

**THE EFFECT OF COALITION GOVERNMENT ON MUNICIPAL SERVICE
DELIVERY IN THE CITY OF TSHWANE**

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Declaration

I, Pheello Setona with the student number 20025374, hereby declare that this dissertation titled “**The effect of coalition government on municipal service delivery in the City of Tshwane**” submitted to the Department of Public and Development Administration under the supervision of Dr PH Munzhedzi and Prof MJ Mafunisa is my own work and has not been previously in whole or in part submitted to any University for any degree.

Student’s signature

Date

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Setona PS

Acknowledgement

First and most important, my strength and focus to achieve what I always wanted in my life goes to my late Father, Ntate Ramphohlela Aaron Setona who has walked miles with me to make sure that I obtain my foundational education. The appreciation goes to my mother, Mrs Ditsamaile Setona, my Nono and Uncle Modise who has been part of encouragement and supportive structure through all years of my studies.

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ABSTRACT

The 2016 local government elections could not produce the outright winner with more than fifty percent of seats that required any political party to govern the City of Tshwane Metropolitan Municipality. In number of previous years, the City of Tshwane has been governed by solitary political party and has gotten used to singular arrangement. Subsequent to the failure of any political party to gain outright majority winner of seats to govern as a single party, the circumstances enforced political parties to form coalition government that empowered the Democratic Alliance and other smaller parties to be the governing coalition in the City of Tshwane since 2016 local government elections. This study sought to investigate the possible effect of coalition government on municipal service delivery with specific reference to the City of Tshwane. The study adopted the mixed method research. Quantitative data collection was obtained through 217 respondents who completed the closed-ended questionnaires. Qualitative data was gathered through interviewing 20 participants. The results confirmed that there was a unique and special type of coalition government at the City of Tshwane, as there was no party that managed to garner 51% or more to get a majority to take charge of the local government. The findings established that the Tshwane coalition government lacks effective municipal service delivery. Lack of capacity and skill development is also affecting the effectiveness of the coalition government. It is recommended that the City of Tshwane coalition government takes a sombre moment and reconsider its priorities so that effective municipal service delivery to the local communities who are adversely affected by lack of service delivery. There is a further need for the City of Tshwane to take a skills audit to determine the skills gaps that need to be filled that will assist in enhancing municipal service delivery mandate. Identification of the right skills and recruitment of the people with the requisite skills will go a long way towards the achievement of municipal service delivery at the City of Tshwane. The staff recruitment policy should be managed by professional people who can scout for the right talents that are capable to provide efficient and effective municipal service delivery to the local communities. Political interference and cadre deployment has always been debated as one of the challenges in most municipalities and should not be condoned as it affects the efficiency and effectiveness in the delivery of municipal services delivery at the City of Tshwane coalition government. Politicians are good at handling political issues and not administrative matters that result in good service delivery. Corrupt tendencies have a

negative effect on municipal service delivery, and as such there is a need to put checks and balances to curb corruption in the City.

Key words: coalition government, elections, municipal service delivery, minority parties, local government.

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LIST OF ACRONYMS

ACDP	African Christian Democratic Party
ANC	African National Congress
CEO	Chief Executive Officer
COPE	Congress of the People
DA	Democratic Alliance
EFF	Economic Freedom Fighters
FF+	Freedom Front Plus
GNU	Government of National Unity
IFP	Inkatha Freedom Party
NFP	National Freedom Party
NP	National Party
MFMA	Municipal Financial Management Act

CHAPTER 1: INTRODUCTION AND BACKGROUND OF THE STUDY

1.1 INTRODUCTION

Coalition governments are complex to manage the world over. In South Africa, the local government metropolitan governments were never run through coalition governments. It is a current trend that African National Council (ANC) and the other political parties have failed to garner majority votes in the metropolitan cities. Managing the hung municipalities has become a difficult task in South Africa.

This chapter introduced the background to the study. In this section of the study background information relating to the basis of the study was given. The problem statement for the study followed next and in this section the problem that necessitates the study to be carried out will be clearly spelt out. The aim of the study will be highlighted followed by the research objectives that needed to be addressed as well as research questions that needed to be answered. Further to that, the significance of the study will be dealt with. Finally, the limitations, delimitations and definitions of the operational concepts will be discussed.

1.2 BACKGROUND OF STUDY

The South African local government aspect on coalition government has not been entirely covered in most of the literature and little is written about it as far as coalition agreements are concerned. This may be the reason that there has not been any major coalition government in the metropolitan cities since 1994 except in Cape Metropolitan where the system was not sustainable. Hung municipalities occur when parties fail to garner outright majority wins during the elections. To avert these challenges coalitions among political parties will have to be done to enable the municipal business to move forward. Mokgosi, Shai, and Ogunnubi (2017) believe that hung municipalities that required coalition through political parties happened to be a new occurrence in South Africa particularly in metropolitan municipalities. Kadima (2014) and Resnick (2014) encourage African scholars to value this embryonic development in the African context and expand on their scholarly knowledge. South African political parties have offered scholars a new conception of a coalition government that has unique cultural patterns and contrasts with a universal approach to coalition government on local government elsewhere. What has happened in the City of Tshwane and in City of Johannesburg municipality whereby the

Democratic Alliance (DA) agreed to govern the municipality with minority political parties, while it had a special kind of arrangement with Economic Freedom Fighters provide literature with a unique formation of a coalition government that has not happened anywhere before.

The first coalition government on local government's proposal could not take place in the Cape due to Constitutional fixation that was an anti-defection clause in which political parties could not merge between elections (Buhlungu, Daniel & Southall, 2007). In South Africa, the coalition government in local municipalities especially in metropolitan cities is a new phenomenon that came when there were hung municipalities in the Kwazulu-Natal province following the 1995 municipal election. The 2000 municipal elections in South Africa also provided coalition government in the Kwazulu-Natal and Western Cape hung municipalities in which the traditional universal approach to coalition agreements was observed and implemented at the local government in which there was an equal share of powers by political parties who co-governed.

The 2011 municipal elections also proved to be the determination of coalition governments in several municipalities between ANC and National Freedom Party (NFP) in Kwazulu-Natal province and in the Western Cape Province with the intent of ANC to gain dominance in the province (Booyesen, 2014). In Kwazulu-Natal, 19 (nineteen) municipalities were hung and out of that ANC gained most votes on 14(fourteen) municipalities, the IFP 4 (four) and NFP 1(one), and this led to reduction of the prominence of IFP in the province (Booyesen, 2012). As a result of this outcome, then led to the formation of the coalition government in the Kwazulu-Natal whereby the members of political parties concerned agreed to co-govern.

The coalition government was designed with a common understanding and sharing of top positions in hung municipalities; for instance, in Abaqulusi Municipality the ANC had a mayor while NFP got a deputy mayor position (Booyesen, 2012). However, Doherty (2004) points those three reasons inform the establishment of the coalition which are (i) to secure the majority, (ii) create a credible alternative to government and during elections, and (iii) is to consolidate electoral support and maximize the results within the governing party. In South Africa, the 1994 national general election brought transitional government with the aim of accommodating the white minority party while at the provincial level, the coalition

between ANC and IFP was formulated to neutralize the conflict in KwaZulu-Natal Province (Oyogi, 2006).

However, Sithanen (2003) and Kadima (2014) are of the view that at times reasons to establish a coalition may not be on any other factors than the objective of fighting a common enemy, rather than uniting over policy aspirations and this results in the marriage of convenience in some instances. Arguably, that could be some of the factors that enforced the formation of the coalition in the City of Tshwane in which the EFF was a supporter than a willing partner to co-govern with the DA and other minority political parties.

The system of local government is meant to address developmental dilemmas, that originate with the former apartheid rule with municipalities having the right to govern their affairs subject to national and provincial spheres of government as per the Constitution of the Republic of South Africa of 1996 (hereafter referred to as 1996 Constitution) as the supreme law and other legislation (Madumo, 2015). Nkhahle (2015) claims that the establishment of the local government sphere was largely meant for addressing municipal service delivery in a democratic state.

The focus of this study is on the City of Tshwane which is governed through a coalition comprising of the DA-led coalition government with other minority political parties with the support of the Economic Freedom Fighters (EFF). Pooe, Worku and Rooyen (2016) provide that the formation of the new City of Tshwane Project in 2016 was planned and consistent with the Gauteng Global City Region Strategy to reduce the number of municipalities in the Gauteng province. The DA, the Congress of the People (COPE), the United Democratic Movement (UDM), the African Christian Democratic Party (ACDP), and the Freedom Front Plus (FF+) formed a coalition to keep the ANC out of power while EFF opting out of any formal agreement with all other parties (Faull, 2016).

1.3 PROBLEM STATEMENT

The August 2016 local government elections did not produce an outright winner at the City of Tshwane Metropolitan Municipality, and the post-election outcomes led to the formation of the coalition government by the DA, COPE, ACDP, FF Plus, and other minority parties. According to Griffiths (2019), the DA was never an informal coalition with EFF in the City of Tshwane and this can be attributed to the clear undertaking by EFF that they will support DA and other minority political parties to govern. The DA entered into formal coalition agreements with various political parties while it had informal agreements with EFF to vote the DA into power during the municipal council proceedings. The character of the agreement by the DA and EFF to support the coalition government created unique hybrid coalition cultural patterns in the South African context. Furthermore, the study is embarking on the question of seeking to understand the effect of the coalition government in the City of Tshwane's post-2016 local government elections on municipal service delivery to the community.

Factors including the voting on the passing of the municipal budgets and failure to vote on appointing of municipal managers are some of the elements that might have had an effect by playing a role on municipal service provision to the community of the City of Tshwane. Nicolson (2018) posits that the EFF also pushed for the resignation of the DA's mayor (Mr. Solly Msimang) in the City of Tshwane which also may have affected municipal service delivery as a result of lack of political leadership and circumstances around leadership instability (Khambule, Nomdo, Siswana & Fokou, 2019:10). Political differences in the coalition government have also seen EFF joining ANC by staging walkout that left the municipal council without a quorum when a major decision must be made such as approval of budgets (Nyoka, 2020). Failure of the municipal council to constitute a council sitting or any legislative measures as the highest decision-making body in matters that relates to affairs of the community have effects on municipal service delivery on whether the coalition government succeeded or failed on the Constitutional mandate.

Nicloson (2018) and Madia (2019) quoted EFF leader, Julius Malema said that the EFF will no longer vote with DA on any municipalities' council matters and this included the City of Tshwane. Maserumule, Nkomo, and Mokate (2016) admit that going through local government elections of 2016 that provided the City of Tshwane with no outright winner

to govern the municipality, presented challenges for the municipality including municipal service provision. The different political ideologies, municipal council infighting and differences of councillors, continuous disruption of council meetings and failure to vote on critical matters such as budget votes are some of the aspects that seem to affect municipal service delivery. The disagreements of the councillors from different political parties in the City council may harm municipal service delivery in that they may fail to approve the budget and other policies.

Since the 2016 local government elections with coalition governments being established in several hung municipalities in South Africa, there have been cases of instability and infighting within municipalities by elected officials, and some have ended up being placed under administration (Singh, 2017). The City of Tshwane has not been an exception in experiencing these challenges in which there has been infighting and to larger extent leadership instability by political heads.

1.4 AIM OF STUDY

The aim of the study is to evaluate the effect of the coalition government on municipal service delivery in the City of Tshwane in order to develop strategies for a workable coalition arrangement.

1.5 OBJECTIVES OF THE STUDY

The objectives of the study were identified as follows:

- To understand the state of the coalition government in South Africa.
- To assess the relationship between the coalition government and municipal service delivery.
- To identify challenges associated with coalition government as it relates to service delivery in the City of Tshwane.
- To propose mechanisms that seek to address coalition government-related challenges.

1.6 RESEARCH QUESTIONS

This research study seeks to ask the following questions:

- What is the state of the coalition government in South Africa?
- How is the relationship between the coalition government and municipal service delivery in the City of Tshwane?
- Which challenges are associated with coalition government particularly as it relates to service delivery in the City of Tshwane?
- What are mechanisms which may adequately address coalition government-related challenges?

1.7 SIGNIFICANCE OF THE STUDY

With the limited information concerning coalition government in local government in South Africa, the study seeks to analyse the effect that coalition government has on municipal service delivery regarding the City of Tshwane. The study will provide scholars with an extension as well as addition on limited available literature regarding the hybrids model of a coalition government between the DA and other small political parties together with the special type of support received from the EFF. Central to the question of the effect on municipal service delivery in the City of Tshwane based on a coalition government, the study will enlighten role players in municipalities on creating a new understanding about what works and what does not. On the basis that the decision to establish coalition government was decided by political leadership excluding local community members and voters, the study will provide community members and voters with the understanding that it is critical that they continuously form part of extensive engagements on the formation of the coalition government in their respective municipalities.

1.8 DELIMITATION OF STUDY

Theofandis and Fountouki (2019) argue that delimitations are not of the positive or negative but are based on reasoning which enlightens the scope of the study's core interest that may relate to research design and philosophical framework. Most researchers are bound to face challenges during the research study, either personally or directly during the processes of conducting the research itself. In the case of this study, the formation of governing alliance in the City of Tshwane after the 2016 local government

elections assumed the coalition government existed between the DA and other smaller parties with the support of the EFF that was never clear of its intentions.

The philosophical aspects and framework on coalition government in the City of Tshwane will subsequently be based on the universal approach of coalition government while focusing on service delivery as the main variable whereas it can be argued that implemented coalition government in the city was never common application. The study will use the general concept of a coalition government that is informed by the circumstances around the City of Tshwane's political party's synergy on all affairs of the municipality and argues to some extent that this coalition is of unique character.

Kotze (2019) submits that coalition government is difficult and requires individual parties to cooperate as well as a compromise in advancing goals, creating administrative and political stability. It is therefore worth mentioning that the aspects of the unique patterns of agreeing on coalition government by DA and minority parties while being supported by EFF bring a different meaning to universal conduct of on formation of the coalition. This is the part that has been avoided to explicitly and implicitly illustrate through the study, as the assumption is that the coalition government agreement that was entered is of universal requirements and standards.

1.9 DEFINITIONS OF OPERATIONAL CONCEPTS

Central to the study are key concepts that form the base that makes the reader understand and further define the research study. The following operational concepts are defined:

1.9.1 Coalition government

The coalition government is the system in which there is no dominant political party that managed to win with overwhelming majority votes during the government national or local elections and the outcomes enable political parties to reach an agreement to co-govern (National Democratic Institute, 2015). Coalition governments are difficult to manage since service delivery is adversely affected. Focus is shifted from servicing the clients to partisanship as parties begin to focus on their interests at the expense of the clients.

1.9.2 Developmental local government

Following the White Paper on Local Government of 1998, developmental local government refers to a local government committed to working with its citizens and any stakeholders within the boundaries of the community to find sustainable ways that will meet the social, economic, and material needs while improving the lives of the people (Pamela, Peterse, and Swilling, 2002). Local government developmental activities are designed to rope in all the stakeholders to enhance social and economic development of the communities.

1.9.3 Hung municipalities

A hung municipality after the outcome of general elections means a situation where there is no single party that achieved an absolute majority (Gould, Barbeton and Abdoll, 2016) and this drives the council not to have the mayor and other political heads who will automatically lead the council. Leach and Stewart (1992) describe a hung municipality as a municipality where no one party can form an administration without the explicit or implicit support of the other parties.

1.9.4 Ideology

There are many definitions of the concept of ideology the world over. Panda (2013) describes it as a larger abstract phenomenon that encompasses all political discourse, and it can be political, socio-cultural, and religious. While Bocoock and Thompson (1985) argue that ideology includes belief systems such as religion to legitimatise the belief systems and are common to individuals.

1.9.5 Municipal governance

Municipal governance is the way municipalities are governed. The success of municipal governance relies on the good and effective leadership of the government. Pretorius and Shurink (2007); Dlalisa (2009) describes the measurement of quality of governance through indicators that include voices and accountability, political stability, absence of violence, government effectiveness, regulatory quality, and rule of law as well as control of corruption.

1.9.6 Service Delivery

Service delivery is the actual collection of refuse and disposing of it, or provision of lighting of the streets amongst others (Municipal Research and Services Centre, 1993). For effective service delivery focus particular attention must be paid towards offering of services to the clients.

1.10 STRUCTURE OF THE STUDY

This study will be divided into six chapters that sought to establish the effect of coalition government on municipal service delivery in the City of Tshwane:

Chapter 1: Introduction.

This chapter introduced the framework on which the whole study was based and provide an outlook overview of the study.

Chapter 2: The theoretical framework

The chapter focused on the theoretical approach and the literature review on coalition government and service delivery provided the framework for understanding different theories that were used in the study. The chapter provided the research study with the legislative framework and the effect that coalition government led by the DA party had on providing service delivery to communities.

Chapter 3: Policies, challenges, approaches on municipal service delivery

This chapter dealt with policies, challenges, and approach on municipal service delivery in South Africa.

Chapter 4: The research methodology

The chapter enabled the researcher to collect data on coalition government in the City of Tshwane based on the effect to the detriment of the municipal service delivery. The process of data collection allowed the researcher to gain an understanding of the problem statement. The research study adopted a mixed research methodology that incorporated both qualitative and quantitative methods that allowed the application of questionnaires and interviews by the researcher.

Chapter 5: Data analysis

This chapter investigated the data collected and analysed it to address the questions raised in the problem statement and the objectives of the study. Considering the research method used, the information gathered was analysed in order to verify suitability of usage by the researcher to give direct meaning to the study and its purpose.

Chapter 6: Summary and conclusions

This chapter will summarize the research and find the conclusions that will be used to propose recommendations.

1.11 CONCLUSION

The background to the study was introduced in this chapter. All the relevant information pertaining to the study perspectives were deliberated on in this chapter. The problem that was under investigation was clearly spelt out as well as the research objectives. In addition, the aim of the study that clearly stated the purpose of carrying out the study was outlined. The significance of the study, which showed the study contribution as well as the limitations, delimitations and operational concepts were discussed. The next chapter focused on presentation of review of related literature.

CHAPTER 2: THEORETICAL FRAMEWORK AND CONCEPTUALISATION OF COALITION GOVERNMENT

2.1. INTRODUCTION

The previous chapter focused on the introduction of the research proposal that highlighted the research problems while outlining the data collection method in order to reach conclusion and recommendations. This chapter provides a conceptual understanding of coalition government that was created after the 2016 August local government election's outcomes in which minority political parties agreed with the Democratic Alliance to govern the City of Tshwane when there was no outright majority gained by sole political party. Furthermore the chapter explains different theories and types of coalitions in general as well as coalition in South African local government and globally.

In South Africa, the local government elections proceeded every five years and in 2016 August local government elections, EFF, DA and the ANC party provided South African with a new meaning to coalition government that has never occurred anywhere else in the country before the year 2016. The chapter will discuss theoretical framework launched and legislative components in the research study that guides the South Africa on coalition government, be it local, provincial or national spheres. Van der Waldt (2010:8) provide that legislation is the combination of rules enforced by a government that has authority over citizens and further make sure that bodies like local municipalities in governmental spheres adhere to stipulated legislation designed for execution of governmental and policy programmes. The theories of clientelism, ideology, coalition, size, locality, elections and democracy are identified and going to be discussed in this research study whilst being articulated in respect of the study.

2.2 LEGISLATIVE MEASURES ON COALITON GOVERNMENT

With the coalition government in South Africa and in local government previously and recently, it is important for the researcher to evaluate and expropriate the relevant legislative components that guides coalition. Olaleye (2003) argues that South African Constitution is silent on any regulations that guide coalition politics and government while consideration must be taken into analysing amendment to the Membership Bill of national and provincial legislatures. The floor crossing became legally through the Constitutional

court effectively from 2002 (Matlosa and Shale, 2007). However, floor crossing was prohibited with the transitional Constitution of the Republic of South Africa, as it was then considered to disadvantage electorates who voted for representatives of their choice. This was supported by section 44 of the 1993 transitional Constitution as it stipulated that if there is vacancy of seats at National Assembly, that seat will be filled by a person nominated by party (Constitution of Republic of South Africa: 1993). Kanego and Masemola (2007) also argues that the clause in the Constitution of Republic of South Africa is forcing members of a party who are elected to remain loyal to that party and made impossible for members of legislatures at all spheres of government including local government not to change party membership in between elections.

On the issue of floor crossing, its constitutionality was questioned and further taken to Constitutional Court by UDM on the 4th of October 2002 in United Democratic Movement and others vs President of the Republic of South Africa and others. According to Constitutional Court 23/02 (2002) in which four Acts of Parliament that was passed for members of national, provincial and local government legislatures to retain their seats even if they move positions by defecting from their parties. Local Government Amendment (2002) allowed members floor crossings in municipal council at the time and the judgement from Constitutional Court permitted floor crossing at local government.

This may have created a platform and opportunity for establishment of coalition at local sphere of government much as though the Constitution of Republic of South Africa and other legislative components is silent. However, the only recognized constitutional arrangement in South Africa was the Government of National Unity (GNU) that allowed IFP, National Party (NP) and ANC under the leadership of Nelson Mandela as President, FW de Klerk and Thabo Mbeki as joint deputy presidents (Makgale,2020:29). According to Booyesen (2021) this GNU came as a result of mandate in the interim constitution. Except to this interim Constitution, there is no indication of legal constitutional application or any of the legislative factors of coalition government agreement. Although there can be formalization of coalitions through lengthy written agreements in some instances, according to Anthopoulos and Akrivopoulou (2017) the coalition pacts mostly constitute informal stage of the constitutional process on government formation.

2. 3 THEORETICAL FRAMEWORK ON COALITION GOVERNMENT

The section offers theoretical frameworks that contribute to an understanding of theories in relation to coalition government as the results of the local government elections outcomes of 2016 August which led to coalition in the City of Tshwane. Several theories have been identified in this chapter and discussed to give a conception of the centrality of the research study. According to Udo-Akang (2012), the theory is central to research, they are interrelated and dependent on each other for an understanding of the researcher and reader. The theory is a series of more interrelated constructs, abstractions, concepts, variables, definitions, and propositions that present a systematic view of phenomena (Kerlinger and Lee, 2000). In the context of local government elections and coalition government, the theoretical framework will provide a much more needed beneficial explanation of relevant and related concepts such as the theory of locality, coalition, size, ideology, clientelism and democracy.

2.3.1 Theory of locality

Historically, Plato provided an account of the origin of the city that started from being an individual small community with members of society that end up living together in a village that subsequently encompassed the family units of a bigger community. As they grow bigger through the formation of family units by different members, the village grows and get to be a city. Socrates also made a presentation on approval of the formation of the city while at the same time present that the city is not a city if it does not have equality of men and women, the community of women and children and lastly the rule of the philosopher-king (Hittenger, 2013). Whereas Plato further argued differently on Socrates' analogy of a city that consists of the ruler in which he believes that the majority of citizens does not have an opportunity to question authority but live under the guidance of philosopher ruler and this instance takes away their being and freedom of speech (Hittenger, 2013). Aristotle also provides his understanding of a society or community in the Greek literature on the subject matter. Barnes (1924) postulate Aristotle's provision which states that the formed society needs to have the priest, judge and military much as the rule was patriarchal with the assemblies that consisted of elders.

