to public officials.

4.3. CONCLUSION



This chapter dealt with data analysis and interpretation. 110 respondents, who included community members completed questionnaires related to whether public participation results in services of good quality being rendered in the Makhado Municipality.

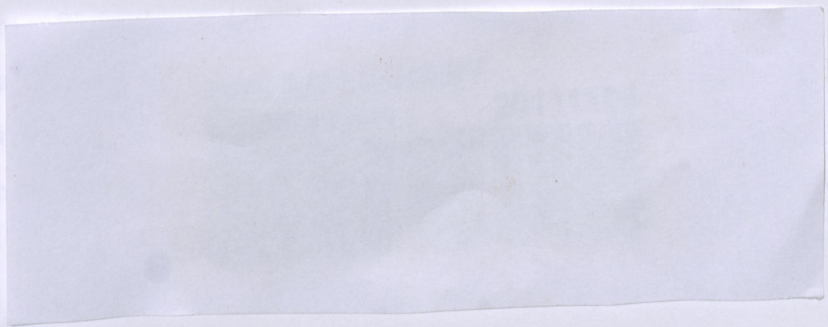
5.1. INTRODUCTION

This chapter presents a brief discussion of the conclusion, major findings and recommendations. Public participation as a means of enhancing the quality of service delivery is reviewed.

5.2. MAJOR FINDINGS

Major findings for this study were as followed as far as public participation in the Makhado Municipality is concerned:

- Public participation in the affairs of Makhado Municipality is necessary in order to attain quality services for communities.
- Results indicated that there is a very slight difference between community members who are aware of their constitutional right to participate in local government affairs. It therefore suggests that the municipality does not educate community members on matters related to constitutional matters.
- Strategies for public participation as well as policies that encourage public participation in the municipality are not sufficiently disseminated to members of the communities.
- The findings suggest that although local government and councillors do consult and encourage involvement of communities in public projects and the design of municipal projects, these are not sufficient.
- Results indicated that the municipality does involve community members in the decision-making process, this is not sufficient.
- Although public participation in the decision-making process, this is not sufficient.



MAJOR FINDINGS, RECOMMENDATIONS AND CONCLUSION

5.1. INTRODUCTION

This chapter presents a brief discussion of the conclusion, major findings and recommendations. Public participation as a means of enhancing the quality of service delivery is reviewed.

5.2. MAJOR FINDINGS

Major findings for this study were as followed as far as public participation in the Makhado Municipality is concerned:

- Public participation in the affairs of Makhado Municipality is necessary in order to attain quality services for communities.
- Results indicated that there is a very slight difference between community members who are aware of their constitutional right to participate in local government affairs. It therefore suggests that the municipality does not educate community members on matters related to constitutional matters.
- Strategies for public participation as well as policies that encourage public participation in the municipality are not sufficiently disseminated to members of the communities.
- The findings suggest that although local government and councillors do consults and encourage involvement of communities in public projects and the design of municipal projects, these are not sufficiently conducted.
- Results indicated that as far as the IDP process is concerned, the Makhado Municipality does involve communities.
- Although public meetings are conducted to allow for community input into by-laws-making process, this is done on a limited scale.

- The findings show that Makhado Municipality does not have enough employees that can conduct public participation and it also does not have enough properly qualified employees that are able to render quality services to the communities.
- Results show that the Makhado Municipality does not have sufficient funds to render quality services as expected by the communities.
- The principles of Batho Pele were generally viewed by almost everyone as core to the delivery of services to the communities around Makhado Municipality.

5.3. RECOMMENDATIONS

- The Municipality should set up a team of people whose duties will be to ensure that community members are taught about constitutional matters related to the Municipality. The Constitution of the Republic of South Africa was in existence since 1996, and the fact that some members do not know their constitutional right to participate in the affairs of local government does not make sense.
- The same team indicated above could still be vested with the responsibility of ensuring that local government policies as well as strategies employed by the municipality in public participation and other processes be made known to communities around the municipality.
- The municipality should ensure that consultation of communities is conducted on a larger scale and not during IDP process only, but also for other projects. Community members should also be constantly encouraged to participate in local government affairs. This can be achieved by working hand in hand with traditional leaders and other prominent community structures.
- The recruitment of employees should always be relevant, i.e. all employees should be hired for their specific skills for relevant positions. The recruitment team of the municipality must therefore be also knowledgeable of what is needed in the human resource department.
- The municipality should ensure that community members pay for the services they receive so that enough funds can be generated for the provision of further services that will be of good quality.

- 4.11 ○ All municipal officials should be trained to observe the principles of Batho Pele in their daily office activities so that communities may have confidence in them.

5.4. CONCLUSION

The study sought to establish whether public participation does play a role in enhances the provision of quality services delivery in the communities of Makhado Municipality. The study identified areas that are necessary for public participation and presented findings and recommendations for improvement in ensuring that public participation is effectively conducted.

The poor quality of services that communities receive in the Makhado Municipality, particularly those in rural areas, is aggravated by the fact that public participation is insufficiently conducted.

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Private Bag X 2596

LOUIS TRICHARDT

REQUEST TO DISTRIBUTE RESEARCH QUESTIONNAIRES AMONGST MUNICIPAL OFFICIALS AND COUNCILLORS FOR COMPLETION

Sir / Madam:

The above matter bears reference:

1. I am a Master's degree student at the University of Venda and conducting research (mini-dissertation) as part of the requirement towards the completion of the degree (masters in Public Management).
2. The topic of the research is "the role of Public Participation in enhancing the quality of service delivery in the Makhado Municipality: A case study of Ward 02).
3. This letter serves to request for permission to distribute questionnaires amongst Makhado Municipal officials as well as councillors for completion as part of data collection strategy for the research I am conducting.
4. I pledge to submit one copy of the final draft to the Municipality on completion of the research.
5. Attached is a sample of the questionnaire I intend to distribute.
6. Thanking you in anticipation.