Locality and domicile are important and basic requirements for every living human being and revolves around community and the jurisdiction where people live or stay for a longer period. Cohen (1985) explain locality as an idea based on the territory where the community live together. It is through this explanation that required any country and

citizens to be identified through their locality and local government jurisdictions. In South Africa, local government history started in 1910 after the Anglo-Boer War and the development of the Union of South Africa (Koma, 2012). In the 19th century, Baffi, Turok and Vacchiani-Marcuzzo (2018) provides that South Africa was a sporadically populated territory with a higher number of agrarian societies but as times went by, the emergent of cities was attributed to growth in the economy through industrialization. Local communities gave rise to the request for the modern local government especially in European countries such as United Kingdom, France and Spain (Sikander, 2015). According to Cloete (1998), local government is a platform for the democratisation of the local community and administration.

In the case of this study, the focus is on the City of Tshwane as a category A municipality with the status of metropolitan municipality. According to City of Tshwane (2021) it stated that the City of Tshwane is the combination of merging the Metsweding District and this made the metropolitan municipality to be the largest in Gauteng Province with seven regions, 105 wards and 210 councillors. It is further noted by Cameron and Krynauw (2001) that the City of Tshwane is a tale of two cities in which those living in the Southern half of the city are middle and upper-class status while the Northern side is of the disadvantaged population about their economical and living standards.

2.3.2 Coalition theory

Concise Oxford English Dictionary (2006) defines a coalition as a temporary alliance for combined action, especially in political parties forming a government. Booysen (2014) explains that a coalition is a relationship or association of two political parties finding means of working together in parliament or government based on results of the elections. While Strom and Muller (1999:6) define coalition government as two different political parties sharing executive office and powers. Warwick (1994) argues that it is not only that the parties in the coalition may do so to deliver the best services, but it also goes to a point where ideological perspectives are compromised. Coalition implies the co-operation between political parties through government, parliamentary and electoral (Bogdanor, 1983).

In Russia for instance, Douds (2017) provides an account of the coalition government that took place between the Council of People's Commissars created through dual party

coalition cabinet that presented Russian social revolution that is mostly claimed to be aligned with bolshevism. Although the coalition government between Bolshevik and the Left Socialist Revolutionary lasted for the period December 1917 to March 1918, it however defined formal and informal characteristics of a partnership between political parties that allowed both exercising and demonstrating the influence of the government.

What further cannot be ignored in this form of the coalition government was how it was characterized by members of Bolshevik as doomed to fail from the onset and denounced by all sides with labelling sort of names such as immature zealots, wavering an effect in politics (Douds, 2017). Radkey (1958) concerning the Russian government then referred Left Socialist Revolution in the coalition as having been childish, youthful extremists, immature zealots, inconsistent, romantic unrealistic and politically naïve within the coalition agreement with Bolshevik hence it failed within a shorter period. The choice of these historical developments has some level of relevance in terms of the creation of a coalition government in the City of Tshwane, in particular the support the DA received from EFF to form the coalition . The literature has shown that the coalition government in this local metropolitan municipality has been shaky and had little hope of being sustained as EFF could not continuously provide support to the coalition. Rabkin (2002) identified challenges as the City of Tshwane has been dysfunctional after the DA and the EFF began to sour in 2020 that led to DA approaching court whereby DA is blaming ANC and EFF for the mess. Olver (2021) relates to increasingly sour relationship between EFF and DA to the extent that the mayor of City of Tshwane could not even secure meetings with the EFF while another obstacles has been that the Municipal manager could not exercise his administrative powers by appointment people to certain position and that created friction between mayor and municipal manager.

In South Africa, as explained by Labuschagne (2018), coalition government was formed in the early years around 1933 when General Hertzog temporarily agreed with General Smuts that he later appointed him as deputy minister to co-govern with. The coalition of the two political parties happened after the hardship of differences that were more on the political philosophies of Smuts and Hertzog in which one was against the sovereign independence of South Africa their relationship with Britain as well as the English and Afrikaans speaking South Africans (Turell, 1977).

Little is told about the coalition government agreement in Russia from December 1917 to March 1918 however, Douds (2017) accurately educate about the Bolshevik and Left Social Revolutionary coalition government through what was known as Council of People's Commissars as dual party coalition. In China, the leader of Congress of the Communist Party of China articulated at his party's congress on the coalition government after he was of the view that after years of waging a struggle against being colonized by Japan, all political parties must come together to form a coalition government in which democracy will be embraced (Mao, 1945). According to Chen (2007), the formation of a coalition of government agreement in China was established in 1949 in which the Communists and the democratic parties signed the Common Programme of the Chinese People's Political Consultative Conference that advanced the representatives of the working class, the peasants and the revolutionary army, the intellectuals, the petit bourgeoisie and others.

In politics and public governance, the coalition is when there is no single political party that wins a clear majority and political parties ally to create a majority (The Telegraph, 2017). Many factors lead to political parties to agree on a coalition government except the popular understanding of reaching majority control of governing in local municipalities, provincial and national governments. In Kenya, a different path was taken that meant to resolve tribal warfare that killed more than 60 000, which led to the President WakiKibaki and Raila Odinga agreed on coalition government (Hall, 2009). This level of coalition agreement of two political parties was not primarily influenced by the political parties win and lose on any general elections, but was based on the reconciliation path that intended to unite the differences in Kenya. Therefore, not all coalition governments are made based on pre-or post-election outcomes but some various reasons influence the coalition.

Hinckley's (1981) emphasis that also supports the perspective of coalition government agreement is a temporary joint use of resources involving two political parties or more. The coalition government that involves multiparty is on the rise in the local government sphere in South Africa (Netswera, 2012) since 1994 first national government elections. Predictions are that ANC will not perform well at the 2021 local government elections as it has been its pattern of performing badly in local government election and with its current service delivery challenges, the situation may worsen (Cilliers, 2019).

In local government, particularly the 2016 local government outcome that has seen metropolitan municipalities going into coalition government agreement such as in the City of Tshwane, City of Johannesburg, City of Ekurhuleni and City of Nelson Mandela Bay. However, this is not a new approach in government as it happened before after the 1994 national general elections in South Africa. Kadima (2006) recognizes the Government of National Unity as a forced marriage of convenience and was not much of a voluntary coalition government agreement but aimed for transitional government purposes after a long struggle with apartheid.

2.3.3 Clientelism theory

Hale (2014) define the concept of clientelism as a power shift from patrons to the client. Volintiru (2010:2) explain clientelism as a relationship between the patron and the client. Kitschelt and Wilkinson (2007) explains how clientelism is considered as transaction, direct exchange that implies that citizen's votes are gained in exchange for payments, access to employment, goods and services. In the business world, clientelism will mean the exchange of goods and monetary value to gain or own such goods or services. The exchange, a transaction where two or more people agree to exchange becomes what defines the relationship between the parties. Brenschot (2018) defines clientelism in politics as the practice in which voters are provided with personal favours, jobs, contracts, welfare support, and money in exchange for electoral support to enable the political party of their choice to continue governing.

The researcher maintains that the relationship between patron and client is influenced by any exchange of material value. In addition, that exchange of goods and services is what the basis of the clientelism concept contains and prevails. It therefore goes to show that there is a link between government and people through the social contract and there is no need for some exchange nature of votes and material benefits. The government automatically has to serve the people and clientelism is not applicable in the relationship between citizens and government. Political clientelism explains the exchange of favours for political support (Rivadulla 2012).

Lindeberg and Morrison (2008) also agree that clientelism to some extent is an exchange of private goods in return for political loyalty. The support base of most political parties depends on voters and this pushes clientelism as it opens opportunities for political parties

to exploit voters in favour of the votes they deem necessary to win general elections. The act by political parties during an election campaign can serve as a manner and character that is defined through actions of clientelism persuasive approach. Political parties get to present the political party's intention and plans for citizens while citizens will vote for the political parties based on the promises made to them. Singer (2009) equates clientelism as another form of corruption or links the two concepts with their similarities and common cause. Young (2006) is of the view that the voters primarily expect personal benefits from their elected officials once elected and that further shape the decision of voters to vote for the political party of their choice.

Singer (2009:3) argues that clientelism and corruption as a state whereby money is presented as a reward for voting political parties, patronage through the distribution of jobs to those who have campaigned and voted for the political party. Kitschelt and Wilkinson (2007) acknowledge that clientelism did not destroy democracy, instead, it evolved to a more complex pyramidal exchange of network of client, broker and patron exchange. In the environment where there is a coalition government engagement by political parties, clientelism is bound to emerge and serve the needs of the political leaders at the expense of the constituents and as in the case with the City of Tshwane in which the DA and other parties in coalition government agreed to work together. It was then that EFF chose to agree to support DA to govern the City of Tshwane; however, what is not clear is the level and material conditions to the commitment made by the two political parties.

In Kenya, the Kenyan Electoral Elections was mainly influenced by vote-buying and that people were offered money upfront (Mwangi, 2008). Some of the promises made by politicians during elections campaign include public jobs, job promotion to those who are chief lobbyists, houses, land or any other social benefits (Kitschelt & Wilkinson, 2007). The promised public goods and services by politicians during election campaigns are an automatic supply to communities once any political party gets to govern and as such, there should not be any kind of promises made based on the favours exercises.

Inman and Andrews (2009) are of the view that before the introduction of democracy in Africa, those who had powers managed to control the political system through patronage and dispensing of private goods to supporters and communities. Lobbying is another

mechanism used by politicians to attract voters and for an individual to stand up in supporting their preferred candidate. The thin line between lobbying and clientelism also provide an opportunity for candidates to exploit the tool of gathering votes through the exchange of material benefits to the citizens. A practical example of clientelism in the context of South African politics, is that political parties make trade-offs between themselves in the form of tenders or any business relationship aligned to those who are sympathetic to their ideological views and political mandate as it has been established that in City of Johannesburg the EFF collaborated with the mayor over appointments, procurement and policy decisions (Olver, 2021).

2.3.4 Democratic theory

Greece is the first country that is recognized to have developed a system of democracy through community participation in policy-making in a modern-day society (Ehrenberg, 1950). Democracy refers to the government of the people for the people. The foundation for the formation of democracy was laid down by Cleisthenes in Greece 508/7 BC when citizens organized themselves in ten tribes and devised a system that needed a high degree of citizen's participation (Rhodes, 2007). The assembly of male citizens took the decision and the council of five hundred regulated the participation by male participation in decision-making (Rhodes, 2007). Osamu-Kle (2007) explains that the real meaning of democracy originates from two Greek words is *demos* and *Kratos* whereby *demos* means the common people and *Kratos* means the rule. *Demokratia*, a Greek word used by the Athenians in their Constitution that was developed to describe the rule by the people for the people. Sealey (2002) submit that *Demokratia* was pinned and used after several protests against Oligarchy in Greece and instead democracy was preferred in which people can contribute to the decision-making of their affairs.

In relationship to European application of democracy, the post-1945 world war allowed the struggle over democratic means to develop when Eurocentric and Pacific war maintained different ideologies and the citizen were obliged to make a choice that eventually established democracy. During that period of people's voice over the Eurocentric and Pacific war, democracy became the only solution and at the time, no existing form of government could oppose it (Huntington, 1991). Whereas McGlinchey, Walters and Scheinflug (2017) argues that democracy is recent develop in human history that became liberal world order built after the Second World War (1939-1945) with

the desire to restrain the violent power states, rule of law that worked on prohibiting aggression of wars.

In the modern society in most developed and under-developed countries (such as South Africa, Australia and the United Kingdom), society is given the opportunity through free and fair elections to vote for a political party of their choice (Cunningham, 2002). The freedom to allow citizens to vote and play a role directly or indirectly in policy and decision making in government describes the application of democracy. Apphia (2010) argues that there is the power that citizen is provided with when choosing to decide the government they would like experience and achieve. Desilver (2019) suggest that there is growing number of countries and population with traits of democracy as of the end of 2017 about 96 (57%) out of 167 countries were democracies while 21 (13%) were autocracies while 46 (28%) have shown components of both democracy and autocracy.

Boaden, Goldsmith and Hampton (1982:3) illustrate a democracy in local government in which people participate in the affairs of the community and are more effective in small-scale communities. Bryson, Quick, Slotterback and Crosby (2013) support this argument by stating that community participation is central and important for enhancing and strengthening local democracy as well as promotion of good governance while it creates a platform to communicate with local citizens. Dunn (1993) agrees that a democratic environment allows citizens to be in charge of the affairs of the community and take charge of citizen's destiny. The election forms part of practices that allows the relationship between those who are governing and those who are being governed to establish a contract on how the governed prefer to be governed. This is further supported by the Constitution of the Republic of South Africa (1996) in which it states that the involvement of communities and community organization is paramount to the existence of local government and democracy.

Elections are a process that takes political parties into government and provides them with political power and government authority to represent the citizens. It is further through democratic processes that political parties benefit from governing the country through public participation by voting for them. However, democracy is identified through several pillars that complete it such as accountability, transparency, free and fair elections, regular elections that includes adult suffrage. Democracy creates a relationship between the ruled

and the ruler and a platform with equal participation that guides citizens and it is established through democratic processes (Schimtter, 1983:887). Keohane (2016) further states that each citizen must have a voice and platform to influence decision making in the sphere of political space and local community as well as leaders in political position must work jointly to persuade engagements with others.

In a democratic society, under democracy, public participation is an important aspect that measures the level of democracy in any state. By allowing citizens the right to vote at local government elections and any other elections is one critical value attached to democracy. Hanyane (2005) acknowledged and relate that public participation is one instrument that is meant to consolidate democratic beliefs, practices and practices that allows the majority of citizens to be part of any process in a democratic state. When citizens exercise voting based on free and fair general elections, this is further provided as one of the pillars of democracy.

There is another aspect to the democratic theory that the researcher raises in which there is conformity that relates to local government whereby people make a decision on how they would like to be served and may be classified as self-governing. This self-governed is empowered by democracy that encourages rule by people for the people. Tshuma and Tinashe (2020) acknowledge that citizenry power is critical in the processes that have been empowered whereby they are given full and adequate support to be part of the democratic process that includes electing of public officials.

Held (1996) qualifies this argument and find the concept of local autonomy (self-government) and local democracy that orders rule by the people are based on the premise of democracy. Breakfast (2015) suggests that democracy is a system of government that empowers citizens to choose freely, check and replace leaders whenever leaders are no longer fit for purpose or proper and fit to guide the citizens.

It is important to realise that there is a connection between local government elections, effective and functionary local government and the citizens. The democratic values encourage voting, accountability by those who have been voted in council at local government and practice good governance. As a result of people voting for the party of their choice with the intent to put it into government, there is an expectation that the party in government will serve the community with what is expected. White Paper on Local

Government (Department of Constitutional Development 1998), also emphasize the importance of citizen's participation in local governance as voters are measurement that ensures democratic accountability of those elected and are representatives of the people.

2.3.5 Theory of ideology

Ostachuk (2019) explains the work that was developed by scholars at the Institut de France but singles out Antoine Destutt de Tracy who published his submissions on what he believed was the ideology and termed it the "science of ideas". The reception of ideology was particularly inspired by those who perceived to be theoreticians such Karl Marx and Friedrich Engels (Freeden, 2006) While it is granted that ideology is believed to be the science of ideas, Stoddart (2007) argues that it was through the Marxist theory that used the notion of ideology to explain processes of dominant ideas in a society that is perceived to reflect the interest of a ruling economic class. However, in the formation of the coalition, such ideologies are part of the complex form that fails to create a compromise among the political parties that are party to the coalition agreement.

EFF have their ideological perspective that is motivated by their pro-poor policies while the DA is considered to be advancing interests of the capitalist's position that is viewed as aligned to white minority people in South Africa. Martin and Vanberg (2004) noted the differences and comprised that arose as a result of a coalition government where political parties have preferences but are forced to mandate power in policymaking to one individual and this may have an effect on an individual in power favouring his or her political parties' policies at the expense of coalition government agreement.

2.4. TYPES OF COALITION

As described by Booyesen (2020) there was no formal coalition agreement that took place between EFF and DA, as a result this became the most challenging relationship between the two political parties. The relationship was unique and has never expressed any form and type of universal approach to coalition agreement and this stimulate a desire to understand different types of coalition. The DA and EFF coalition was on a confidence and supply basis that resulted in EFF further supporting the election of the mayor without supporting any executive position in the council (Booyesen, 2020).

Masipa (2017) noted that different types of coalitions are based on European perspective of coalition and it yet to be determined on whether are they suitable for African context and suit its political mechanism. This includes electoral alliances, coalition governments, grand coalitions, and legislative coalitions (Masipa, 2017). This study will consider this different types of coalition government and discuss them below.

2.4.1 Electoral alliance

Arriola (2013) explain this type of coalition as an electoral alliance whereby politicians from various political parties, ethnic groups or regional groups who have agreed to accept and endorse a single candidate for executive office. This is done without the consideration and contribution of rank and file member of political parties or its constituency. This is further confirmed by Arriola (2013) that in coalition those only political relevant actors are included. The other reasons is that the electoral alliances come together to combine their resources with the intent to improve their electoral outcomes behind their candidate to achieve vote share required to win elections (NDI, 2015).

The electoral alliance is formed pre-elections in order to accommodate the pact formed by different political parties in order to contest the election. Kadima (2014) is of the view that electoral alliances work with less certainty until they get to know the outcomes of the electoral support. In South Africa, the instances of government of national unity may have symbolized elements of electoral alliances, however it cannot be considered to the extent as it was done as part of the sunset clause prior the 1994 when ANC prepared to form government and govern.

2.4.2 Coalition government

According to Anghel (2018) coalition is a system that is created through multi-party systems whereby the success of negotiations lead to political parties coming to an agreement. While Malik and Malik (2014) emphasis similar argument however explains that it is a phenomenon of a multi-party government that is informed by the decisions of minority political parties that join hands in running the government with common programme or agenda. Booysen (2021) puts it in a simple and understandable submission that coalitions are the answer when there is not outright winner or majority in a political party to be able to constitute government. Pieterse (2020) admits that for the coalition government to be successful, political maturity is needed and this submission

was based on the observation made around politics and governance at the City of Tshwane, Johannesburg and Nelson Mandela Bay where at different times, the metropolitan cities experienced difficulties in managing coalitions.

2.4.3 Grand coalition

Jolobe (2018) provides a clear understanding of grand coalition, however it is defined as coalition cabinet in this instances and defined as cabinet that is based on coalition that is formed through majority in legislature and this could be a leading political party that has won plurality but could not achieve most seats in the legislature. Jolobe (2018) further argues that formation of grand coalition may probably come as a result of response to major political crises in any country in order to allow political parties to overcome their political differences in the interests of stability. National Democratic Institute (2015) explains that grand coalition is established when country's main political parties take in charge of government through an agreement. In Kenya, the grand coalition government happened after there were major disputes on the 27 December 2007 presidential elections as this was to avoid further violence, and the agreement resulted in power-sharing between two rival political parties.

2.4.4 Legislative coalition

Legislative coalition consist of political parties that support government in parliament without expectations of cabinet positions or seats while the intent is to maximize the votes (Thijm, 2021). In South Africa, there has been instances whereby the political party, especially ANC in Gauteng province making comments that they will request the parliament to pass a bill that will allow coalition government to be constitutional (Pieterse, 2020). Chaisty, Cheeseman and Power (2015) define legislative coalition as presidentialism similarly to an understanding by Batista (2015) that it exists when a president whose party has not achieved majority. This will mean that there will be legislation that regulates coalition government at local government. Whereas legislative coalition is confirmed and aligned as presidentialism in which the power are central to president's hands and based on exchange whereby president gets support on legislative agenda and distribution of cabinet positions equally to all coalition partners (Batista, 2014).

2.5 SOUTH AFRICAN TYPE OF COALITIONS

According to Labuschagne (2018) remembers one of the memorable coalition government in South Africa happened in 1933 under leadership of General Hertzog and General Hertzog that was appointed as his deputy prime minister. The coalition was formed as a result of economic recession and political uncertainty (Schoones, 1976). It is therefore concluded that South Africa has underwent several coalition government in different level of government in different times since the union of South Africa. The coalition was established for different reasons during each epoch. The other distinctive coalition government happened through government of national unity that allowed three political parties (IFP, ANC and NP) to form executive cabinet and alleviate political violence in KwaZulu-Natal (Kotze, 2017).

Despite all applicable coalition government in South Africa that took place at any level and sphere of government, the 2016 local government elections outcomes may have provided a different type of coalition government considering the failure to have had outright winner. Essop (2016) explains that EFF voted with the DA in the City of Tshwane without having to form coalition and this was not motivated by any desire to occupy office or political alignment. It is therefore render the researcher with argument to consider that there was not particular type of coalition that fits the universal character that was used and it is therefore a unique type of coalition.

2.6 CONCLUSION

Central to purposive public service delivery to the people, people decide to make a choice on whom to represent their needs at municipalities and empower the council with representative powers. The decision to elect a representative in the local government council comes with a clear conscience on the type of leader the community need to elect during any local government elections. Democratic processes and implementation provides citizens with free and fair local government elections to elect the representative of the community. The decision to elect a representative is clear confidence the community provides to its political leaders of choice in the local government elections.

The legislative process and regulations that guide public service in particular; local government has been outlined and explained about variables identified. Havenga (2002) provides that local government remains vulnerable to limitations of authority and power in

as much as it operates within a particular geographical and legal jurisdiction. Different theories that are aligned to measures on how the community is formed and their choices of how they would like to live were clearly explained, as well as a choice of voting.

Through democratic theory, an explanation is provided on the importance of people exercising their rights to allow governing on their own through representation. Every local government election, the social contract between people and their representative in government are renewed.

CHAPTER 3: LITERATURE REVIEW ON MUNICIPAL SERVICE DELIVERY

3.1 INTRODUCTION

Chapter two of the study discussed the conceptualization and understanding of coalition government globally, as well as the types of coalitions in South Africa. This chapter discusses the conceptualization on municipal service delivery in general at the local sphere of government. It further discusses the policy framework on municipal service delivery, approaches, and types of municipal services including the challenges of municipalities regarding municipal service delivery. The chapter is informed by the previous chapter that discussed coalition government in reference to the occurred experience in the City of Tshwane as a result of the outcomes of 2016 local government elections notwithstanding service delivery in other municipalities.

3.2 CONCEPTUALIZATION ON MUNICIPAL SERVICE DELIVERY

The acute and important aspect of local government and municipalities in particular is to lengthen basic services including but not limited to housing, water, refuse collection and electricity to everyone as well as making sure that all deserving poor communities especially the vulnerable citizenry such women and children are taken care of (Masiya, Davids & Mangai, 2019). In articulating the submission by Mufamadi (2005) who was then the Minister of Provincial and Local Government during the former President of the Republic of South Africa, Thabo Mbeki the intention was clear in which the government had mandate to ensure development of capacity to deliver basic municipal services particularly to the most underdeveloped and poverty stricken communities (Pretorius & Schurink, 2007).

Owusu-Ampomah and Hemson (2004) considers service delivery to be the most important tool and social contract to create social inclusion and raising of living standards of the majority of poor. Notably, Reddy (2016) does not argue differently from other scholars in explaining service delivery as stated that it is meant for provision of “ goods, benefits, activities and satisfactions” that are considered for the purpose of meeting the needs of people within the jurisdiction they live in. It is therefore understood to say that service delivery is what is paramount in the establishment of any sphere of government as the existence of government is to meet the needs of the people. This will be further discussed lengthy on policy framework on municipal service delivery that derives its

mandate from the Constitution of the Republic of South Africa, 1996 among other useful sources of information.

Service delivery relates to the provision of basic communal related needs and services such as land, housing, sanitation, water, electricity and infrastructure. According to Booysen (2012a); Dassah (2012) delivery of these services has become erratic. Collaborative partnerships if utilised properly can lead to improved service delivery in the South African local government sphere. Taute, (2020) advocates for application of logical and simplified service delivery frameworks in the central and local government to address the service delivery challenges..

Ndudula (2013) views service delivery in the local government perspective as the provision municipal services and benefits that are classified as public goods to stimulate the standards of living of the public. In their opinion Reddy and Naidu (2012) regard municipal services as services that are provided by the municipality within its powers and functions to the public within its area of jurisdiction. Municipalities are custodians of public funds and are therefore obliged to attend to the basic needs of the communities. They basically attend to infrastructure, electricity, water, refuse collection and spatial developments of local areas (Reddy & Naidu, 2012).

Local government is responsible for the provision of basic service delivery services and infrastructure. There is a need for the local government to have effective performance measurement tools to ensure that service delivery is achieved. Lack of appropriate tools to measure performance to enhance service delivery is not in place. This has however, affected the local government service delivery system (Armstrong & Taylor, 2020). In agreement to the views of Armstrong and Taylor (2020), Mabizela and Matsiliza (2020) added that local governments have the duty to ensure that they provide services in a sustainable manner to promote social and economic development. They would also need to ensure that they further promote a healthy and safe environment to the communities.

3.3 POLICY FRAMEWORK ON MUNICIPAL SERVICE DELIVERY

While it may be important to understand conceptualization of municipal service delivery, it is equally important to understand policies that underpin municipal service delivery. The government often establishes guidelines, procedures, regulations and laws meant to

guide local government on how to address service delivery. Section 152 (1) (b) of the Constitution of the Republic of South Africa, 1996 states the importance of ensuring that services and goods are provided to the communities in a sustainable manner. Promotion of social and economic development is also catered for in Section 152(1) (c) of the Constitution of the Republic of South Africa.

The Constitution of the Republic of South Africa have broader provision of chapters and sections that deals with local government aspects and in relation to service delivery. Patience and Nel (2021) explains that the signal by number of protests in South Africa indicates a failure by municipalities to perform their constitutional mandate that disadvantages the local communities. The other significant legislative and policy frameworks include the Local Government: Municipal System Act 32 of 2000 and Local Government: Municipal Financial Management Act 56 of 2003 (MFMA). Baalen, Schutte and Leipzig (2015) state that rooted in the Constitution of the Republic of South Africa, 1996 is the Local Government: Municipal System Act 32 of 2000 and Local Government: Municipal Structures Act 117 of 1998. These policy frameworks make provisions for performance management practices in local government. However, they further argue that despite all the decorated statutory provisions and policy frameworks on making sure that there is better and improved service delivery in local government, the municipalities still fail to eradicate service delivery backlogs. The Constitution of the Republic of South Africa, 1996 further make provision for municipal services through Schedules 4 and 5 that make determination in assigning this functionality to municipal council and this service includes air pollution, building material, child care facilities, electricity and gas reticulation, fire-fighting service, local tourism, municipal airports and others specified (Republic of South Africa, 1996).

Other aspects on policy and legislative framework to be considered is the alternative approach that is being considered by citizens as a result of failure by local government to provide better service delivery. A landmark high court case that was brought by poultry producer Astral Foods that has ordered the national government to intervene in the challenges of financial and service delivery in the Lekwa Local Municipality in Mpumalanga is one of the judicial precedence that can be considered (BusinessTech, 2021). In the North West Province at Kgetleng Rivier Local Municipality, the North West High Court made a ruling in favour of the Kgetleng Rivier Concerned Citizens non-

governmental organization in which the court found that the municipality was in breach of their constitutional obligation by failing to supply water to the residents of Koster and Swartruggens (Potter, 2021).

3.4 APPROACHES TO MUNICIPAL SERVICE DELIVERY

Having considered legislative measures that regulate the mandate of local government to provide services to its communities, as well the recent trends of court cases that ordered municipalities to render goods and services, it is important and current for this study to analyse approaches to municipal service deliveries. Bekink (2006) agrees that for a municipality to achieve maximum service delivery, every municipality with each shape and form of its establishment should choose a municipal service delivery system that is suitable to their type of challenges and concerns in their communities. Hence in bigger municipalities especially metropolitan cities such as City of Johannesburg and Tshwane, some of the services are outsourced or belong to state established entities such as City of Power, Pikitup and Joburg City Water. Although the municipal service delivery approach may differ from one municipality to another, the determination of the best suited system and tools need to be implemented.

In Netherlands for instance, Gradus, Dijkgraaf and Wassenaar (2014) articulates that the twelve (12) municipalities that have been researched chose to switch to outside production through contracting out in order to provide efficient goods and service deliveries. Even though to some extent there is outsourcing of some services within the municipalities in South Africa that procure particularly special and exceptional skills that they lack of capacity on.

Mkhwatshwa-Ngwenya and Khumalo (2020) agrees that a big deal in local government is in providing quality and sustainable service to community's needs, and this is reliant on the capable, knowledgeable and skilled individuals to perform duties as expected with achievable positive results. The capacity is a multi-dimensional process that includes three core elements that is individual capacity, institutional capacity and environmental capacity as this can be done through recruitment of the right people, as well as public managers and political representatives with ability to render a leadership (Mkhwatshwa-Ngwenya & Khumalo, 2020).

Despite the challenges of capacity within most municipalities in South Africa, another hurdle that Maserumule (2010) highlights is that when the ANC took over government in 1994, it inherited a nearly bankrupt state. Implementation of legislative regulatory framework resulted in the establishment of Local Government Municipal Acts to ensure that service delivery is maintained in South Africa. Another consideration on service delivery at local government is the interface of political leadership and interference on key administrative decision making processes that directly implicate goods and service to communities. Masuku and Jili (2019), Ngqwala(2019) and Ndlovu (2016) posit that political favours and interferences are dominant in local government in South Africa and this has a direct effect on service delivery to communities. In most instances, “cadre deployment” is considered as an obstacle for local government sphere to hire those who are fit and proper to render their skills in improving quality of public goods and services.

To improve and provide better goods and services to the communities, a better approach must be considered as it is clear that what has been implemented in the past twenty years of local government has not yielded positive results as one has to consider high level of the protests for poor service deliveries. As a dominant political party that has been in national government, the ANC has developed guidelines on the nomination and selection of their councillors and mayors who will lead local municipalities after the 1st November 2021 local government elections. Du Plessis (2020) explains that the nomination processes include community involvement in nominating and electing directly their own ward councillors and in accordance to ANC, the councils must have been considered “through the eye of the needle” with leaders who are ethical, ideological and qualified to represent the organization.

Towards the 2021 local government elections, the ANC has decided to use the criteria and qualities that they deem necessary in appointing their mayors and mayoral committees. According to ANC (2021), the following are some of the qualities for ANC mayoral candidates;

- Political and leadership
- Strategic and Development management
- Local Economic development
- Financial accountability and sustainability

- Local government legal context
- Lead, inspire and unite as the public face of the municipality and core ANC values of inclusion, non-sexism and non-racialism.
- A leader of integrity and ethics

Furthermore, the ANC (2021) has also put together qualifications that are required in order to meet the criteria, and tertiary qualifications are considered to be basic requirements, at least five years local government experience and track record of discipline, no evidence of a criminal record or evidence of maladministration. Since the ANC has been leading most local municipalities since inception of local government in 2000, except after 2016 elections outcomes in which it did not get outright winner in four metropolitan cities that may have resulted in implementing different approach it is then provided the scholars with opportunity to analyse and make conclusion of whether the approach has yielded what is expected. Madisha (2021) acknowledge that this will be the first time that the ANC goes on process of interviewing mayors. It is yet to be determined on whether what ANC as a political party has considered as mechanism to change the landscape of local government in terms of service delivery will work in the future through their adopted criteria of appointing mayors or is another to circumvent taking responsibilities for their failures.

Masiya, Davids, Mary and Mangai (2019) make submission and argue that there is a limited information of mechanism on how to assist local municipalities on overcoming service delivery challenges. It is therefore critical that scholars need to contribute towards comprehending the service delivery satisfaction drivers. It is much clear that the ANC as political party that has been in government since the dawn of democracy in 1994 has not found a solution on how to resolve challenges facing communities in regard to service delivery. Mathekga (2021) admits that for nearly a decade in power at all sphere of governments, the ANC has no solution and has not found the right path to resolve the service delivery challenges in local government systems. In his book, “the ANC’s last decade” Mathekga (2021) make submission that the ANC’S establishment of district development councils is not only a form of improving service delivery but the mission to consolidate and coordinate service delivery across municipalities that will enable ANC to extent their hold on municipalities (Mathekga, 2021). It is therefore still something that needs to be tested or tried on whether it will yield positive results on service delivery;

however it cannot be that after more than 20 years in government, the ANC has not been able to get it right.

The researcher wishes to agree with some of the aspects of the ANC that has identified into their criteria on appointment mayors and mayoral committee members. Much as the issue of financial accountability and sustainability, a leader of integrity and ethics as well as local government legal context are part of qualities they deem necessary, the researcher is of the view that these are implausible elements that may not be gained and the next five years will indicate if the criteria worked. Van der Walt (2001) provides that every institution has its own unique culture, habits, practices, values, goals, and expectations on how they behave toward delivery of needed goods and services in an institution. Leaders are service delivery agents in local government (Ngqwala, 2019) and having quality leaders assist to maintain positive performance at any institution.

The DA led metro coalitions post-2016 had a different form altogether; they were minority coalitions that had no voting majority in council. On inception of the DA metro coalitions the EFF were in support of the DA coalitions based upon confidence and supply basis. The EFF did not accept positions within the mayoral committees. They however, supported the election of the mayor, budget approval and other related matters on an issue by issue basis. There was no formal agreement that existed between the EFF and the DA and this led to difficulties leading to the administration's failure to attend to consequent issues (Olver, 2019).

There were administrative disruptions that took place after the 2016 elections, new city managers were appointed in three of the four coalition-run metros. A survey carried out by the South African Cities Network of executive senior management in metros after the elections hinted that, in metro cities led by coalition governments senior management felt they were not adequately protected from the MMCs and the mayor. The main causes of these challenges is attributed to weak city managers who are not prepared to face conflict, they however, focus on their own survival (Foster, 2019).

There were reports of political interferences in administrative affairs at the Johannesburg metro. This happened under the ANC and DA management (Comrie, 2019; Brummer &

Reddy, 2019). In the Mashaba era, the CEO of the Johannesburg Roads Agency board resigned over the mayor's interference in the supply chain issues relating to the Johannesburg Roads Agency (Phillips, 2018). The steadiness of Mashaba's administration depended upon certain coalition being awarded influential patronage, for instance the Johannesburg Road Agency with regards to the IFP and EFF (Phillips, 2018). Various appointments, in sourcing tender arrangements and tender with regards to the EFF (Brummer & Reddy, 2019).

3.5 TYPES OF MUNICIPAL SERVICE DELIVERY IN SOUTH AFRICA

Service delivery in the South African context relates to the provision of the basic service needs of the communities. Bekink (2006) posits that municipal councils are tasked with developing systems that will enhance interactions with local communities in order to identify service needs and priorities although there are universal needs in most instances. One of the modes that has been implemented by the local sphere of government is outsourcing of service provision to external service providers. Lack of adequate skills and capacity at the municipal level has attracted outsourcing options in an effort to deal with the backlog on infrastructure projects (Johnson, 2004). The next section focused on the basic services that the communities require.

3.5.1 Basic services

Services that are regarded as basic or fundamental are accommodative for daily activities on communities includes water, lights, emergency and waste removal as well as constant maintenance of roads and buildings within the jurisdiction of the locality (Khale, 2015). The mandate of local government is to make sure that basic services are delivered to people and the success of political party that is governing the municipality is measured in accordance to goods and services provided to its local communities. Mutyambizi, Mokhele, Ndina and Hongoro (2020) postulate that government in South Africa recognizes the importance of creating access to basic services that will improve the lives of its people and local economic development.

The White Paper on Local Government (1998) advances most important key elements that is also considered as constitutional mandate through the Constitution of Republic of South Africa entailing that there must be provision basic level of household service such as electricity, sewerage, and water. Furthermore, the local government should also work

to bring the most disadvantaged households to near advanced and urbanized locality through integration. Local government should also seek to develop the economy within their local communities that is aimed at creating jobs to empower and redistribute resources considering the historical past of South Africa.

3.5.2 Financial and accounting services

Financial and accounting services within the municipalities are mainly focusing on billing and accounting services that require increasing and maintaining revenue collection meant to fund basic services within the communities. Dollery and Graves (2009) transmit that the Municipal Finance Management Act 56 of 2003 (MFMA) was developed in order to sustain good management of finances at the local sphere of government. National Treasury (2011) explains that MFMA is aimed at ensuring that ultimate targeted service delivery goals are achieved through planning, budgets, implementation actions and reporting, and proper management accountability. The financial health of municipalities is paramount for the purpose of provision of service delivery in particular the manner of managing the financial conditions (Kleynhans & Coetzee, 2019). Similar argument is addressed by Wang, Dennis and Tu (2007) that central to financial conditions of local government is its ability to delivery efficiently the services and goods to its citizens. Sound financial stability in the local municipalities will allow the goods and service delivery agenda to be executed.

There is a serious financial management crisis in the municipality. The municipality is failing to have an accurate billing system, which makes it difficult to collect revenue due to disputes. It is also failing to pay what it owes to third parties, due to scarcity of the financial resources. Lack of financial resources has forced the local municipality to fail to effectively provide service delivery. Local municipalities have failed to have strong financial capacities; this has resulted in their failure to service the communities efficiently. Mokoena (2013) points out these local South African municipalities are finding it difficult to account to the communities. The principles of good governance are not adhered to; this adversely contributes to poor service delivery.

3.5.3 Business operational services

The services that are provided to business such as hotels, restaurants, food processing and packaging business, supermarkets, motor vehicle spares and others in most

municipalities includes sanitation, health inspections, by-laws that regulate conduct of business around the central business district areas. Failure to provide service by local government is impeding on the success and sustainability of the business while it is lowering economic growth (Antwerpen & Ferreira, 2016). The importance of maintaining establishment of business through local economic development platform within municipalities is further critical in job creation as well as attracting more investment. However, to be able to do so, proper and sustainable infrastructure must be secured.

3.5.4 Infrastructure services to communities

In order for municipalities to provide basic services to the communities, the necessity to establish and maintain infrastructure is critical and this include building of schools, clinics, and any infrastructure related projects. The major reason that Clover Dairy Company moving out of Ditsobotla Local Municipality jurisdiction in the North West Province is a results of poor service delivery that include failure of the municipality to provide water and power while there has also been decaying infrastructure such as bad roads (Patrick, 2021). It is therefore very important that municipalities must have sustainable infrastructure that will enhance business opportunities and attract investment while this will create job opportunities for its communities. Having to improve services in the municipalities through infrastructure development, it attracts business investment in the local municipality.

3.6 CHALLENGES OF MUNICIPALITIES ON SERVICE DELIVERY

The challenges in providing municipal service delivery in South Africa has been a long and sustained concerns among the citizens that has resulted in some section of the society protesting and petitioning in request for better municipal service delivery. According to Kanyane (2014), the service delivery protests are usual strategies that are used by communities to express their dissatisfaction with the local municipalities. It is further important to understand how the municipal service delivery has been affected due to the coalition agreement at the City of Tshwane after the outcomes of 2016 local government elections and what challenges have occurred.

Delivery of public goods and services is regarded as the production process of a service resulting in intangible and tangible value to the citizens (Municipal Research and Services Centre, 2005). However according to Munzhedzi (2020) each community has different and distinct communal needs and they vary from one municipality to another such as the

need for clean water, garbage removal, Wi-Fi and internet services that have to be addressed. The basic needs provision can be met or not be achieved by the municipalities, however the communities continue to have favour over the governance and leadership of the local municipality. Several of scholars have argued that failure to provide better service by local government disadvantage growth and acceptance by society as this sphere of government is regarded as the coalface of service delivery and the one that is closer to the people (Naidoo, 2004; Maserumule, 2011; Thornhill & Dlamini, 2012).

The sign that may be considered to be showing challenges on municipal service delivery among others are number of protests that occur. In the City of Tshwane, elders marched to the office of the Municipality to demand better service delivery that include ineffective satellite office that disadvantage them to buy electricity, potholes and poor state of community facilities (SABC, 2021). Patience and Nel (2020) posit that communities are destroying public infrastructure to get attention of their local municipal leadership on their grievances on service delivery challenges than anything else. Their frustration by local government for its incapacity to provide better goods and service lead to outspread of protests even where the issue is of national competence such as load shedding by Eskom, such problem is directed to local municipality by communities.

3.6.1 Capacity and skill development

In accordance to several reports by Auditor General since from 2014/15 to date, they have identified lack of capacity in local governments through to vacancies in key position that does not only results on poor audit reports but also have effect on provision of municipal service delivery (Auditor-General, 2014/15, Auditor-General, 2015/16, Auditor-General, 2016/2017 and Auditor-General, 2017/18). There has been general concern around the issue of improving the acquiring individuals within the municipalities that have relevant skills that is accommodated within the local municipalities. Failure to attract professional and corporate governance minded as well as skilful individuals to be part of the success of developing municipalities that will provide better service to communities.

3.6.2 Political interference and deployment

Since 1994, the ANC led government has been determined to ensure that their politically aligned individuals are deployed in government to a strategic position despite the failure

to display a particular skill and qualifications. Political patronage and factional political linkage have seen this behaviour being filtered through to local sphere of government. Ncapayi and Ntsebeza (2019) alleges that in the space where there is failure to provide services, it is often as a result of unskilled individuals deployed by the ruling party and mostly political meddling in administrative process for personal benefit which lead to compromised service delivery. Shava and Chamisa (2018) agrees that in the establishment of democratic society, specific policies were meant to improve the country's economy but were married to cadre deployment where those who were loyal to ANC or faction occupied prominent positions in the public sector.

3.6.3 Corruption

Political agents identified corruption as the worst enemy in the coalition governments. It is a serious abuse of authority for the sake of personal benefit; it includes taking of bribes, fraudulent activities and misuse economic resources (Munzhedzi, 2016). Corruption robs the communities of their resources, it further compromises on service delivery (City of Joburg, 2018). Corruption threatens the democracy and coalition government could collapse when corruption is not being challenged. The motive and intent of coalition government consensus of being pro-poor and addressing socio-economic challenges is being advocated and implemented (Pillay, 2004). According to Munzhedzi (2016) corruption is rife during the procurement of goods and services. Prices of goods and services are usually inflated, tender processes and procedures are flouted and contracts are awarded to friends and relatives. Goods and services end up being too expensive and this compromise on service delivery.

3.6.4 Ineffectiveness of coalition governments

Coalition governments are not effective in South Africa. This is also supported by the views of Douds who indicated that coalition governments are doomed to fail from the onset due to political differences and unwavering that arise from various parties as they try to outdo each other. Service delivery hence suffers at the end of the day (Doud, 2017). Pyper (2016) quoted number of political analysts including Ralph Mathekga (2018) who believed that coalition governments will provide instability at local government in the South African context, and often coalition governments are likely to collapse when political parties disagree.

3.6.5 Service Delivery

The City of Tshwane (2018) indicated that during its performance measurement of service delivery between July to December 2017, it achieved 43% of progress towards the annual budget on provision for sanitation to 410 households. In the Mid-year performance report, the City of Tshwane achieved more than 100% of its target in the upgrading and development of informal settlements through the provision of rudimentary water and sanitation services. The mid-year term also show the number of projects that are under the housing and human settlement portfolio to be in good progress in which water reservoirs were built in Zithobeni Heights, Refilwe Manor and Kudube 9 bulk sewer line that are meant to cater for poor communities in the black townships (City of Tshwane, 2018). Despite having all these reports there is a lot that is desired to ensure the improvement of service delivery, which has continued to suffer at the City of Tshwane.

Municipalities that have been on coalition are operating on budget that was concluded by the administration of the previous year when ANC was still governing local government. Clearly this goes to show that much as the local government changes hands between political parties, administration wing of the municipality gets to continue from programmes created by previous governing political party (Bendile, 2017). This however, adversely affects political parties in coalition government inheriting administration personnel that were exposed to policies of the previous governing party.

3.7 POLICY FRAMEWORK ON MUNICIPAL SERVICE DELIVERY

Policy frameworks within the local government are designed to persuade the municipalities to be effective in the provision of effective service delivery. The policies and legislations are crafted to govern the municipalities and ensure that they execute their mandate of providing goods and services to the public. Although the policies and frameworks are in place, it has proven that it is difficult for the municipalities to comply with the policies and frameworks that are in place.

3.8 CONCLUSION

Challenges of municipal service delivery have existed since the dawn of democracy, and the solutions have not yet be found on how this can be resolved. Methods and approaches to resolving these challenges need to be enhanced and power being scrutinized deeply into what is really creating backlogs on municipal service delivery and implement better

approaches. Furthermore, it is important to address those challenges that include capacity and skills development, political interference and deployment, ineffectiveness of coalition governments and service delivery as they directly impact on other measures of growth in the local municipalities such as attracting local economies. The next chapter discusses the research design and methodology used to collect the data for the study.

CHAPTER 4: RESEARCH DESIGN AND METHODOLOGY

4.1 INTRODUCTION

The previous chapter discussed on conceptualization of literature on coalition government and approach on municipal service delivery. This chapter focused on presentation of the research methodology that was used to carry out the study. The research philosophy that underpinned the study was deliberated on. The research design and research method used to do the study were also discussed. The study area that defined the jurisdiction of the study was mentioned as well as the population on which the target population for the study has been sampled. Further to that the sampling procedures were discussed as well as the data collection, data analysis and ethical considerations as well as the preliminary framework of the research.