DZIVHANI MAKWARELA DAVID
072 230 5802 / 084 314 5062

APPENDIX A: LETTER OF APPLICATION REQUESTING FOR PERMISSION TO DISTRIBUTE QUESTIONNAIRES TO MUNICIPAL OFFICIALS



P.O. Box 2713

Vuwani

0952

18 October 2010

The Municipal Manager

Makhado Local Municipality

Private Bag X 2596

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DZIVHANI MAKWARELA DAVID
072 230 5802 / 084 314 5062



MAKHADO MUNICIPALITY

e-mail: town.secretary@makhado.co.za
www.makhado.gov.za

Tel: (015) 519 3000
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 Private Bag X2596
 LOUIS TRICHARDT
 0920

Ref : 5/3/1 & 5/4/2
 Enq : T.S Ndou
 Date : 6 January 2011

2011-01-11

Mr. M. D Dzivhani
 P O Box 2713
 VUWANI
 0952

Sir

PERSONNEL: PERMISSION: RESEARCH ON THE ROLE OF PUBLIC PARTICIPATION IN ENHANCING THE QUALITY OF SERVICE DELIVERY AT MAKHADO MANICIPALITY IN LIMPOPO PROVINCE, SOUTH AFRICA: M.D LUVHENGO DZIVHANI

I have great pleasure in informing you that your request dated 18 October 2010 on the above matter is approved, subject to the Municipality's best practice and conventions for students that undertakes research on Council's records viz.

1. Research activities will not disrupt the normal operation of the Municipality.
2. Prompt and timeous arrangements must be made with the Department Head concerned when assistance is required.
3. Copy of the research finding / thesis must be submitted to the Municipality.
4. The Municipality has no power over research conducted with community members and this part will be performed with the community at their own free will.
5. Research will be for a period of six months which can be extended for a further period determined by the Municipal Manager.
6. Confidential records / information must not be reflected in thesis documents.

7. The collection of data for research on the roles of public participation in enhancing the quality of services delivery at Makhado Municipality, will be conducted based on prior arrangements to be made before the meeting with the Director Community Services (Speaker's Office).
8. The Municipality is indemnified against any claims for damages by the applicant which may result directly or indirectly from the research activity.
9. Research information may not be used for any form of publication media other than the applicant's studies except with permission of the Municipality.
10. The Authorization is granted in line with provisions of the Municipality Access to Information Manual read with the Promotion to Access of Information Act, and the National Archives Act and approved by the relevant Head of Department (HOD) with regards to the classification of information.

You are therefore kindly requested to visit the Local Municipality at corner of Erasmus and Krogh Street, Civic Centre, Corporate Service Department, Human Resources Division, office number A002, basement floor, on or before 11 January 2011 to complete the necessary forms.

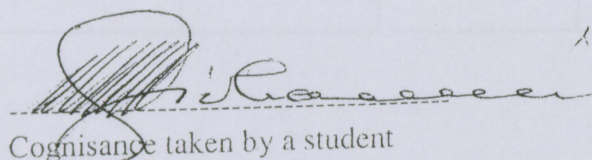
Yours faithfully



MR A.S. TSHIKALANGE
MUNICIPAL MANAGER

I, DRIVHANI M. DAVID by my signature herein below confirm that I have read and understood the contents of this letter and accept the conditions set out and undertake to abide by the conditions as outlined.

SIGNED AT MAKHADO MUN. ON 12 JANUARY 2011



Cognisance taken by a student

APPENDIX C: QUESTIONNAIRE ON PUBLIC PARTICIPATION

SECTION B: STATEMENTS / QUESTIONS ON PUBLIC PARTICIPATION IN SERVICE DELIVERY

SECTION A: PERSONAL DETAILS

Please make a tick in the appropriate block for each of the following statements/questions.

Please answer all questions. Provide the requested information in the indicated block. Only tick inside the relevant block:

1. My Age in years	15 – 20 yrs	21 – 30 yrs	31 – 40 yrs	41 – 50 yrs	Over 50 yrs

2. My Gender	Male	Female

3. My Qualifications	Below Gr. 12	Gr. 12	Cert. / Dipl.	Jnr. Degree	Snr. Degree

4. My Employment Status	Unemployed	Self employed	Professionally employed	Not professionally employed	Other

5. My Field of Employment	Public Service	Municipality	Private sector	Other

6. My Residence	Urban	Township	Rural	Informal Settlement	Other

SECTION B: STATEMENTS / QUESTIONS ON PUBLIC PARTICIPATION IN SERVICE DELIVERY

Please make a tick in the appropriate block for each of the following statements/questions:

Statements / Questions		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		1	2	3	4	5
1	Public participation in the affairs of local government is necessary for the attainment of Quality services.					
2	Communities are aware of their constitutional right to participate in local government affairs.					
3	Ward Committees have been established within the Municipality to assist with public participation					
4	Local Government has strategies in place for public participation.					
5	Policies that encourage public participation are known by community members.					
6	Local Government encourages the involvement of communities in matters related to local government.					
7	Local Government consults communities when it engages in public projects.					
8	Ward councillors encourage / promote the involvement of communities in the design of municipal programmes					
9	Communities are involved in the IDP processes of the municipality.					
10	Public meetings are <u>always</u> called to allow for community input into by-laws making process.					

11	The municipality has enough employees to conduct public participation.					
12	The municipal employees are properly qualified to render quality services for communities.					
13	The municipality does not have sufficient funds to render services to the communities.					
14	Batho Pele principles are core in the delivery of services in the municipality.					