4.2 RESEARCH PHILOSOPHY

Research philosophy deals with how people respond to facts, and it focuses on how people understand facts and nature (Saunders, Lewis & Thornhill, 2022). The main research philosophies that are available to carry out research are positivism, interpretivism and pragmatism (Zaukauska, Vveinhardt & Andriukaitine, 2018).

Positivism research philosophy is a scientific approach that is designed for the researchers to gather and gain objective knowledge (Saunders *et al.*, 2020). This research paradigm is the quantitative approach that is deductive in nature and is highly structured. Data is collected through the closed-ended questionnaires (Zukauskas *et al.*, 2018).

The Interpretivist research philosophy is rooted in understanding the world in a subjective manner; this is rooted on the opinions, feelings and understanding of people (Saunders *et al.*, 2020). The data collection tools that are used to collect data in this approach are interviews, focus group discussions and observations. The researchers have to work closely with the participants when collecting data (Saunders *et al.*, 2020; Zukauskas *et al.*, 2018).

Pragmatism philosophy is ideal to carry out mixed method researches. This research paradigm is intended to be used in mixed method research. The research philosophy centres on the research problem that is under investigation. It is good in generating practical results. The benefits of using the pragmatism approach are that the researchers

can choose the methods, systems and procedures that they see fit to address the research questions and research problem (Alghamdi & Li, 2013; Zukauskas *et al.*, 2018).

The pragmatism research philosophy was used to carry out this study. The philosophy was chosen as it provided the researcher with the room to choose the suitable methods, systems and procedures that are relevant to address the research problem and research objectives (Creswell & Creswell, 2018; Saunders *et al.*; 2020). This philosophy is also good in generating practical results that are critical in scientific studies (Creswell & Plano Clark, 2018; Saunders *et al.*, 2020; Zukauskas *et al.*, 2018). The use of the pragmatism research philosophy encourages the triangulation of both qualitative and quantitative research results in one study to obtain a better understanding of the subject being studied (Creswell & Creswell, 2018; Dawadi, Shrestha & Giri, 2021). This approach produces generalisable results. Integration of multiple research paradigms produces better and reliable results (Creswell & Plano Clark, 2018; Saunders *et al.*; 2020).

4.3 RESEARCH DESIGN

Following Sileyew (2019), the research design is aimed at providing a suitable framework for a research study. Macmillan and Schumacher (2001:166) refer to research design as a plan that is used in selecting subjects, research sites, the process applied in data collection to answer the research questions. There is importance in research design that includes strategies and methods that are used in collecting and analysing data through two groups that is exploratory and conclusive designs (Saunders, Lewis & Thornhill, 2012). The study explored a conclusive research design that is also divided into two categories and being descriptive and causal. For the research, descriptive and causal research designs were used through the study that eventually assisted in the collection of data.

4.3.1 Descriptive research design

This research design under the conclusive will be used to allow the study to describe specific elements, causes, or phenomena focusing on coalition theory as well as the cause that led to the City of Tshwane being government through coalition. Descriptive research is objective and neutral and makes inventories according to Lans and Van der Voordt (2002: 53). The use of descriptive in research will also be easily intertwined with

quantitative research as they are both objectives; systematic procedures are being used to describe variables as explained by Bloomfield and Fisher (2019).

The researcher adopted the descriptive research design to quantitatively examine variables in the understanding of coalition as well as the fundamental provision of municipal service delivery. In the qualitative descriptive study, the research focuses on gathering information by focusing on the nature of specific events under the study and more attention to variables. Miles and Gilbert (2005) are of the view that the descriptive research method has distinguished qualitative through interviews as it gives a sense of those who are being interviewed or respondents to play a part as by being co-researchers and allowed to ask questions where clarity is needed.

4.3.2 Causal research design

A causal research design is used to measure the impact a particular change that will have on existing norms and assumptions (Kabir, 2016). Also, Williams (2007) defines casual research as a mechanism that assists the researcher to examine how the independent variable is affected by the dependent variable where it involves the cause-and-effect relationships between the variables. The focus point in the selection of research method for the study is to investigate the cause and effect in the relationship and this will be addressed in the City of Tshwane coalition government to understand the effect that was caused by the coalition in the provision of municipal service delivery. Central and critical to the study is to decide the effect that has been caused by the coalition government in the City of Tshwane's municipal service delivery.

4.4 RESEARCH METHODOLOGY

This research study used both quantitative and qualitative methods. Research methodology is described as systematic means to answer the research problem (Kothari, 2004:8). Furthermore, Kothari (2004:6) acknowledges that research is an important tool for social scientists in studying social relationships that are seeking answers to several social problems. The importance of different research methods was significantly articulated in this research study through research design, approach, paradigms, and sampling techniques that assisted the researcher to collect valuable data.

4.4.1. Mixed Method research

Johnson and Onwuegbuzie (2004) define the mixed method of research as the class of research in which the researcher mixes or combines the two types of research that being of qualitative and quantitative techniques, methods, concepts, approach into a single study. The choice of mixed method in the research study made the researcher to be able to obtain information through the qualitative and quantitative data collection and analysis method in the research study to solve the research problem. In this study, the use of the mixed method allowed the researcher to gather information through means of interviewing possible respondents and be able to visit or conduct meetings with those who have been earmarked for the study at the City of Tshwane. The respondents include the City of Tshwane municipal manager, previous mayors during the coalition government, and the members of the municipal council who comes from all minority political parties, Economic Freedom Fighters (EFF), and African National Congress (ANC) leaders in the Tshwane region. Bryman (2012) further concedes that the mixed method of collection of data needs to be balanced to avoid using them in the cycle. The chosen tool of interviewing and questionnaires processes in data collection required that the study consider the mixed research method.

4.4.2 Qualitative approach

The study was a qualitative research method which included literature reviews, interviews, and questionnaires. Literature and interviews were used in the process of conducting the research work in this research study. Qualitative research deals with the subjective assessment of attitude, opinions, and behaviour (Kothari, 2004). While Shava (2018) is of the view that qualitative design relies on what the researcher intends to know and what is perceived to have the credibility to achieve by using the available time and resources. Qualitative research as according to Pope and Mays (1995) is described as a development of concepts that assist in understanding social phenomena in a natural setting while emphasising the meanings, experiences, and views of the participants.

In this study, the focus was on newspapers and journals that are available online to gather necessary information for the study. Interviews were conducted with the municipal council members of different political parties that are in the City of Tshwane council. Each political party member was allowed to share their views on their relationship and experiences on the formation of the coalition government and its effect on municipal service delivery.

4.4.3. Quantitative approach

According to Rutberg and Bouikidis (2018), quantitative research uses numbers and accuracy. Standardized questionnaires or experiments are used to collect data in a quantitative research approach and this study; respondents are going to be exposed to questionnaires that will be given to members of the council at the City of Tshwane as well as the management team in the administration of the municipality. Structured interviews were the tools that were specifically utilized to collect data from the municipal managers, municipal council members, and leaders of political parties in the coalition government as well as the leader of ANC in the Tshwane Region. Bryman (2004:109) explains that structured interview is a prominent data collection strategy in both quantitative and qualitative research.

The exploratory sequential research design, directed by the mixed method research approach was applied in this study. Adopting this method was ideal as the researcher had to first explore the participants' views. The qualitative results obtained were analysed into themes and sub-themes, and a second quantitative stage build up was done based on the obtained qualitative results (Creswell & Creswell, 2018; Creswell & Plano Clark, 2018). In this study the qualitative approach constituted 30% and 70%, was the quantitative approach.

The mixed research approach was used as it combined the qualitative and quantitative data collected. This enabled the research methods to complement each other. The use of both qualitative and quantitative research results were achieved in one study.

4.5 STUDY AREA

The study focused in the City of Tshwane, in the Gauteng Province based in South Africa, and describe it in terms of locality. Yes Media (2012-2020) explains that the City of Tshwane is the largest metropolitan municipality in the country with seven regions and 105 wards that consists of 210 councillors. The area of the town is about 6 298 square meters and is the capital city of South Africa that houses the second largest number of embassies in the world as well as being the administrative hub of the country (Yes Media, 2012-2020). The City of Tshwane has been the capital city since 1860 and after the Union of South African; it was declared the administrative capital under the self-governing

dominance of the British Empire as well as being the capital city of Transvaal (Clarke & Lourens, 2015).

4.6 POPULATION OF THE RESEARCH

The target population relates to all the prospective participants whom the researcher intends to generalise the research findings (Saunders, Lewis & Thornhill, 2020). The population of the study will comprise 591 participants and respondents.

The population is being described as a group of individuals, objects, collection of events that have similarities for study and grouped (Mouton, 1990:34). The population of the City of Tshwane is sitting at 3,555, 741 with 50.5% of the population are males, and this population has risen from 2 478 557 in 2007 in which the biggest share is in Garankuwa, Soshanguve, Mabopane, and Rosslyn (City of Tshwane, 2020).

The population of the study comprised of:

Councillors	210
Senior Managers	29
Mayoral Committee Members	13
Community Members	125
Ordinary Political Party Members DA	93
Ordinary Political Party Members ANC	89
Ordinary Political Party Members EFF	25
Ordinary Political Party Members VF PLUS	4
Ordinary Political Party Members ACDP	1
Ordinary Political Party Members COPE	1
Ordinary Political Party Members PAC	<u>1</u>
TOTAL POPULATION	<u>591</u>

The target population of the study was 591 participants.

4.7 SAMPLING

Cohen (2015:101) defines a sample as a portion or subset from a population that research study. Bhardwaj (2019) explains sampling as a procedure that is used in selecting a sample from the individual or large group of the population for a certain type of research purpose and gives more accurate results with limited resources required. There are two types of sampling, namely, probability and non-probability. The study used both probability sampling and non-probability sampling techniques to gather quantitative data and qualitative data respectively for the study in the community of the City of Tshwane.

4.7.1 Probability sampling

Probability sampling has types of sampling techniques it uses from simple random, stratified random, systematic, cluster, and multistage sampling. The simple random sampling technique was used in this study. Bhardwaj (2019) describes probability as a sampling in which each member of the population has a likelihood of being selected in the sample where the population is homogeneous and that those chosen through sampling were representative of the whole population. This is further supported by Marshall (1996) that the nature of the population is defined, and all members have an equal chance for selection. Considering the huge population of the City of Tshwane with its dynamics, the preference of sampling was probability method as it will appropriate and fit to conduct the research. Marshall (1996) further finds probability sampling as the most appropriate to use on qualitative research method as it provides the best opportunity to generalize the results of the population, and it is both theoretical and practical.

4.7.2 Sample Size

The sample size is the number of respondents and participants chosen for the collection of quantitative and qualitative primary data (Salkind, 2017). The sample size for quantitative data collection will be drawn from the City of Tshwane Municipality councillors, senior managers, mayoral committee members, community members, and ordinary party members. The sample size was calculated based on the Conroy (2020), at a 95% confidence interval and a margin of error of ± 5 percent. The sample size of the study was 217 respondents.

Table 4:1 Sample Size for Tshwane Municipal Councillors

Acceptable Margin of Error	Population Size					
	Large	5000	2500	1000	500	200
±20%	24	24	24	23	23	22
±15%	43	42	42	41	39	35
±10%	96	94	93	88	81	65
±7.5%	171	165	160	146	127	92
±5%	384	357	333	278	217	132
±3%	1067	880	748	516	341	169

Source: Conroy (2020) Sample Size: A Rough Guide

The sample size for quantitative data collection was as follows:

Councillors	105
Senior Managers	10
Mayoral Committee Members	4
Community Members	20
Ordinary Political Party Members	<u>78</u>
TOTAL SAMPLE SIZE	<u>217</u>

The sample size for collecting qualitative data was 5 councillors and 5 municipal administrative staff, 5 community members and 5 ordinary party members who were purposively selected. The sample size for qualitative data collection was 20 participants who were interviewed. The interviews were conducted until saturation point is reached. The participants were purposively selected to target participants who have the relevant responses that were needed to answer the research questions.

4.8 DATA COLLECTION

The goal in collecting data is to be able to gather important evidence that translates to rich data analysis to answer questions that the research study posed (Kabir, 2018:202). Failure to be able to gather important information through data collection impacts on the outcome of the study. It is for these reasons that the researcher relied on interviews and questionnaires. Kabir (2018) describes data collection as the process of gathering and measuring information on the variable of interest to answer research questions, test hypotheses, and evaluate the outcomes. The qualitative data collection method was applied and Kabir (2018) explains this type of data collection as being mostly non-numerical, descriptive and such data can be captured through feelings, emotions, or subjective perception of something.

The research study used interviews and questionnaires as the form of instrument in data collecting as well as literature review on articles, newspapers, journals, books, and others. Mahlangu (1987) argues that questionnaires are important tools to be used by researchers to directly exchange and convert information given by interviewees into data. Based on the perception created by the coalition government in the City of Tshwane with regards to the provision of service delivery, the researcher will determine questionnaire and interviews on whether the effect by coalition government had positive or negative outcomes.

Interviews are discussions, usually; one on one between the interviewer and the selected respondents to gather information for the research topic and this can be done over the phone, differing from surveys by the level of the structure placed on the interaction (Rand National Defence Research Institute, 2009). Members of the City council as well as those belonging to the political leadership of different political parties in the City of Tshwane were interviewed to gather relevant information for the study. The administration team at the municipality together with community members within the jurisdiction of the City of Tshwane formed part of those who were interviewed.

4.8.1 Questionnaires

Questionnaires are the backbone of any survey and for the questionnaire to be a success, good formulation of such questionnaires is important (Roopa & Rani, 2012). Radhakrishna (2007) posits that a questionnaire helps to gather information on

knowledge, attitudes, opinions, behaviours, factors, and other information. There are types of questionnaires that can be used that are structured, semi-structured, and unstructured. This study chose un-structured questionnaires that were conducted with community members and made use of interviews with municipal officials or bureaucrats as well as political party membership.

According to Grover and Vriens (2006), unstructured questions are open-ended and allows the respondents or participants to answer in a manner they feel free using their own words and express general attitude that can help the researcher to interpret their responses in a structured manner. The nature of the political landscape in the City of Tshwane qualifies the researcher to use unstructured questionnaires to obtain the information deemed to be of necessity for the study. It further allowed community members, political parties, and national leaders to be able to express their views based on the experiences that came out of the formation of the coalition government in the City of Tshwane.

4.8.2 Interviews

The choice of conducting interviews with members of the mayoral council during the coalition government era, political parties 'leaders such as that of EFF, Democratic Alliance (DA), and other minority political parties formed part of those who were interviewed using the appropriate type of questionnaires. The researcher further implemented unstructured interviews for this study to collect data. The researcher was detached from the study to allow the interviews to air their views. According to Wildermuth (2017) the researcher should not influence the study. The views of the participants should not be tempered with.

Flick (2013) describes qualitative data analysis as the classification and interpretation of linguistic material to make valid statements about implicit and explicit dimensions and structures of meaning-making in the material and what is represented in it. The data analysis in this instance is made to discover and describe issues in the field of practices of study (Flick, 2013). Through this explanation, clearly shows that data analysis is an important stage in the research in which it needs to ease and make sense of gathered information from sources to resolve the research question identified in the research study.

After the processes of interviews in the research study, the information received from participants at the City of Tshwane will be analysed to make sense in the study. Tewsbury (2009) make a comparison on the qualitative and quantitative tools of information gathering through the study and states that qualitative advances the understanding of things, events, people, interactions, cultures, and experiences while quantitative is focused on testing the strength and persistence of relationships between district measures that is exact as well as statistical. Tewksbury (2009) argues that quantitative research is traditional of the scientific approach in social science. However, it is quite important in the study as it gives direct information of statically purpose in understanding the effect of municipal service delivery in the City of Tshwane through percentages and numerical information. The tools utilized in the qualitative research allowed the study to interpret participants' views, looking at contexts and deep understanding of concepts.

The IBM26 Statistical Programme for Social Scientists (SPSS) was used to analyse quantitative data. Frequency analyses were carried out to determine frequency levels. Mean scores analysis were carried out to establish the central tendencies. Chi-square tests were conducted to determine the goodness of fit and to test the hypotheses. ANOVA was carried out to test the significance of the within-group variables.

Qualitative data was analysed using Creswell's (2013) seven steps framework. Thematic was conducted. The analysed data was coded into themes and sub-themes. The thematic results obtained from the analysis were reported. The views of the participants were captured and reported on to ensure that the researcher did not apply own feelings and perceptions.

4.10 ETHICAL CONSIDERATIONS

The most important part of the research study is to understand the ethical value of keeping up the standards in the processes of undertaking the study. The researcher must take confidentiality and protect participants or respondents throughout their study while their consent must be sought.

4.10.1 Permission to conduct the study

Relevant persons and authorities within the University of Venda's ethical committee were consulted and permission was sought to conduct the study.

4.10.2 Informed consent and voluntary participation

Participants and respondents were thoroughly informed of the purpose and procedure of the study and their consent was sought after. The researcher explained to the participants and respondents that their participation in the study was entirely voluntary as they were free to withdraw anytime they were not comfortable.

4.10.3 Confidentiality and anonymity

It is important that the researcher protects and keep the confidentiality of participants and respondents by upholding their identities and further ensuring that they are not compromised during the research study. Data received was recorded and pseudonyms were used to avoid using participant's actual names. The researcher gave assurance to participants or respondents that their human dignity, protection against harm, freedom of choice and expression, and access to information would be maintained.

4.11 CONCLUSION

The chapter presented the research methodology approaches that was applied in carrying out the study. The research philosophy underpinning the study was discussed as well as the research design and research method. The study area that defined the jurisdiction of the study was deliberated on, as well as the population that focused on the target population for the study. In addition, the sampling procedures, data collection, data analysis, ethical considerations and the preliminary framework of the research were discussed. The next chapter dealt with presentation and results.

CHAPTER 5: DATA PRESENTATION, ANALYSIS AND INTERPRETATION

5.1 INTRODUCTION

The research design and methodology of the study was discussed in the previous chapter. This chapter focuses on the analysis of the actual data collected from primary research, namely, the effects of coalition government on municipal service delivery in the City of Tshwane. The qualitative interview results were analysed into themes and sub-themes. The IBM SPSS 26 program was used for the analysis of the collected data through quantitative means. Both the bibliographical information and all of the study's research objectives were included in the second section of the findings, which was divided into two parts.

5.2 BIOGRAPHICAL DATA

The quantitative sample size was 217 respondents and the questionnaires were sent to the 217 respondents which comprised of councillors, senior managers, mayoral committee members, community members and ordinary political party members. However, 203 questionnaires were duly completed and returned constituting a return rate of 94%. The 14 questionnaires that were not returned constituted 6%. The sample incorporated all the stakeholders who supplied the relevant information that was needed to carry out the study.

5.2.1 Gender

In the study, both male and female participants were evaluated. The gender proportion of the responders is depicted in Figure 5.1.

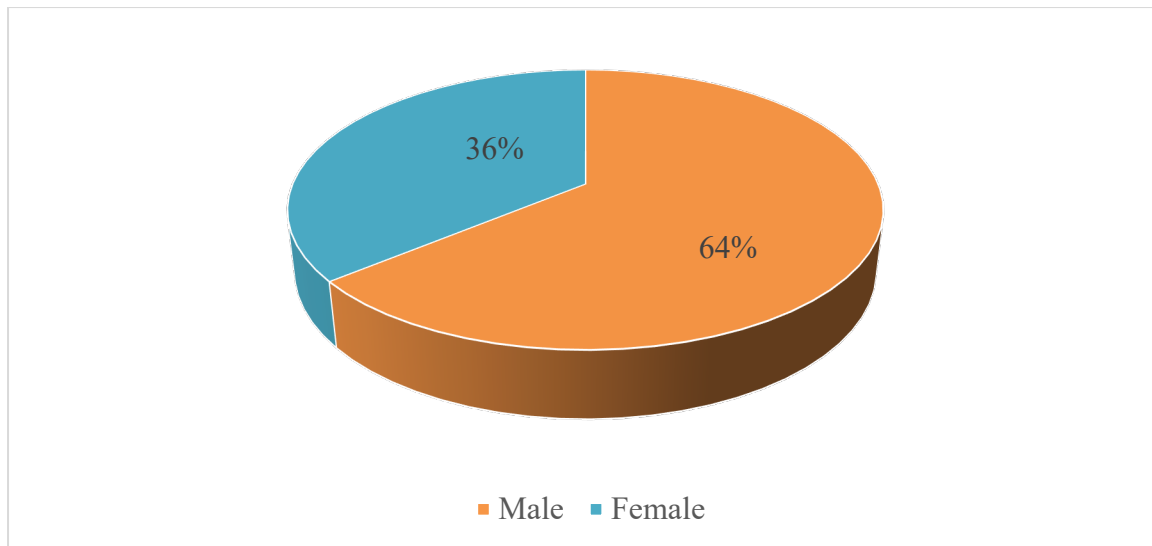


Figure 5.1: Gender

Figure 5.1 highlights that 64% of the responders were male, and 36% were female. The male respondents outnumbered the female respondents according to the distribution of the questionnaires. However, because the study was not specifically interested in the link between these variables, gender was not examined as a factor in determining the effects of coalition government on municipal service delivery in the City of Tshwane.

5.2.2 Age group

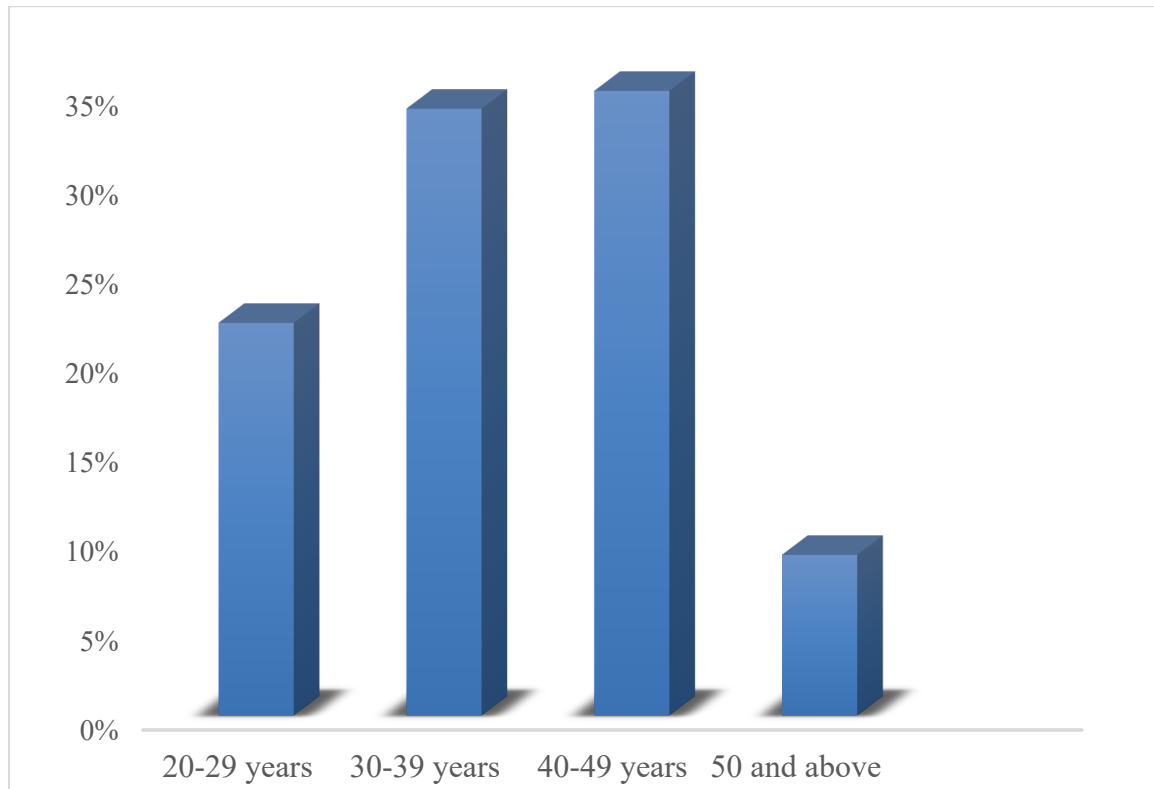


Figure 5.2 Participants Age Groups

Figure 5.2 indicates that 22% of the respondents were between the ages of 20 and 29, 34% were between the ages of 30 and 39, while 9% were aged 50 and above. The majority of the respondents (35%) were aged between 40 and 49. The trends in the age categories reflect that the majority of the respondents were homeowners or tenants who had to represent their service delivery interests.

5.2.3 Marital Status

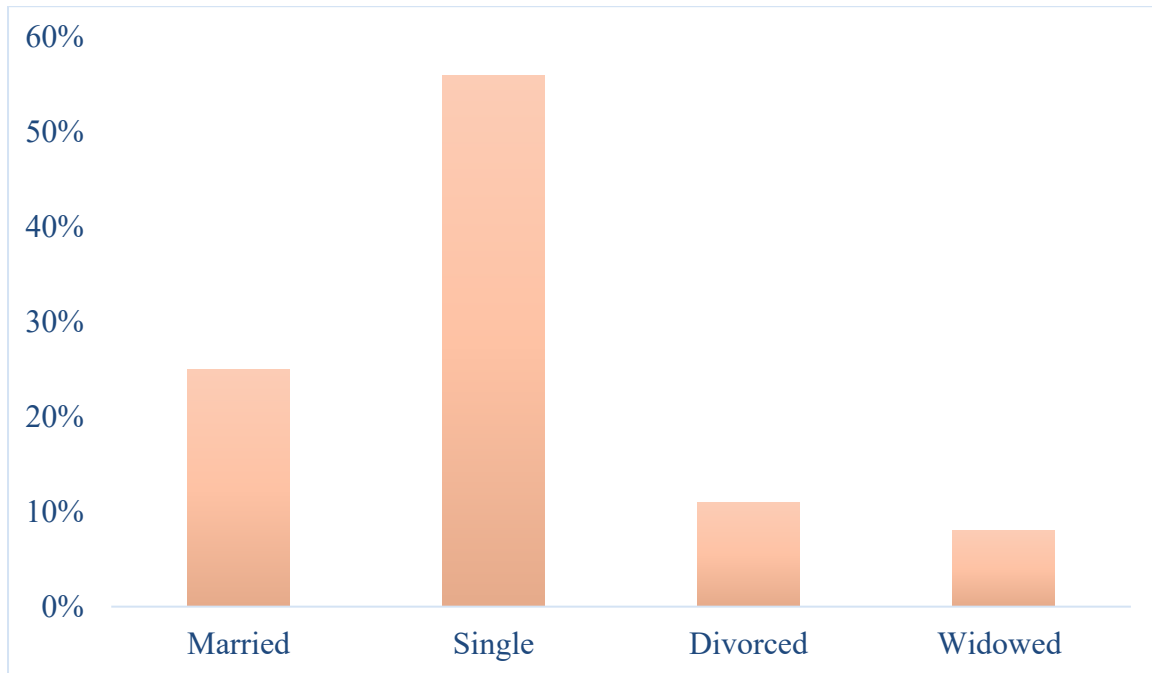


Figure 5.3: Marital Status

Figure 5.3 illustrates that 56% of the respondents constituting the majority were single, 25% of the respondents were married, 8% were widowed and 11% of the respondents were divorced. The marital status, however, does not have a major effect on the provision of the municipal service delivery by the municipal government.

5.2.4 Educational background

Figure 5.4 illustrates education qualifications of the participants.

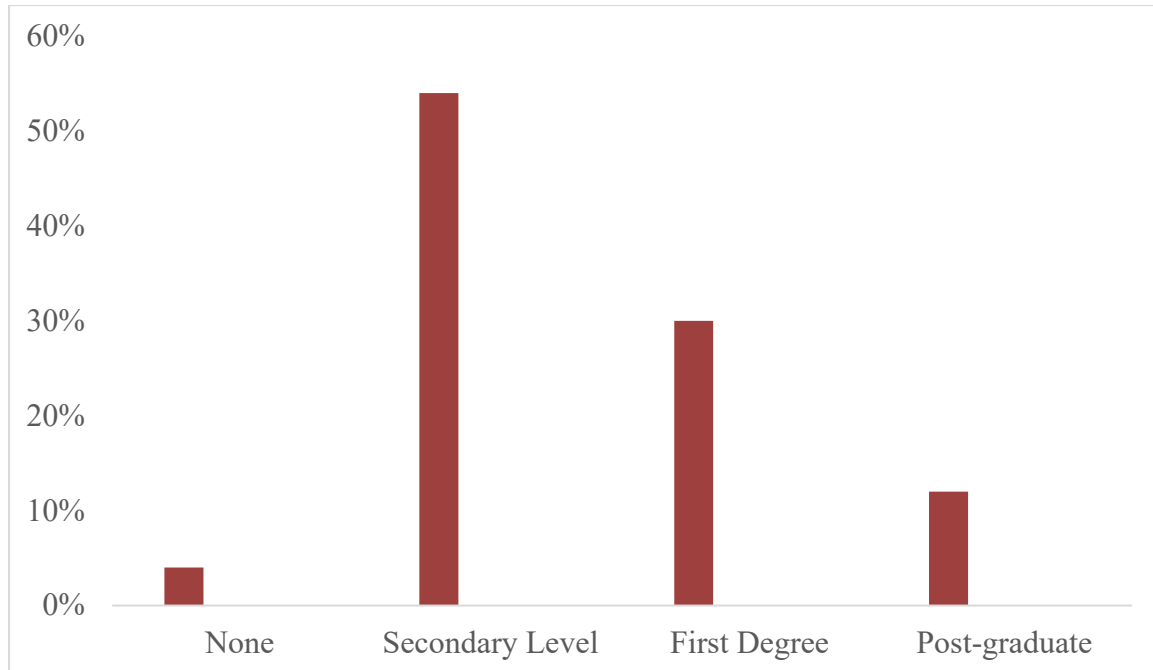


Figure 5.4: Qualifications

Figure 5.4 indicates that the majority of the respondents (54%) had matric qualifications, 30% acquired their first degrees or diplomas and 12% obtained postgraduate degrees. Only 4% of the respondents did not reach matric level. The results reflect that the majority respondents are literate and can comprehend the issues under discussion.

5.2.5 Job Category

Figure 5.5 shows the categories of jobs held by the respondents.

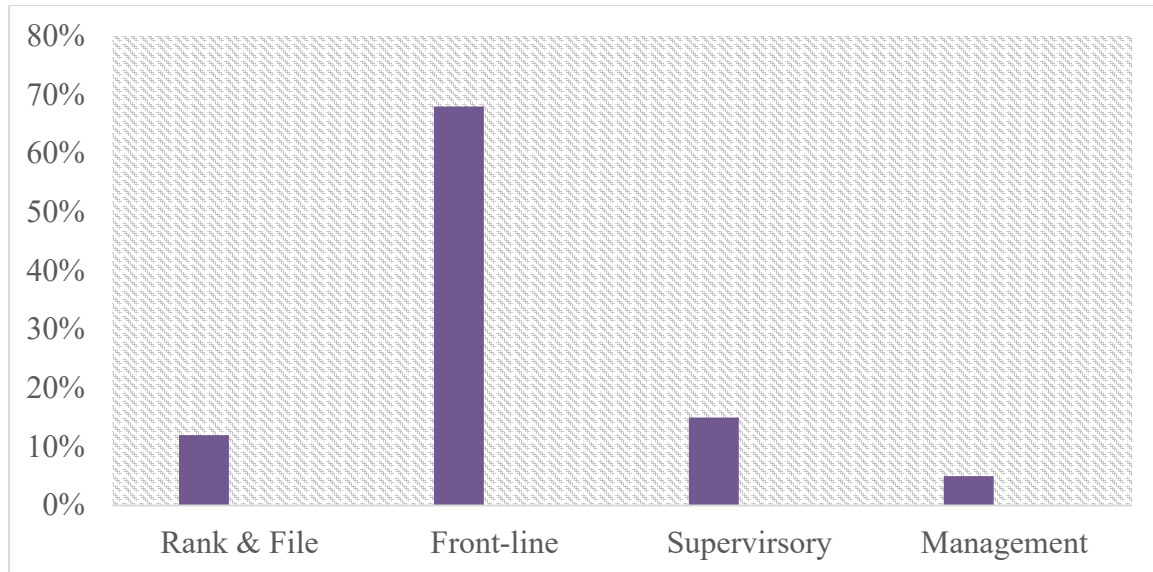


Figure 5.5: Job Category

Figure 5.5 indicates that the majority of the respondents (68%) were front-line workers, 12% were rank and file and 15% held supervisory positions. Five percent (5%) of the respondents held management positions. Rank and file employees include floor workers, who are the lowest ranked employees in the municipality.

5.2.6 Race

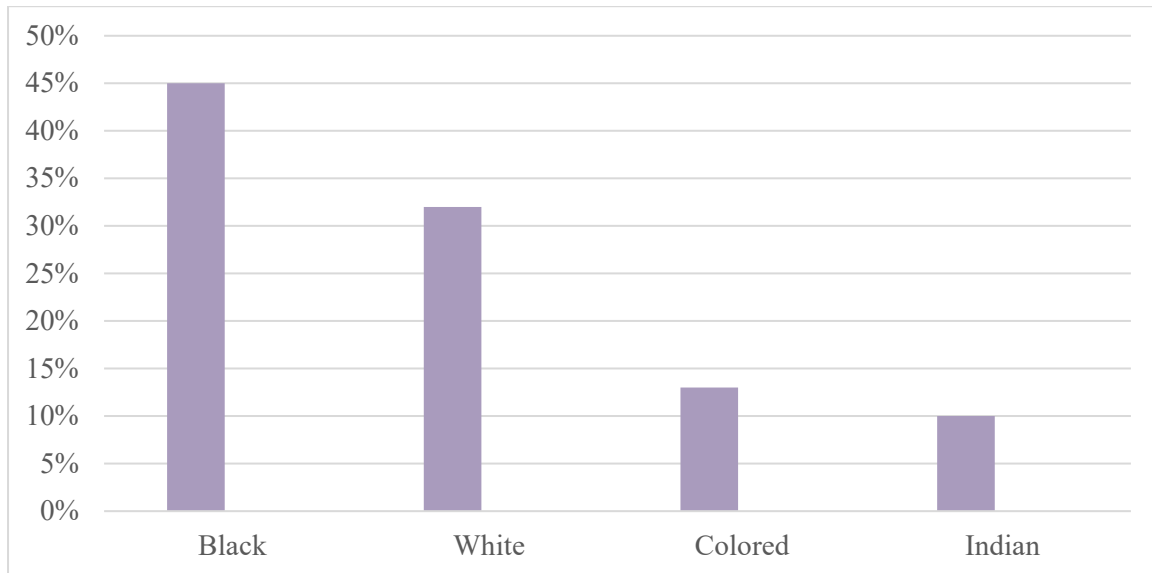


Figure 5.6: Race

Figure 5.6 indicates that 45% of the respondents were black, 32% were white and 13% were of coloured, 10% of the respondents were of Indian origin. The blacks outnumbered other races. The sample size was representative of all races, and this was done to have a balanced race presentation.

5.2.7 Region

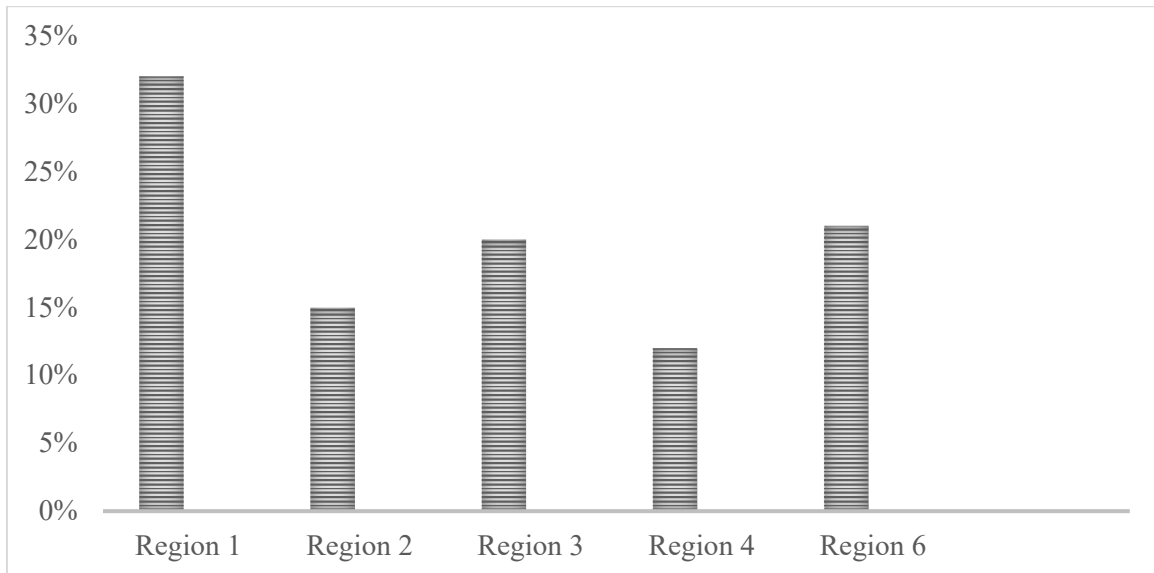


Figure 5.7: Region

Figure 5.7 indicates that the majority of the respondents (32%) were residents of Tshwane's Region one, 15% were from Region two, 20% were residents of Region three and 12% were from Region four and 21% of the respondents were residents of Region six. The results reflect that all the Regions were represented in the study.

5.2.8 Residence Type

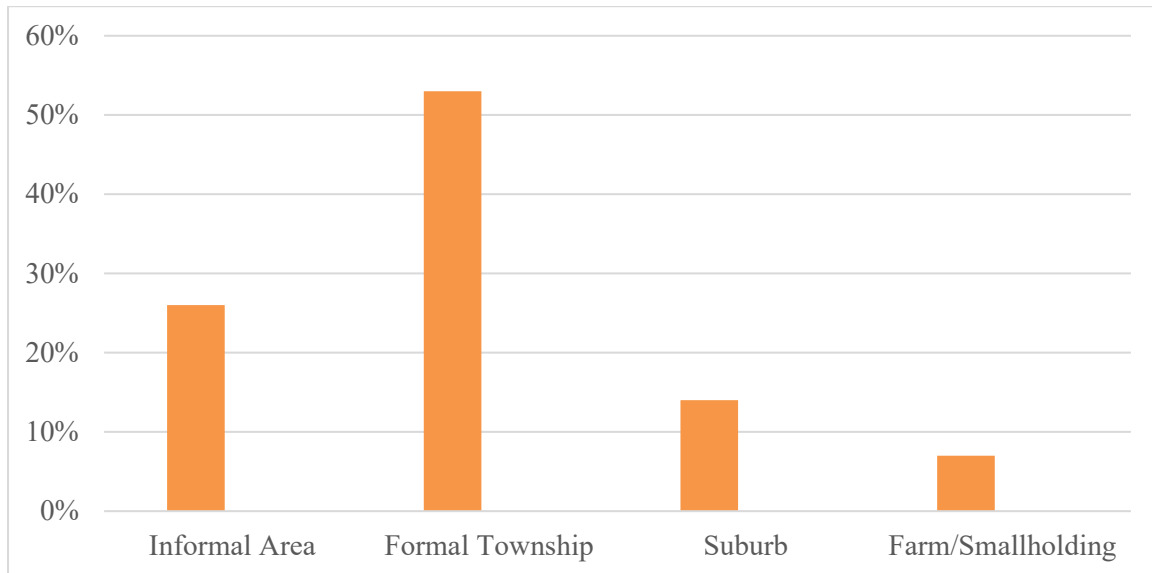


Figure 5.8: Residence Type

Figure 5.8 indicates that the majority of the respondents (53%) lived in formal townships, 26% were residents of informal settlements and 14% resided in suburban areas, seven percent (7%) of the participants resided on farms or similar setups. All the respondents from different residence types were represented to ensure the study becomes balanced.

5.2.9 Receive Municipal Bills

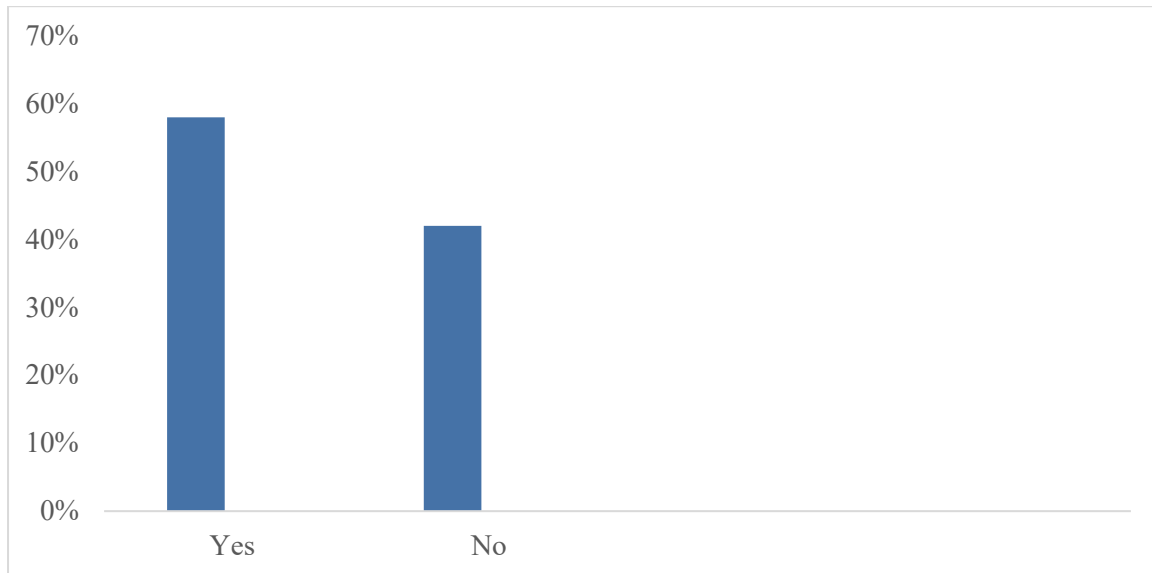


Figure 5.9: Municipal Bills

Figure 5.9 indicates that 58% of the respondents received monthly municipal bills and 42% did not receive monthly municipal bills. The results reflect that there is a serious problem in the City regarding the billing system. Every resident in the jurisdiction of the City should receive a municipal bill for the municipal services they receive. If the residence fail to receive bills, it becomes difficult for the City to receive payments let alone on time. It is therefore essential for the City to have an effective billing system as well all bill delivery system.

5.2.10 Pay Municipal Services Monthly

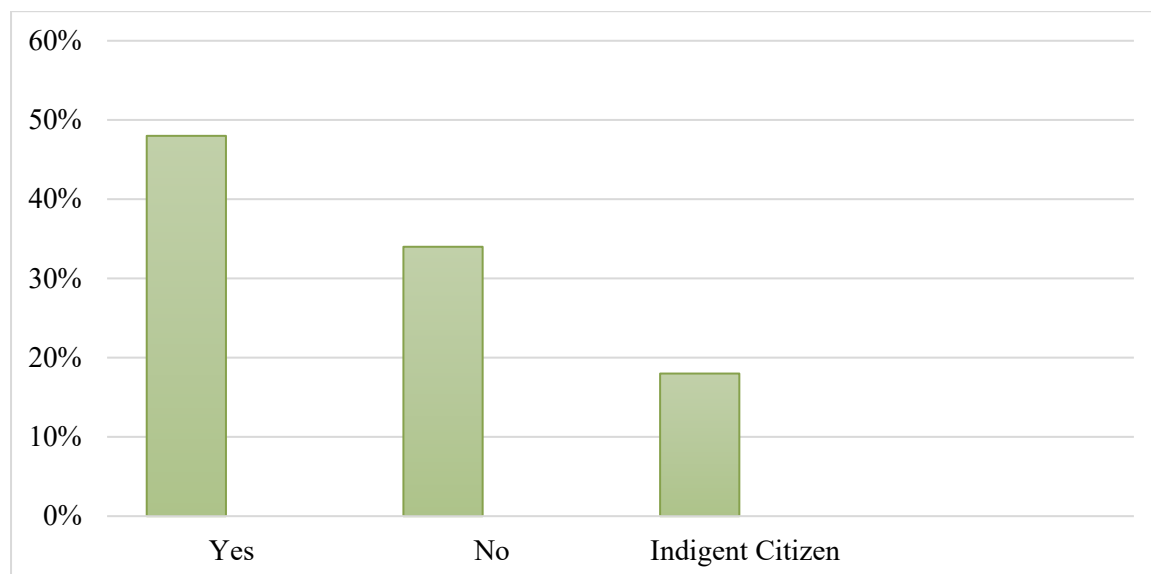


Figure 5.10: Payment of Municipal Bills

Figure 5.10 indicates that 48% of the respondents paid monthly municipal bills and 34% did not pay monthly municipal bills, 18% of the respondents indicated that they were indigent citizens and therefore unable to pay for the municipal services. The results reflect that the revenue collection base of the City is adversely affected and also has a negative effect on the municipal service delivery. It becomes difficult for the City to procure goods and services that are needed to effect municipal service delivery.

5.3 QUALITATIVE DATA PRESENTATION

The interviews were conducted with the mayoral committee members, senior managers, community members, political parties' leaders and ordinary political party members of the DA, ANC, EFF and minority political parties using the in-depth interview guide. The interviews were conducted from the 25th to the 30th of August, 2022. Twenty six participants were interviewed and these were coded with the letters of the alphabet from A up to Z.

Major challenges faced by the coalition government were the major themes that were established and these were: lack of service delivery, lack of capacity and skill development, political interference and deployment, corruption, lack of accountability and

instability. The major themes are emanating from the qualitative analysis, and these themes are fully discussed below.

Theme 1: Lack of Service Delivery

Local governments in South Africa often face challenges when it comes to municipal service delivery. There are a lot of factors that are associated with poor municipal service delivery and these factors differ from one municipality to the other, one city to the other, from one province to the other even though some similarities may exist. The City of Tshwane being run by a coalition government therefore has its own set of shortcomings with regard to service delivery. This view is supported by Participant R who said that:

“Public housing initiatives have not yielded the results we anticipated as the residents of Tshwane. As a result, informal settlements are mushrooming in our City and failure to provide these informal settlements with basic services often leads to protests and conflict with the municipalities.”

Adding to Participant R’s views, Participant C reiterated that:

“Whenever we have service-related problems, it usually takes our City several months to fix. We are left with no choice but to protest.”

Participant A indicated that:

“We were promised RDP houses years ago but up to now we are still waiting. In the meantime, we stay in areas where the government does not even bother to service us.”

Participant A’s remarks are supported by Participant G who said that:

“Our living conditions are far from desirable, we are indeed neglected.”

Majority of participants from townships and informal settlements agreed with the sentiments of Participants A, C, G and R. Municipal service delivery appears to be worse in the low-income areas of the City of Tshwane. Responses from participants indicate a disparity in the level of municipal service delivery. The extent of this disparity is debatable.

Theme 2: Lack of capacity and skill development

Like most local governments in the country, the City of Tshwane government faces resource shortages and shortage of skills within its workforce. Without enough resources to service the City effectively, municipal service delivery is compromised on one hand and not enough resources are allocated to skills development on the other. In the absence of proper skills development infrastructure, the quality of municipal service delivery will continue to be compromised.

Participant V said that:

“The people who are tasked with helping us at our local municipality sometimes seem to be unaware of the procedures they have to follow in order to assist us.”

In agreement, Participant J states that:

“Visiting municipal offices can be quite an ordeal; you do not always get the answers you need. In most cases, you will get people who know what they are doing but when you get assistance from under qualified staff it can be really frustrating.”

Participant S had this to say:

“The administration processes at our City leave a lot to be desired, the level of professionalism is not what you would expect from an institution that is responsible for the needs of so many people.”

However, some respondents applauded the level of skill exhibited at their City.

Participant L said that,

“Whenever we have a complaint or a request, it is addressed promptly.”

Participant B opines that:

“Whatever our municipal workers and municipal service delivery workers lack in skill, they make up for in eagerness to resolve problems.”

Skilled employees are of importance than political patronage in coalition government agreement. Uneducated and inexperienced political leaders contributed to the collapse of municipal service delivery, economic crisis and bad local government governance in South Africa (Thebe, 2017). Carrying these elements of placing unqualified administrators

into position of managing local government contribute to instabilities of local government. What is central to good or bad Public Administration is bureaucracy that is politically controlled whereby the dominant party can divert public funds to incumbent dominant party (Greene, 2007).

Theme 3: Political interference and deployment

Politics and local governance are closely related in the South African context. To a greater extent, political interference does affect municipal service delivery at the local level.

Participant E said that:

“There is a lot of politics at the City of Tshwane coalition government and they do not hide it.”

Most of the participants seemed to be aware of the political dynamics at play in the City of Tshwane.

Participant X had this to say:

“As residents we do get the short end of the stick because it’s always a tug of war between the two political parties that are at the helm in the City of Tshwane.”

There is concerning relationship in South Africa between administration by bureaucracy and growing politicisation that hinder municipal service delivery (Cameroon, 2010). ANC led government has been exposed to cadre deployment and politics of patronage in the public administration sphere. The power of ANC in municipalities that they have governed is concentrated on bureaucracies and is intact. This is as a result of penetration of local government administration through cadre deployment that will make it difficult for political parties in coalition government agreement to easily eradicate. Even through coalition government where ANC is not in charge, there are administration responsibilities of those who were employed by previous administrations (Maserumule, 2016). However, following the 2016 local government elections, it was the DA led coalition that was in charge and not the ANC.

Theme 4: Corruption

According to previous studies, the most frequent forms of corruption that occur in the South African municipalities include theft, graft, abuse of power, cronyism, extortion, conflict of interest, cronyism, and fraud. The same holds true for the City of Tshwane. As participant Y indicated:

“One thing that is constant about our government in the City of Tshwane is the corruption. Despite the political party in power there are always allegations of corruption.”

Participant T concurs:

“They are efficient when it comes to looting public funds.”

It can be argued that corruption has become so common in South Africa to the extent that residents are not surprised when issues are brought to light. Participant J said that:

“There is nothing new when it comes to news headlines detailing corruption.”

Literature acknowledges that the political agents in coalition government have identified corruption as the worst enemy. Corruption is a serious abuse of authority for the sake of personal benefit; it includes taking of bribes, fraudulent activities and misuse economic resources (Munzhedzi, 2016). Corruption has a way of taking what is supposed to be meant for communities (City of Joburg, 2018). Corruption threatens the democracy and coalition government could collapse when corruption is not being challenged. The motive and intent of coalition government consensus of being pro-poor and addressing socio-economic challenges is being advocated and implemented (Pillay, 2004). According to Munzhedzi (2016) corruption is rife during the procurement of goods and services. Prices of goods and services are usually inflated, tender processes and procedures are flouted and contracts are awarded to friends and relatives.

Theme 5: Lack of accountability and instability

The coalition government in the City of Tshwane has its merits but one of its demerits is lack of accountability. The multiple political parties in power normally put blame on each other whenever there is a problem facing the City.

Participant M points out that:

“No one takes responsibility of anything; it’s always accusations against each other in the media.”

The sentiments of Participant M were corroborated by all the participants. It can be argued that both parties tend to focus on the negative aspects of the other in order to gain political image rather than focusing on addressing challenges together. Lack of accountability and stability is rife under coalition government arrangements.

5.3 QUANTITATIVE RESULTS PRESENTATIONS

Quantitative data was analysed by SPSS software to obtain quantitative primary research results. The statistical results were presented in this section in line with the review of related literature results.

Table 5.1: Mean scores results

	Mean	Standard Deviation	Kurtosis	Skewness
Coalition government is effective in South Africa	3.15	1.01	-.534	-.174
The DA and minority political parties coalition government supported with the EFF where necessary at the City of Tshwane is effective	3.15	1.01	-.534	-.174
The coalition government administration in the City of Tshwane is highly recommended	3.07	1.02	-.674	-.194
Walk-in service centres service clients efficiently and effectively	3.12	1.03	-.636	-.138
Coalition government in the City of Tshwane has improved service delivery	3.44	1.13	-.739	-.548
The coalition government is a marriage of convenience at the City of Tshwane	3.15	1.02	-.534	-.174
The current coalition government administration between the DA and minority political parties with the support of the EFF where necessary is better than the previous ANC administration	3.21	1.05	-.754	-.163

Local councilors are effective towards the provision of service delivery (water, roads, refuse removal, housing and other services) for their communities in the City of Tshwane	3.22	1.19	-.939	-.249
Political interference affects the administrative running of the City of Tshwane	3.92	1.17	.154	-1.048
There is effective communication between the local councilors and the communities they are serving in the City of Tshwane	3.67	1.07	.169	-.814
The residents are satisfied with the current status of the coalition government at the City of Tshwane	3.59	1.04	-.248	-.682
The coalition government partners have the capacity to address the current challenges affecting the City of Tshwane	3.15	1.01	-.534	-.174

Table 5.2 Chi-Square results

	Value	df	Significance (2-sided)
Coalition government is effective in South Africa	26.34 ^a	6	.000
The DA and minority political parties coalition government with EFF support where necessary at the City of Tshwane is effective	26.34 ^a	6	.001
The coalition government administration in the City of Tshwane is highly recommended	38.38 ^a	6	.001
Walk-in service centres service clients efficiently and effectively	42.16 ^a	6	.000
Coalition government in the City of Tshwane has improved service delivery	35.42 ^a	6	.002
The coalition government is a marriage of convenience at the City of Tshwane	26.34 ^a	6	.001

The current coalition government administration between the DA and minority political parties with the support of the EFF where necessary is better than the previous ANC administration	57.83 ^a	6	.000
Local councilors are effective towards the provision of service delivery (water, roads, refuse removal, housing and other services) for their communities in the City of Tshwane	62.50 ^a	6	.000
Political interference affects the administrative running of the City of Tshwane	96.87 ^a	6	.000
There is effective communication between the local councilors and the communities they are serving in the City of Tshwane	81.45 ^a	6	.000
The residents are satisfied with the current status of the coalition government at the City of Tshwane	84.09 ^a	6	.000
The coalition government partners have the capacity to address the current challenges affecting the City of Tshwane	38.38 ^a	6	.001

Table 5.3: ANOVA

ANOVA					
	Sum of squares	df	Mean Squares	F	Significance
Coalition government is effective in South Africa	13.82 303.26 317.08	4 297 301	3.46 1.01	3.43	.009
The DA and minority political parties coalition government with the support of the EFF where necessary at the City of Tshwane is effective	13.82 303.26 317.08	4 297 301	3.46 1.01	3.43	.009
The coalition government administration in the City of Tshwane is highly recommended	16.75 302.81 319.56	4 297 301	4.19 1.01	4.16	.003
Walk-in service centres service clients efficiently and effectively	25.41 303.11 328.52	4 297 301	6.35 1.01	6.31	.000

Coalition government in the City of Tshwane has improved service delivery	13.08 378.36 391.44	4 297 301	3.27 1.26	2.60	.036
The coalition government is a marriage of convenience at the City of Tshwane	13.82 303.26 317.08	4 297 301	3.46 1.01	3.43	.009
The current coalition government administration between the DA and minority political parties with the support of the EFF where necessary is better than the previous ANC administration	29.96 306.07 336.03	4 297 301	7.49 1.02	7.37	.000
Local councilors are effective towards the provision of service delivery (water, roads, refuse removal, housing and other services) for their communities in the City of Tshwane	17.46 416.31 433.77	4 297 301	4.37 1.38	3.16	.015
Political interference affects the administrative running of the City of Tshwane	27.19 386.93 414.12	4 297 301	6.80 1.29	5.29	.000
There is effective communication between the local councilors and the communities they are serving in the City of Tshwane	16.92 331.08 348.00	4 297 301	4.23 1.10	3.85	.005
The residents are satisfied with the current status of the coalition government at the City of Tshwane	24.48 303.08 327.94	4 297 301	6.15 1.01	6.10	.000
The coalition government partners have the capacity to address the current challenges affecting the City of Tshwane	25.41 303.11 328.52	4 297 301	6.35 1.01	6.31	.000

5.4.1 Coalition government is effective in South Africa

Table 5.4 reflects that 10% of respondents were neutral, 21% agreed that coalition government is effective in South Africa, 11% strongly agreed, 31% disagreed and 27% of the respondents strongly disagreed on the effectiveness of coalition government in South Africa.

Table 5.4: Coalition government is effective in South Africa

	Frequency	Percent	Valid	Cumulative %
Strongly disagree	56	27	27	27
Disagree	64	31	31	58
Neutral	20	10	10	68
Agree	44	21	21	89
Strongly Agree	23	11	11	100
Total	207	100	100	

Mean score results on Table 5.1 indicate that ($M = 3.15$, $SD = 1.01$). Effectiveness of coalition governance in South Africa had factors which are non-normally distributed, with a kurtosis of $-.534$ and skewness of $-.174$. The results from the mean score analysis are not in support of coalition governance.

Chi-square results on Table 5.2 indicate that the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane; had an impact on the independent variable: Effectiveness of coalition governance in South Africa at $\chi^2(16, N = 207) = 26.34$, $p < .05$. The results reflect that the variables are statistically significant as the $p < .05$.

ANOVA Statistical results on Table 5.3 imply that the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane had an impact on the independent variable: Effectiveness of coalition governance in South Africa at $p < .05$ level where $[F(4, 207) = 3.43, p < .01]$. Since the p-value of the ANOVA results is $< .01$, the results reflect that the variables are statistically significant as the $p < .05$.

Most of the respondents constituting 69% indicated that coalition governments are not effective in South Africa. This is also supported by the views of Doud (2017) who indicated that coalition governments are doomed to fail from the onset due to political differences and unwavering that arise from various parties as they try to outdo each other. Service delivery hence suffers at the end of the day (Doud, 2017). Pyper (2016) quoted number

of political analysts including Ralph Mathekga (2018) who believed that coalition governments will provide instability at local government in the South African context, and often coalition governments are likely to collapse when political parties disagree.

5.4.2 The DA and minority political parties coalition government with the support of the EFF where necessary at the City of Tshwane is effective

Table 4.5 indicates that 35% of respondents agreed on the effectiveness of the DA and minority political parties coalition government with the support of the EFF where necessary at the City of Tshwane, while 18% strongly agreed, 17% were neutral, 20% disagreed and 10% strongly disagreed.

Table 5.5: The DA and EFF coalition government at the City of Tshwane is effective

	Frequency	Percent	Valid	Cumulative %
Strongly disagree	20	10	10	10
Disagree	42	20	20	30
Neutral	35	17	17	47
Agree	72	35	35	82
Strongly Agree	38	18	18	100
Total	207	100	100	

Mean score results on Table 5.1 indicate that ($M = 3.07$, $SD = 1.02$). Respondents who viewed the DA and minority political parties coalition government with the support of the EFF at the City of Tshwane as being effective were non-normally distributed, with a kurtosis of $-.674$ and skewness of $-.194$.

Chi-square results on Table 5.2 indicate that the dependent variable: The effects of coalition government on municipal service delivery in the City of Tshwane; had an impact

on independent variable: The DA and minority political parties coalition government with the support of the EFF at the City of Tshwane is effective at $\chi^2 (16, N = 207) = 38.38$, $p < .05$. The results imply that the variables are significant to the study as the $p < .05$.

ANOVA Statistical results on Table 5.3 imply that the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane had an impact on the independent variable: The DA and minority political parties coalition government with the support of the EFF where necessary at the City of Tshwane at $p < .05$ level where $[F (4, 207) = 4.16, p < .01]$. Since the p-value of the ANOVA results is $< .01$ the null hypothesis is rejected. The results imply that the variables are significant to the study as the $p < .05$.

The results obtained from primary research indicated that the coalition government between the DA and minority political parties with the support of the EFF where necessary at the City of Tshwane is not effective. It was observed that the coalition that was formed by the EFF and DA parties was unprincipled and did not address the needs of the residents of Tshwane as the party's rank and file members did not vote for the mentioned coalition to take place (SAAPAM, 2018).

5.4.3 The coalition government administration in the City of Tshwane is highly recommended

Table 5.6 results suggest that 19% of the respondents agreed that the coalition government administration in the City of Tshwane is highly recommended, 6% strongly agreed, 22% of the respondents were neutral, 32% disagreed and 21% of the respondents strongly disagreed.

Table 5.6: The coalition government administration in the City of Tshwane is highly recommended

	Frequency	Percent	Valid	Cumulative %
Strongly disagree	43	21	21	21
Disagree	67	32	32	53
Neutral	45	22	22	75
Agree	39	19	19	94
Strongly Agree	13	6	6	100
Total	207	100	100	

Mean score results on Table 5.1 reflect that ($M = 3.12$, $SD = 1.03$). Respondents that recommended Tshwane's coalition government administration were non-normally distributed, with a kurtosis of $-.636$ and skewness of $-.138$. The results of the mean score analysis indicate the somewhat negative attitude of the respondents towards coalition governance.

Chi-square results in Table 5.2 indicate that the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane, had an impact on the independent variable: The coalition government administration in the City of Tshwane is highly recommended at $\chi^2 (16, N = 207) = 42.16$, $p < .01$. Therefore, null hypothesis is rejected since the p value is $< .01$. The results imply that the variables are significant to the study as the $p < .05$.

ANOVA results on Table 5.3 reveal the dependent variable: The effects of coalition government on municipal service delivery in the City of Tshwane had an effect on the independent variable: The coalition government administration in the City of Tshwane is highly recommended at the $p < .05$ level. The results imply that the variables are significant to the study as the $p < .05$.

The results obtained from primary data indicated that 53% of the respondents supported the notion that the coalition government administration in the City of Tshwane is highly

recommended. In the event that there is political infighting and clashes between political and management components in local government, it is service and goods delivery that suffers. The coalition government administration in turn becomes ineffective (Reddy, 2016).

5.4.4 Walk-in service centres service clients efficiently and effectively

Figure 5.4 indicates that 13% of the respondents agree that walk-in service centres service clients efficiently and effectively, whereas 4% strongly agreed, 18% were neutral, 36% disagreed and 29% strongly disagreed.

Table 5.7: Walk-in service centres service clients efficiently and effectively

	Frequency	Percent	Valid	Cumulative %
Strongly disagree	59	29	29	29
Disagree	75	36	36	65
Neutral	37	18	18	83
Agree	27	13	13	96
Strongly Agree	9	4	4	100
Total	207	100	100	

Mean score results on Table 5.1 reflect that ($M = 3.44$, $SD = 1.13$). Walk-in service centres service clients efficiently and effectively were non-normally distributed, with a kurtosis of $-.739$ and skewness of $-.548$. The results of the mean score analysis indicate the inefficient and ineffective nature of walk-in centres.

Chi-square results in Table 5.2 indicate that the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane, had an impact on the independent variable: Walk-in service centres service clients efficiently and effectively at $\chi^2(16, N = 207) = 35.42$, $p < .01$. Therefore, null hypothesis is rejected since the p value is $< .01$. The results imply that the variables are significant to the study as the $p < .05$.

ANOVA results on Table 5.3 reveal the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane had an effect on the independent variable: Walk-in service centres service clients efficiently and effectively at the $p < .05$ level where $[F(4, 207) = 2.60, p < .05]$. The null hypothesis is rejected as the p value is $< .01$. The results imply that the variables are important to the study.

The results obtained indicated that only 17% of the respondents agreed that walk-in service centres serviced clients efficiently and effectively. However, 83% of the respondents were in disagreement. The results reflect that there is a need to do something to enhance service delivery in the service centres. This goes in line with challenges that the Tshwane coalition government is facing that is compounded by lack of technical, management and leadership skills is central to inability of local government to address service delivery mandate (South African Cities Network, 2013).

5.4.5 Coalition government in the City of Tshwane has improved service delivery

Table 5.8 indicates that 13% of the respondents agreed that the coalition government in the City of Tshwane has improved service delivery, 7% strongly agreed, 15% were neutral, 38% disagreed and 27% of the respondents strongly disagreed.

Table 5.8 Coalition government in the City of Tshwane has improved service delivery

	Frequency	Percent	Valid	Cumulative %
Strongly disagree	55	27	27	27
Disagree	79	38	38	65
Neutral	32	15	15	80
Agree	27	13	13	93
Strongly Agree	14	7	7	100
Total	207	100	100	

Mean score results on Table 5.1 reflect that ($M = 3.15$, $SD = 1.02$). Respondents who agreed that the coalition government in the City of Tshwane has improved service delivery were non-normally distributed, with a kurtosis of $-.534$ and skewness of $-.174$. The results of the mean score analysis indicate the importance of the variables to the study.

Chi-square results in Table 5.2 indicate that the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane, had an impact on the independent variable: Coalition government in the City of Tshwane has improved service delivery $\chi^2 (16, N = 207) = 26.34$, $p < .01$. Therefore, null hypothesis is rejected since the p value is $< .01$. The results imply that the variables are significant to the study as the $p < .05$.

ANOVA results on Table 5.3 reveal the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane, had an effect on the independent variable: Coalition government in the City of Tshwane has improved service delivery at the $p < .05$ level where $[F (4, 207) = 3.43, p < .05]$. The null hypothesis is rejected as the p value is $< .01$. The results imply that the variables are significant to the study as the $p < .05$.

Only 20% of the respondents have agreed that the coalition government in the City of Tshwane has improved service delivery, while 80% of the respondents disagreed. Metropolitan cities such as the City of Tshwane play significant role towards the delivery of public service and goods. With the allocation of budgets to operations, what is significant is the delivery of public goods and services to the immediate communities. Formation of coalition government arrangements in the City of Tshwane needs to offer better municipal service and goods to the communities. Communities are short changed since there are no vast improvements on service delivery (Olver, 2018). The City of Tshwane (2018) states that during its performance measurement of municipal service delivery between July to December 2017, the city has achieved 43% of progress towards the annual budget on provision for sanitation to 410 households. In the Mid-year performance report, the City of Tshwane achieved more than 100% of its target in the upgrading and development of informal settlements through the provision of rudimentary water and sanitation services. The mid-year term also shows the number of projects that are under the housing and human settlement portfolio to be in good progress in which

water reservoirs were built in Zithobeni Heights, Refilwe Manor and Kudube 9 bulk sewer line that are meant to cater for poor communities in the black townships (City of Tshwane, 2018). Despite having all these reports there is a lot that is desired to ensure the improvement of service delivery.

5.4.6 The coalition government is a marriage of convenience at the City of Tshwane

Table 5.9 indicates that 30% of the respondents agreed that the coalition government is a marriage of convenience at the City of Tshwane, 21% strongly agreed, 17% were neutral, 19% disagreed and 13% of the respondents strongly disagreed.

Table 5.9 The coalition government is a marriage of convenience at the City of Tshwane

	Frequency	Percent	Valid	Cumulative %
Strongly disagree	26	13	13	13
Disagree	40	19	19	32
Neutral	35	17	17	49
Agree	63	30	30	79
Strongly Agree	43	21	21	100
Total	207	100	100	

Mean score results on Table 5.1 reflect that ($M = 3.21$, $SD = 1.05$). Factors associated with coalition governance were non-normally distributed, with a kurtosis of $-.754$ and skewness of $-.163$. The results of the mean score analysis are in agreement with the notion that the Tshwane coalition government is a marriage of convenience.

Chi-square results in Table 5.2 show that the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane, had an impact on the independent: The coalition government is a marriage of convenience at the City of

Tshwane χ^2 (16, N =207) = 57.83, $p < .05$. The results imply that the variables are significant to the study as the $p < .05$.

ANOVA results on Table 5.3 reveal the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane had an effect on the independent variable: The coalition government is a marriage of convenience at the City of Tshwane at the $p < .05$ level where $[F(4, 207) = 7.37, p < .05]$. The results imply that the variables are significant to the study as the $p < .05$.

The results obtained from primary research support that the coalition government is a marriage of convenience at the City of Tshwane. It is designed to benefit the political parties at the expense of the residents. The communities are the victims of circumstances as they do not receive adequate service delivery.

5.4.7 The current coalition government administration between the DA and minority political parties with the support of the EFF where necessary in the previous ANC administration

Table 5.10 illustrates that 31% of the respondents agreed that the current coalition government administration between the DA and minority political parties with the support of the EFF where necessary is better than the previous ANC administration, 19% strongly agreed, 18% were neutral, 20% disagreed and 12% of the respondents strongly disagreed.

Table 5.10 The current coalition government administration between the DA and minority political parties with the support of the EFF is better than the previous ANC administration

	Frequency	Percent	Valid	Cumulative %
Strongly disagree	25	12	12	12
Disagree	41	20	20	32
Neutral	37	18	18	50
Agree	64	31	31	81
Strongly Agree	40	19	19	100
Total	207	100	100	

Mean score results on Table 5.1 reflect that ($M = 3.22$, $SD = 1.19$). Coalition governance factors were non-normally distributed, with a kurtosis of $-.939$ and skewness of $-.249$. The results of the mean score analysis indicate the view that the current coalition government administration between the DA and minority political parties with the support of the EFF where necessary is better than the previous ANC administration.

Chi-square results in Table 5.2 denote that the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane, had an impact on the independent: The current coalition government administration between the DA and minority political parties with support of the EFF where necessary is better than the previous ANC administration $\chi^2 (16, N = 207) = 62.50$, $p < .01$. The null hypothesis is rejected since the p value is $< .01$. The results imply that the variables are significant to the study as the $p < .05$.

ANOVA results on Table 5.3 reveal the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane had an effect on the independent variable: The current coalition government administration between the DA and minority political parties with the support of the EFF where necessary is better than

the previous ANC administration at the $p < .05$ level where $[F (4, 301) = 3.16, p < .01]$. The null hypothesis is rejected as the p value is $< .01$. The results imply that the variables are significant to the study as the $p < .05$.

DA-led administration claimed that it had made vast improvements since taking over government from ANC municipalities. It was reported that the City of Tshwane had eradicated R2 billion deficit and it is in financial stability (Nicolson, 2018). This is the submission that seeks to provide argument and substantiate the claims made by DA that coalition local government under their leadership is working and does not affect any municipal service delivery.

5.4.8 Role of local councillors towards the provision of municipal service delivery

Table 5.11 indicates that 19% of the respondents agreed that Local councillors are effective towards the provision of municipal service delivery (water, roads, refuse removal, housing and other services) for their communities in the City of Tshwane, 11% strongly agreed, and 12% were neutral, 33% disagreed and 25% of the respondents strongly disagreed.

Table 5.11 Local councillors and the provision of municipal service delivery

	Frequency	Percent	Valid	Cumulative %
Strongly disagree	52	25	25	25
Disagree	68	33	33	58
Neutral	25	12	12	70
Agree	39	19	19	89
Strongly Agree	23	11	11	100
Total	207	100	100	

Mean score results on Table 5.1 reflect that ($M = 3.92, SD = 1.17$). Effectiveness of local councillors with regard to municipal service delivery was non-normally distributed, with a

kurtosis of -.154 and skewness of -1.048. The results of the mean score analysis indicate the importance of local councillors in relation to service delivery.

Chi-square results in Table 5.2 show that the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane, had an impact on the independent: Effectiveness of local councillors with regard to service delivery $\chi^2 (16, N = 207) = 96.87, p < .01$. Null hypothesis is rejected since the p value is $< .01$. The results imply the relationship that exists between the dependent and independent variables.

ANOVA results on Table 5.3 reveal the dependent variable: The effects of coalition government on municipal service delivery in the City of Tshwane had an effect on the independent variable: Effectiveness of local councillors with regard to service delivery at the $p < .05$ level where $[F (4, 207) = 5.29, p < .05]$. The null hypothesis is rejected as the p value is $< .05$. The results reflect that the variables are important to the study and that they do contribute to a better understanding of service delivery.

Primary research indicates that 70% of the respondents disagreed that local councillors are effective towards the provision of service delivery (water, roads, refuse removal, housing and other services) for their communities in the City of Tshwane. There is however, a lot to be desired on the effectiveness of the work that the local councillors do to their respective regions.

5.4.9 Political interference affects the administrative running of the City of Tshwane

Table 5.12 reflects that 12% of the respondents strongly disagreed, 22% disagreed, 14% were neutral, 34% agreed and 18% strongly agreed that political interference affects the administrative running of the City of Tshwane.

Table 5.12 Political interference affects the administrative running of the City of Tshwane

	Frequency	Percent	Valid	Cumulative %
Strongly disagree	25	12	12	12
Disagree	46	22	22	34
Neutral	30	14	14	48
Agree	70	34	34	82
Strongly Agree	36	18	18	100
Total	207	100	100	

Mean score results on Table 5.1 reflect that ($M = 3.67$, $SD = 1.07$). Political interference in the administrative process was non-normally distributed, with a kurtosis of $-.169$ and skewness of $-.814$. The results of the mean score analysis are in agreement of the role political interference plays in the administration process.

Chi-square results in Table 5.2 show that the dependent variable: The effects of coalition government on municipal service delivery in the City of Tshwane, had an impact on the independent: Political interference affects the administrative running of the City of Tshwane $\chi^2 (16, N = 207) = 81.45$, $p < .01$. Null hypothesis is rejected since the p value is $< .01$. The results imply that the variables are significant to the study as the $p < .05$.

ANOVA results on Table 5.3 reveal the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane had an effect on the independent variable: Political interference affects the administrative running of the City of Tshwane at the $p < .05$ level where $[F (4, 207) = 3.85, p < .01]$. The results imply that the variables are significant to the study as the $p < .05$.

Municipalities that have been on coalition are operating on budget that was concluded by the administration of the previous year when ANC was still governing local government.

Clearly this goes to show that much as the local government changes hands between political parties, administration wing of the municipality gets to continue from programmes created by previous governing political party (Bendile, 2017). This however, adversely affects political parties in coalition government inheriting administration personnel that were exposed to policies of the previous governing party.

5.4.10 There is effective communication between the local councillors and the communities they are serving in the City of Tshwane

Table 5.13 reflects that 25% of the respondents strongly disagreed, 37% disagreed, 11% were neutral, 17% agreed, and 10% strongly agreed that there is effective communication between the local councillors and the communities they are serving in the City of Tshwane.

Table 5.13 There is effective communication between the local councillors and the communities they are serving in the City of Tshwane

	Frequency	Percent	Valid	Cumulative %
Strongly disagree	52	25	25	25
Disagree	76	37	37	62
Neutral	22	11	11	73
Agree	36	17	17	90
Strongly Agree	21	10	10	100
Total	207	100	100	

Mean score results on Table 5.1 reflect that ($M = 3.59$, $SD = 1.04$). The effectiveness of communication between the local councillors and the communities they are serving in the City of Tshwane is presented, with a kurtosis of .248 and skewness of -.682. The results of the mean score analysis are in agreement that the variables are related to service delivery.

Chi-square results in Table 5.2 denote that the dependent variable: The effects of coalition government on municipal service delivery in the City of Tshwane, had an impact on the independent: There is effective communication between the local councillors and the communities they are serving in the City of Tshwane $\chi^2 (16, N = 207) = 38.38, p < .01$. The null hypothesis is rejected since the p value is $< .01$. The results reflect that the variables are significant to the study as the $p < .05$.

ANOVA results on Table 5.3 reveal the dependent variable: The effects of coalition government on municipal service delivery in the City of Tshwane had an effect on the independent variable: There is effective communication between the local councillors and the communities they are serving in the City of Tshwane at the $p < .05$ level where $[F (4, 207) = 4.16, p < .01]$. The results reflect that the variables are significant to the study as the $p < .05$.

Communication between the local councillors and the communities they are serving in the City of Tshwane is not effective. Primary research results indicated that 73% of the respondents were of the view that there is no effective communication between the local councillors and the communities that they are serving.

5.4.11 Satisfaction of the coalition government at the City of Tshwane

Table 5.14 denotes that 27% of the respondents strongly disagreed, 34% disagreed, 12% were neutral, 17% agreed and 10% strongly agreed that the residents are satisfied with the current status of the coalition government at the City of Tshwane.

Table 5.14 The satisfaction by the coalition government at the City of Tshwane

	Frequency	Percent	Valid	Cumulative %
Strongly disagree	56	27	27	27
Disagree	71	34	34	61
Neutral	23	12	12	73

Agree	36	17	17	90
Strongly Agree	21	10	10	100
Total	207	100	100	

Mean score results on Table 5.1 reflect that ($M = 3.15$, $SD = 1.01$). The current status of the coalition government at the City of Tshwane was non-normally distributed, with a kurtosis of $-.534$ and skewness of $-.174$. The results of the mean score analysis indicate a consensus among respondents as to the current status of coalition government at the City of Tshwane.

Chi-square results in Table 5.2 denote that the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane, had an impact on the independent: The residents are satisfied with the current status of the coalition government at the City of Tshwane $\chi^2 (16, N = 207) = 42.16$, $p < .01$. The null hypothesis is rejected since the p value is $< .01$. The results reflect that the variables are significant to the study as the $p < .05$.

ANOVA results on Table 5.3 reveal the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane had an effect on the independent variable: The residents are satisfied with the current status of the coalition government at the City of Tshwane at the $p < .05$ level where $[F (4, 207) = 6.31, p < .01]$. The null hypothesis is rejected as the p value is $< .01$. The results imply that the variables are significant to the study as the $p < .05$.

The residents are not satisfied with the performance of the coalition government in the City of Tshwane as evidenced by 73% of the respondents, who indicated that they were not satisfied with the current status of the City of Tshwane municipal coalition government. A lot is desire to ensure that the residents become satisfied with the coalition government.

5.4.12 The coalition government partners' capacity to address the challenges

Table 5.15 denotes that 21% of the respondents strongly disagreed, 29% disagreed, 16% were neutral, 22% agreed and 12% strongly agreed that the coalition government

partners have the capacity to address the current challenges affecting the City of Tshwane.

Table 5.15 The coalition government partners' capacity in the City of Tshwane

	Frequency	Percent	Valid	Cumulative %
Strongly disagree	44	21	21	21
Disagree	59	29	29	50
Neutral	33	16	16	66
Agree	45	22	22	88
Strongly Agree	26	12	12	100
Total	207	100	100	

Mean score results on Table 5.1 reflect that ($M = 3.07$, $SD = 1.02$). The coalition government partners' capacity to address the current challenges affecting the City of Tshwane was non-normally distributed, with a kurtosis of $-.674$ and skewness of $-.194$. The results of the mean score analysis indicate the difference in opinions of the residents.

Chi-square results in Table 5.2 denote that the dependent variable: The effects of coalition government on municipal service delivery in the City of Tshwane, had an impact on the independent: The coalition government partners have the capacity to address the current challenges affecting the City of Tshwane $\chi^2 (16, N = 207) = 35.42$, $p < .01$. The null hypothesis is rejected since the p value is $< .01$. The results indicate the relationship that exists between the dependent and independent variables.

ANOVA results on Table 5.3 reveal the dependent variable: The effects of coalition government on municipal service delivery in the city of Tshwane had an effect on the independent variable: The coalition government partners have the capacity to address the current challenges affecting the City of Tshwane at the $p < .05$ level where $[F (4, 207)$

= 2.60, $p < .01$]. The null hypothesis is rejected as the p value is $< .01$. The results imply that the variables are significant to the study as the $p < .05$.

The primary research results reflected that 66% of the respondents were of the view that the coalition government partners have no capacity to address the current challenges affecting the City of Tshwane. The results are evident enough to support that coalition governments are not ideal towards addressing the effectiveness of service delivery of the communities.

5.5 CHAPTER SUMMARY

This chapter dealt with the presentation of the primary qualitative and quantitative data's outcomes pertaining to the effects of coalition government on municipal service delivery in the city of Tshwane. The research findings were discussed in conjunction with the literature review. Themes were used to analyse the qualitative research interviews and IBM 26 program was used to analyse the quantitative data. The conclusions and recommendations for the study are discussed in the next chapter.

CHAPTER 6: CONCLUSIONS AND RECOMMENDATIONS

6.1 INTRODUCTION

The previous chapter discussed data presentation, analysis and interpretation of results. This chapter focuses on the presentation of summary of the major findings of the study based on the literature review and primary research findings on the effects of coalition government on municipal service delivery in the City of Tshwane, in South Africa. The conclusions are derived at after having gleaned the review of literature, primary research findings and consequently major findings. The recommendations and areas for further research are finally presented.

6.2 RESEARCH OBJECTIVES REVISITED

The objectives of the study were as follows:

- To understand the state of the coalition government in South Africa.
- To assess the relationship between the coalition government and municipal service delivery.
- To identify challenges associated with coalition government as it relates to service delivery in the City of Tshwane.
- To propose mechanisms which seek to address coalition government-related challenges.

6.3 SUMMARY OF FINDINGS FROM THE LITERATURE CHAPTERS

This section dealt with the findings from the literature as follows:

Coalition governments are doomed to fail from the onset due to differences in parties views and objectives. Parties will be working to ensure that the coalition fails, as they will be of the opinion that no party should obtain the credit of achieving positive results. Politics will be at play and each parties will be scrambling to ensure that the coalition government fails, this however affects service delivery (Douds, 2017). In the South African context, a good example is when sour relationship continued to spiral between EFF and DA to the extent that the mayor of City of Tshwane could not even secure meetings with the EFF while another obstacles has been that the Municipal manager could not exercise his

administrative powers by appointing people to certain position and that created friction between mayor and municipal manager (Olver, 2021). There is however, no progress under these circumstances as these activities are not for the benefit of the residents as parties seek to fix each other.

There was no formal coalition agreement that took place between EFF and DA, as a result this became the most challenging relationship between the two political parties. The relationship was unique and has never expressed any form and type of universal approach to coalition agreement and this stimulate a desire to understand different types of coalition. The DA and EFF coalition was on a confidence and supply basis that resulted in EFF further supporting the election of the mayor without supporting any executive position in the council (Booyens, 2020). Booyen (2021) puts it in a simple and understandable submission that coalitions are the answer when there is not outright winner or majority in a political party to be able to constitute government. Pieterse (2020) admits that for the coalition government to be successful, political maturity is needed and this submission was based on the observation made around politics and governance at the City of Tshwane, Johannesburg and Nelson Mandela Bay where at different times, the metropolitan cities experienced difficulties in managing coalitions.

Services that are regarded as basic or fundamental are accommodative for daily activities on communities includes water, lights, emergency and waste removal as well as constant maintenance of roads and buildings within the jurisdiction of the locality (Khale, 2015). The mandate of local government is to make sure that basic services are delivered to people and the success of political party that is governing the municipality is measured in accordance to goods and services provided to its local communities. Mutyambizi, Mokhele, Ndina and Hongoro (2020) postulate that government in South Africa recognizes the importance of creating access to basic services that will improve the lives of its people and local economic development.

Coalition governments are not effective in South Africa. This is also supported by the views of Douds who indicated that coalition governments are doomed to fail from the onset due to political differences and unwavering that arise from various parties as they try to outdo each other. Service delivery hence suffers at the end of the day (Doud, 2017). Pyper (2016) quoted number of political analysts including Ralph Mathekga (2018) who

believed that coalition governments will provide instability at local government in the South African context, and often coalition governments are likely to collapse when political parties disagree.

6.4 EMPIRICAL FINDINGS

This section emanated from the information obtained from both qualitative and quantitative primary research findings as a result of the data obtained from the mixed method research approach. The empirical findings are tailored to achieve the research objectives of the study. The interviews were conducted with members of the mayoral committee, senior managers, community members, political parties' leaders and ordinary political party members of the DA, ANC, EFF and minority political parties using the in-depth interview guide. The interviews were conducted from the 25th to the 30th of August, 2022. Twenty-six participants were interviewed and these were coded with the letters of the alphabet from A up to Z. The demographic data for the qualitative aspect of the study was as follows: Thirteen participants were male and the other thirteen participants were female, giving an equal representation of the participants. The participants were distributed in the following age groups: Five participants were in the thirty to thirty nine years age group, fifteen participants were in the forty to forty nine years age group and six participants were in the fifty to fifty nine years age group.

Quantitative data was gathered from a sample size of 217 respondents. The returned questionnaires that were duly completed from the 217 were 207 questionnaires resulting in a response rate of 95%. This was achieved due to constant reminders carried out by the researcher to encourage a positive outcome.

- The quantitative demographic research results on gender indicated that 64% were male and 36% were female. The male outnumbered their female counterparts. The age group quantitative results reflected that 22% of the respondents were between the ages of 20 and 29, 34% were between the ages of 30 and 39, 9% were aged 50 and above. The majority of the respondents (35%) were aged between 40 and 49.

- Marital status results reflected that 56% of the respondents constituting the majority were single, 25% of the respondents were married, eight percent were widowed and 11% of the respondents were divorced.
- The educational background result indicated that the majority of the respondents (54%) had matric qualifications, 30% acquired their first degrees diplomas and 12% obtained postgraduate degrees. Four percent of the respondents did not reach matric level. The results reflect that the majority respondents are literate and can comprehend the issues under discussion.
- On job category the quantitative research results indicated that the majority of the respondents (68%) were front-line workers, 12% were rank and file and 15% held supervisory positions. 5% of the respondents held management positions. With regards to race 45% of the respondents were black, 32% were white and 13% were of coloured, 10% of the respondents were of Indian origin. The blacks outnumbered other races.
- Quantitative results on the Regions reflects that majority of the respondents (32%) were residents of Tshwane's Region 1, 15% were from Region 2, 20% were residents of Region 3 and 12% were from Region 4 and 21% of the respondents were residents of Region 6. The results reflect that all the Regions were represented in the study.
- The results on residence type reflected that the majority of the respondents (53%) lived in formal townships, 26% were residents of informal settlements and 14% resided in suburban areas, 7% of the participants resided on farms or similar setups.
- The quantitative results on receiving municipal bills indicated that 58% of the respondents received monthly municipal bills and 42% did not receive monthly municipal bills.
- The results on payment of municipal services monthly 48% of the respondents paid monthly municipal bills and 34% did not pay monthly municipal bills, 18% of the respondents indicated that they were indigent citizens and therefore unable to pay for services.

The qualitative and quantitative empirical findings reflected that the major challenges faced by the Tshwane Municipal coalition government were the major themes that were

established and these were: lack of service delivery, lack of capacity and skill development, political interference and deployment, corruption, lack of accountability and instability.

6.4.1 Objective 1: To understand the state of the coalition government in South Africa

The main findings on the understanding of the coalition government in South Africa objective were:

Coalition governments in South Africa have not realised good results. The residents have been short changed, as municipal service delivery has not been effectively delivered as a result of partisan politics. Political parties have focused on their interests neglecting the interests of the residents which is municipal service delivery. The primary qualitative and quantitative results are in support of the fact that political parties focus on their interests at the expense of the residents. The literature review is also in support of the empirical findings results. Doud (2017) indicated that coalition governments in South Africa are doomed to fail from the onset due to political differences and unwavering that arise from various parties as they try to outdo each other. Municipal service delivery hence suffers at the end of the day (Doud, 2017). Pyper (2016) quoted a number of political analysts including Ralph Mathekga (2018) who believed that coalition governments will provide instability at local government in the South African context, and often coalition governments are likely to collapse when political parties disagree.

6.4.2 Objective 2: To assess the relationship between the coalition government and municipal service delivery

The main findings on assessment of the relationship between the coalition government and municipal service delivery were that:

The empirical results reflected that there is a relationship that exists between the City of Tshwane's coalition government and municipal service delivery. Coalition governments have failed to provide adequate municipal service delivery. The qualitative results were in agreement with the quantitative results in this regard. Further to that the literature review has explicitly supported the fact that coalition government in the City of Tshwane is failing to provide municipal service delivery as political parties are at war with each other.

Coalition partners are not supporting each other and this adversely affects the residents who are in dire need of municipal service delivery. The mandate of local government is to make sure that basic services are delivered to local communities and the success of political party that is governing the municipality is measured in accordance to goods and services provided to its local communities. Mutyambizi, Mokhele, Ndina and Hongoro (2020:2-3) postulate that government in South Africa recognizes the importance of creating access to basic services that will improve the lives of its people and local economic development.

6.4.3 To identify challenges associated with coalition government as it relates to service delivery in the City of Tshwane.

The main findings that emanated on identification of challenges associated with coalition government as it relates to service delivery in the City of Tshwane were:

- Empirical evidence results are in support of the notion that there are service delivery challenges experienced by the City of Tshwane's coalition government. There is poor municipal service delivery experienced by local governments in South Africa. The City of Tshwane is also faced with poor service delivery. Public housing initiatives have not yielded the anticipated results. Basic service results are not adequately supplied. The quantitative empirical results are also in support of the qualitative results. The literature review results also confirmed the qualitative and quantitative empirical results.
- Empirical results have reflected that the City of Tshwane's coalition government faces shortage of resources as well as skills shortages within the workforce. Lack of resources has failed to address the municipal service delivery challenges. Further to that municipal service delivery is compromised due to lack of allocation of resources to skills development. In the absence of proper skills development infrastructure, the quality of service delivery will continue to be compromised. The quantitative research results and the literature review concurred with the qualitative research results as well. Skilled employees are of paramount importance than political patronage in coalition government agreement. Uneducated and inexperienced political leaders contribute to the collapse of municipal service delivery, economic crisis and poor local governance in South Africa (Thebe, 2017).

Carrying these elements of placing unqualified administrators into position of managing local government contribute to instabilities of local government. What is central to good or bad Public Administration is bureaucracy that is politically controlled whereby the dominant party can divert public funds to incumbent dominant party (Greene, 2007).

- Political interference in the form of cadre deployment, theft, graft, abuse of power, cronyism, extortion, conflict of interest, cronyism, and fraud are critical as they are also affecting the City of Tshwane coalition government. The qualitative research results are in line with the quantitative research results and the literature review. Corruption has a way of taking what is supposed to be meant for local communities. It threatens the democracy and coalition government could collapse when corruption is not being challenged. Political interference and cadre deployment have a negative effect to municipal service delivery (Cameroon, 2010). ANC led government has been exposed to cadre deployment and politics of patronage specifically in the local sphere of government. The power of ANC in municipalities that they have governed is concentrated on bureaucracies and is intact. This is as a result of penetration of local government administration through cadre deployment that will make it difficult for political parties in coalition government agreement to easily eradicate. Even through coalition government where ANC is not in charge, there are administration responsibilities of those who were employed by previous administrations (Maserumule, 2016).
- However, following the 2016 local government elections, it was the DA led coalition that was in charge and not the ANC. Literature acknowledges that the political agents in coalition government have identified corruption as the worst enemy. Corruption is a serious abuse of authority for the sake of personal benefit; it includes taking of bribes, fraudulent activities and misuse economic resources (Munzhedzi, 2016). Corruption has a way of taking what is supposed to be meant for local communities (City of Joburg, 2018). Corruption threatens the democracy and coalition government could collapse when corruption is not being challenged. The motive and intent of coalition government consensus of being pro-poor and addressing socio-economic challenges is being advocated and implemented

(Pillay, 2004). According to Munzhedzi (2016) corruption is rife during the procurement of goods and services. Prices of goods and services are usually inflated, tender processes and procedures are flouted and contracts are awarded to friends and relatives.

- Empirical results evidence reflected that the coalition government in Tshwane has its merits but one of its demerits is lack of accountability. The two political parties in power normally put blame on each other whenever there is a problem facing the City of Tshwane. Lack of accountability and stability is rife under coalition government arrangements. The qualitative research results and quantitative research results confirmed the lack of accountability and stability in the City of Tshwane.

6.4.4 Objective 4: To propose mechanisms that seeks to address coalition government-related challenges.

This objective sought to address the coalition related challenges. The objective is a recommendation objective, the recommendations have been provided in Section 6.6 after provision of the conclusions in Section 6.5.

6.5 KEY CONCLUSIONS

Based on the primary and secondary research findings, the key conclusions to the study were drawn and discussed in this section.

- It was established that the City of Tshwane coalition government needs to improve on municipal service delivery. The residents are not happy with the service delivery provided by the coalition government at the City.
- Lack of effective municipal service delivery has a negative effect on municipal stability and municipal service delivery protests, and there is a need to ensure that delivery of municipal services is improved.
- Lack of capacity and skill development is also affecting the effectiveness of the coalition government. This is also the root cause of lack of effective municipal service delivery as well.
- Partisan politics is also affecting the coalition government as parties fight to protect

their interests, thereby neglecting the interest of the local communities which is effective municipal service delivery.

- The administration staff in their quest to render effective municipal service delivery to the local communities are adversely affected by political parties as they jostle to register their interests.
- Political interference and cadre deployment have resulted in the inefficiency in municipal service delivery of the City of Tshwane coalition government.
- Corruption, despite which parties are at the helm, has adversely affected coalition governments. Checks and balances need to be in place to ensure that corruption is checked and controlled.
- Lack of accountability has resulted in the instability of the coalition government at the City of Tshwane, hence the need for the parties in partnership to account for their decisions.

6.6 RECOMMENDATIONS

The primary purpose of the study was to establish the effects of coalition government on municipal service delivery in the City of Tshwane. The study recommends the following:

- It is recommended that the City of Tshwane coalition government takes serious attention to the plight of the local communities by providing effective municipal service delivery to the residents who are adversely. Avoiding political patronage would go a long way to address and achieve the municipal service delivery needs of the residents.
- There is a need for the City of Tshwane to take a skills audit to determine the skills gaps that need to be filled. Identification of the right skills and recruitment of the people with the right skills will go a long way towards the achievement of municipal service delivery at the City of Tshwane.
- Skills development programmes need to be funded to enable the employees to operate efficiently and effectively to enhance municipal service delivery at the City of Tshwane. Employees with the right skills are bound to be effective towards service delivery.
- The staff recruitment policy should be managed by professional people who can scout for the right talents that are capable to provide efficient and effective service

delivery to the residents. Political parties should work together with the municipal administration to achieve municipal service delivery mandates.

- Political interference and cadre deployment should not be condoned as it affects the efficiency and effectiveness of municipal service delivery at the City of Tshwane coalition government.
- Corrupt tendencies have a negative effect on municipal service delivery, and as a result, there is a need to put checks and balances to curb corruption in the City of Tshwane.
- There is a need to ensure that there is accountability in the City of Tshwane as it encourages stability of the coalition government at the City of Tshwane, hence the need for the parties in coalition to account for their decisions and actions.

6.7 AREAS FOR FURTHER STUDY

Research is a continuous process, it is essential to carry out a further study that incorporates a wide-ranging coverage on the population size and sample size. The same type of study in can be carried out in a rural setting, as the urban setup is different to the rural area setup.

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APPENDIX A: QUESTIONNAIRE FOR LOCAL COMMUNITY MEMBERS IN THE CITY OF TSHWANE

DEAR RESPONDENTS

Thank you so much for dedicating your time to attend to this academic questionnaire. This questionnaire is designed to gather information on the study entitled: “Effects of coalition government on municipal service delivery in the City of Tshwane.” You are kindly requested to complete the questionnaire below. This questionnaire is strictly for academic purposes. The information provided will be confidentially kept and will not be released to any unauthorized parties. The respondents’ identities will be kept anonymous since codes will be used instead of names of respondents. The questionnaire is divided in five (5) sections and it will take you at least ten minutes to complete. Please tick the appropriate response chosen with an “X” from the questions given below.

SECTION 1: DEMOGRAPHIC DATA

Please tick your responses in the appropriate box.

	Male	Female
1.1 Gender	X	

	20-29 Years	30-39 Years	40-49 Years	50 Years+
1.2 Age Category				X

	Black	White	Indian	Coloured	Other
1.3 Race	X				

1.4 Highest Academic Qualification						
Below Grade 12	Grade 12	Diploma/Certificate	Bachelor's Degree	Honours Degree	Masters/PhD	
			X			

1.5 Residence Type			
Informal Area	Formal Township	Suburb	Farm/Smallholding

		X	
--	--	----------	--

1.6 Receive Municipal Bills	
Yes	No
X	

1.7 Pay Municipal Services Monthly		
Yes	No	Indigent Citizen
X		

1.8 Region – Please tick region				
Region 1	Region 2	Region 3	Region 4	Region 6
Soshanguve, Winterveld, Mabopane, Garankuwa, Rosslyn, The Orchards, Chantelle, Theresa Park, Pretoria North	New Eersterust, Stinkwater, Dilopye, Kudube, Bamansbelegi, Ramotse, Mandela Village, Hammanskraal, Wallmansthal AH, Dinokeng, Pyramid, Annlin, Wonderboom, Sinoville, Montana. Doornpoort	Lady Selborne, Mountain View, Wonderboom South, Gezina, Waverly, Booyens, Daspoort, Villeria, Capital Park, Kirkney, Queenswood, Hatfield. Danville, Atteridgeville, West Park, Muckleneuk, Brooklyn, Groenkloof, Waterkloof, Monument Park, Thaba Tswana	Blair Athol, Peach Tree, Mnandi AH, Heuweloord. Wierda Park, Zwartkop, Eldoraigine, Ladium, Erasmia, Valhalla, Clubview, Lyttleton, Manor, Erasmuskloof, Cornwall Hill, Highveld, Irene, Rooihuiskraal, The Reeds, Olievenhoutbosch, Kosmosdal	Eersterust, Mamelodi, Watloo, Silverton, Nellmapins, Die Wilgens, Willow Park Manor, Silver Lakes, Garsfontein. Fairie Glen, Moreleta Park, Elardus Park, Mooikloof, Bashewa AH
X				

SECTION 2: STATE OF THE COALITION GOVERNMENT IN SOUTH AFRICA

Please tick your responses in the appropriate box.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2.1 Coalition government is effective in South Africa	X				
2.2 The DA-led coalition government with the support of the Economic Freedom Fighters (EFF) at the City of Tshwane is effective	X				
2.3 The coalition government administration in the City of Tshwane is highly recommended	X				
2.4 The coalition government has brought a lot of benefits to the residents of the City of Tshwane	X				
2.5 The residents are in full support of the coalition government at the City of Tshwane			X		
2.6 The Municipal administration is in full support of the Coalition government at the City of Tshwane	X				
2.7 The coalition government have achieved much at the City of Tshwane	X				
2.8 It is worthwhile having a coalition government in the City of Tshwane	X				
2.9 Political parties are happy with coalition government administration in the City of Tshwane			X		
2.10 Coalition government has failed to deliver at the City of Tshwane	X				

SECTION 3: RELATIONSHIP BETWEEN THE COALITION GOVERNMENT AND MUNICIPAL SERVICE DELIVERY

Please tick your responses in the appropriate box.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
3.1 City of Tshwane service delivery is excellent	X				
3.2 Walk-in service centers, service clients efficiently and effectively					X
3.3 I am fully aware of the DA-led coalition government between the DA and other smaller parties with the support of the EFF	X				
3.4 The current coalition government administration between the DA and the EFF is better than the previous ANC administration	X				
3.5 Coalition government in the City of Tshwane has improved municipal service delivery			X		

SECTION 4: SERVICE DELIVERY CHALLENGES ASSOCIATED WITH COALITION GOVERNMENT IN THE CITY OF TSHWANE

Tick your responses in the appropriate box.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
4.1 Local councilors are effective towards the provision of service delivery (water, roads, refuse removal, housing and other services) for their communities in the City of Tshwane.		X			
4.2 There is effective communication between the local councilors and the communities they are serving in the City of Tshwane	X				
4.3 Political interference affects the administrative running of the City of Tshwane.					X
4.4 Local councilors are corrupt in the City of Tshwane			X		
4.5 Project implementation takes longer as opposed to when the ANC was in charge at City of Tshwane before the coalition government					X

SECTION 5: MECHANISMS TO ADDRESS COALITION GOVERNMENT-RELATED CHALLENGES

Tick your responses in the appropriate box.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
5.1 There are strategies that can be put in place to address the City of Tshwane coalition government challenges			X		
5.2 The coalition government partners have the capacity to address the current challenges affecting the City of Tshwane		X			
5.3 Coalition government at the City of Tshwane can only be addressed by one party government					X
5.4 Effective communication can be a solution to infighting between coalition government partners in the City of Tshwane			X		
5.5 Non-interference of councilors in the municipal administrative matters can solve many challenges in the municipality.					X

APPENDIX B: IN-DEPTH INTERVIEW GUIDE ON THE EFFECTS OF COALITION GOVERNMENT ON MUNICIPAL SERVICE DELIVERY IN THE CITY OF TSHWANE

1. What is your understanding of coalition government?
2. How would you describe the coalition at the City of Tshwane?
3. Would you describe the City of Tshwane coalition as a successful or unsuccessful coalition? Explain.
4. To what extent are the coalition partners performing at the City of Tshwane?
5. In your opinion is the coalition government meeting service delivery obligations at the City of Tshwane? Elaborate.
6. What do you think can be done to address the municipal service delivery challenges at the City of Tshwane?
7. What has the coalition government administration done to the residents to improve on the welfare of the residents at the City of Tshwane?
8. In your opinion, would you say the political parties are adequately playing their role in the coalition government? Elaborate
9. Is there efficiency and effectiveness in the rendering of municipal services in the coalition government of the City of Tshwane?
10. Which improvements did the DA-led coalition government administration brought as opposed to the previous ANC administration at the City of Tshwane?
11. To what extent is the coalition government affecting the running of municipal business at the City of Tshwane?
12. What are the effects of political interferences at the City of Tshwane?
13. What are the challenges that the coalition government is facing at the City of Tshwane?
11. In your view, do coalition governments perform well as opposed to one party controlling and directing the affairs of the Municipality at the City of Tshwane? Explain.

11. How effective are the councillors towards municipal service delivery at the City Tshwane?

Would you say municipal administrative at the City of Tshwane possess the necessary skills and capacity to implement municipal policies and budget? Explain.

Do councilors at the Municipality have the interest of their local communities when they make decisions at the municipality? Substantiate you answer.

12. In your opinion, does the coalition government administration provide accurate and timely bills at the City of Tshwane?

13. What do you think can be done to improve on the billing system at the City of Tshwane?

Would you say the billing problem at the City of Tshwane is a creation of the DA-led alliance or an ANC administration? Elaborate.

How would the billing system in the City of Tshwane be resolved?

14. What do you think can be done to improve municipal service delivery challenges faced by the coalition government administration at the City of Tshwane?

ANNEXURE 1

LETTER OF REQUEST TO CONDUCT A RESEARCH STUDY IN CITY OF TSHWANE

216 A Rivier Street
7 Meadow view
Miederpark, Potchefstroom
2538

To:
City Manager
320 Madiba Street
Tshwane House, 2nd Floor
Block A, West Wing
Tshwane
8001

SUBJECT: REQUEST TO CONDUCT A RESEARCH STUDY IN THE CITY OF TSHWANE IN FULFILMENT OF REQUIREMENTS FOR MASTER'S DEGREE IN PUBLIC ADMINISTRATION AND MANAGEMENT AT THE UNIVERSITY OF VENDA.

Dear City Manager,

This letter refers to the matter as stated above. I hereby request your permission and assistance.

The research concept came through as a result of the outcomes of the 2016 local government elections that led to the establishment of coalition government in the City of Tshwane. My request is purely for academic purposes only. I may conduct the research through interviews, questionnaires and allowed access to documents related to my study on the 1st of November 2021 given your approval.

This process of data collection will further require individual/group interactions with employees, management personnel and political leaders of different political parties. Furthermore, I am asking that you approve and endorse this process of data collection in order to legitimize the study. Cooperation of your institution together with a written approval letter from your good self will be highly appreciated.

I trust that you will receive my request accordingly.

Kind Regards,



Pheello Setona
Student Number: 20025374
Masters candidate at University of Venda

ANNEXURE 2



City Strategy and Organizational Performance

Room CSP22 | Ground Floor, West Wing, Block D | Tshwane House | 320 Madiba Street | Pretoria | 0002
PO Box 440 | Pretoria | 0001
Tel: 012 358 5198
Email: AlbertusV2@tshwane.gov.za | www.tshwane.gov.za | www.facebook.com/CityOfTshwane

My ref: **Research Permission/ Setona**
Contact person: **Pearl Maponya**
Section/Unit: **Knowledge Management**

Tel: 012 358 4559
Email: PearlMap3@tshwane.gov.za
Date 10 February 2022

Mr Pheello Setona
VM028 Vila Martins
Pinehaven Country Estate
Hendrik Potgieter Rd
Krugersdorp
1739

Dear Mr Setona

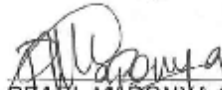
RE: THE EFFECT OF COALITION GOVERNMENT ON MUNICIPAL SERVICE DELIVERY IN THE CITY OF TSHWANE

Permission is hereby granted to Mr Pheello Setona, Master of Administration degree candidate at the University of Venda (UNIVEN), to conduct research in the City of Tshwane Metropolitan Municipality.

It is noted that the aim of the study is to evaluate the effect of the coalition government on municipal service delivery in the City of Tshwane to develop strategies for a workable coalition arrangement. The City of Tshwane further notes that all ethical aspects of the research will be covered within the provisions of UNIVEN Research Ethics Policy. You will be required to sign a confidentiality agreement with the City of Tshwane prior to conducting research.

Relevant information required for the purpose of the research project will be made available as per applicable laws and regulations. The City of Tshwane is not liable to cover the costs of the research. Upon completion of the research study, it would be appreciated that the findings in the form of a report and or presentation be shared with the City of Tshwane.

Yours faithfully,



PEARL MAPONYA (Ms.)
DIRECTOR: KNOWLEDGE MANAGEMENT

ANNEXURE 3



Management Consultants

60 Baviaanspoort Road

East Lynne

Pretoria. 0186

South Africa

Cell Phone: +27 71 027 7389

(Email: doctormagaaisa@gmail.com)

19 June 2023

TO WHOM IT MAY CONCERN

RE: EDITING CERTIFICATE FOR PHEELLO SETONA: STUDENT NO. 20025374

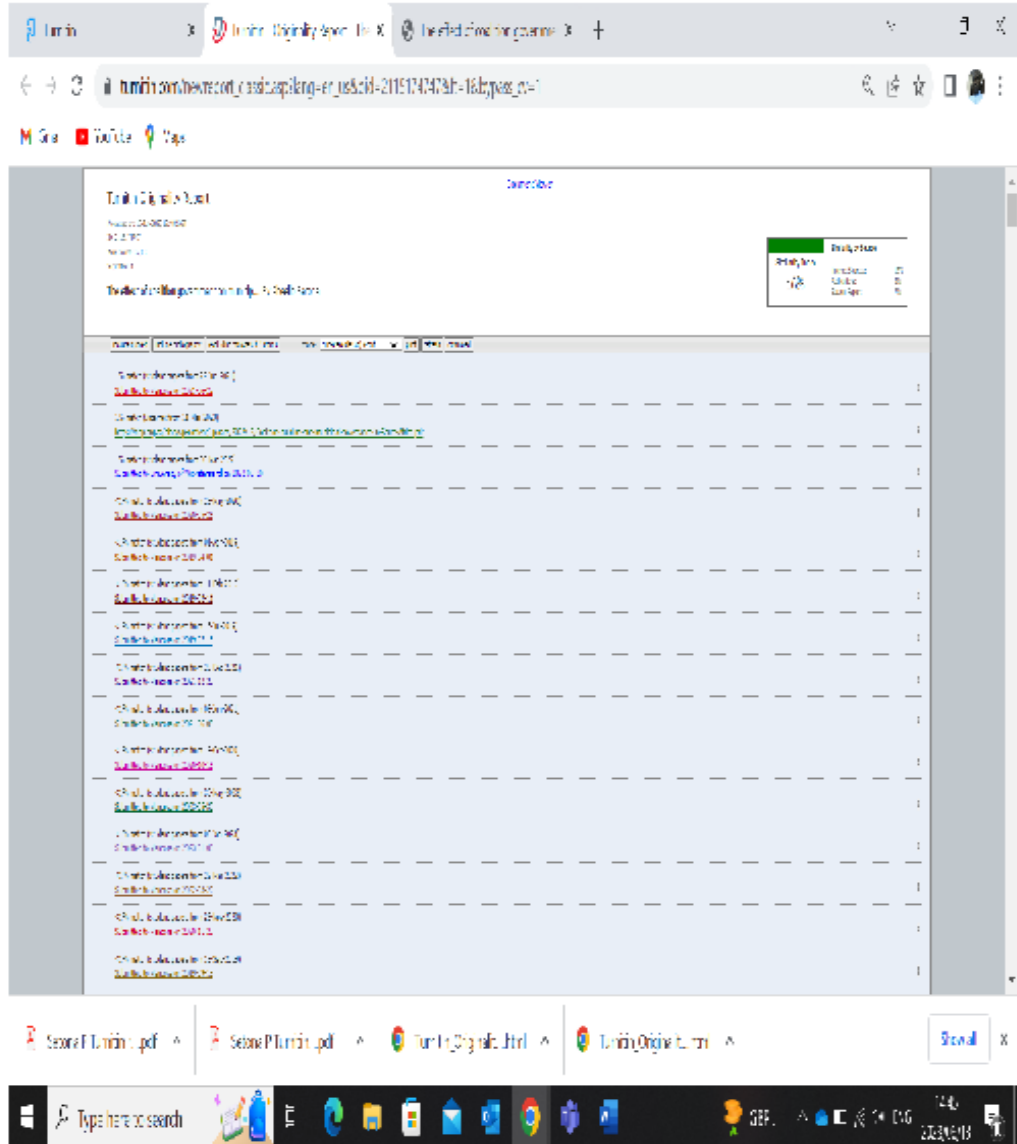
This serves to confirm that I Dr. Gibbet Murambiwa Magaisa holder of a PhD in Business Management obtained at Aldersgate University, Philippines, has done the language editing for a Master of Administration research proposal by Pheello Setona: Student No: 20025374 of University of Venda entitled: "The Effects of Coalition Government on Municipal Service Delivery in the City of Tshwane."



G.M. MAGAISA (PhD)

TANATSWA CONSULTING CC

ANNEXURE 4



The screenshot displays a web browser window with a document viewer. The browser's address bar shows the URL: `tumfi.com/viewer/casidcapking-er_usidid-21151747478f-1&type=pdf`. The document viewer interface includes a header with the document title "Tumfi Digital X Post" and a "Download" button. A table of contents is visible, listing page numbers and titles. The table of contents is as follows:

Page No.	Page Title
1	1. Welcome to the 2023/24 Academic Year
2	2. Welcome to the 2023/24 Academic Year
3	3. Welcome to the 2023/24 Academic Year
4	4. Welcome to the 2023/24 Academic Year
5	5. Welcome to the 2023/24 Academic Year
6	6. Welcome to the 2023/24 Academic Year
7	7. Welcome to the 2023/24 Academic Year
8	8. Welcome to the 2023/24 Academic Year
9	9. Welcome to the 2023/24 Academic Year
10	10. Welcome to the 2023/24 Academic Year
11	11. Welcome to the 2023/24 Academic Year
12	12. Welcome to the 2023/24 Academic Year
13	13. Welcome to the 2023/24 Academic Year
14	14. Welcome to the 2023/24 Academic Year
15	15. Welcome to the 2023/24 Academic Year
16	16. Welcome to the 2023/24 Academic Year
17	17. Welcome to the 2023/24 Academic Year
18	18. Welcome to the 2023/24 Academic Year
19	19. Welcome to the 2023/24 Academic Year
20	20. Welcome to the 2023/24 Academic Year

The browser's taskbar at the bottom shows several open tabs: "Second Tumfi .pdf", "Second Tumfi .pdf", "Tumfi Digital X Post", and "Tumfi Digital X Post". The Windows taskbar at the bottom shows the date and time as 2023/6/18, 14:40.

ANNEXURE 5

ETHICS APPROVAL CERTIFICATE

RESEARCH AND INNOVATION
OFFICE OF THE DIRECTOR

NAME OF RESEARCHER/INVESTIGATOR:
Mr. P Setona

STUDENT NO:
20025374

PROJECT TITLE: **The effects of coalition government on municipal service delivery in the City of Tshwane.**

ETHICAL CLEARANCE NO: FMCL/22/PDN/15/2809

SUPERVISORS/ CO-RESEARCHERS/ CO-INVESTIGATORS

NAME	INSTITUTION & DEPARTMENT	ROLE
Dr PH Munshadzi	UNIVEN, Public and Development Administration	Supervisor
Prof MJ Ma'unga	UNIVEN, Public and Development Administration	Co - Supervisor
Mr P Setona	UNIVEN, Public and Development Administration	Investigator - Student

Type: Masters Research

Risk: Minimal risk to humans, animals, or environment (Category 2)
Approval Period: September 2022 – September 2024

The Research Ethics Social Sciences Committee (RESSC) hereby approves your project as indicated above.

General Conditions

While this ethics approval is subject to all declarations, undertakings and agreements incorporated and signed in the application form, please note the following:

- * The project leader (principal investigator) must report to the prescribed format to the REC:
 - Annually (or as otherwise requested) on the progress of the project, and upon completion of the project.
 - Within 48hrs in case of any adverse event (in any matter that interrupts sound ethical principles) during the course of the project.
 - Annual a number of projects may be randomly selected for an external audit.
- * The approval applies strictly to the protocol as stipulated in the application form. Should any changes to the protocol be deemed necessary during the course of the project, the project leader must apply for approval of those changes to the REC. Should there be deviation from the project protocol without the necessary approval of such changes, the ethics approval is immediately and automatically forfeited.
- * The date of approval indicates the first date that the project may be started. Would the project have to continue after the expiry date a new application must be made to the REC and new approval received before or on the expiry date.
- * In the interest of ethical responsibility, the REC retains the right to:
 - Request access to any information or data at any time during the course or after completion of the project,
 - To ask further questions; seek additional information; require halt or modification or monitor the conduct of your research or the informed consent process.
 - withdraw or postpone approval if:
 - Any unethical principles or practices of the project are revealed or suspected.
 - It becomes apparent that any relevant information was withheld from the REC or that information has been false or misrepresented.
 - The required annual report and reporting of adverse events was not done timely and accurately,
 - Violational rules, national legislation or international conventions A it necessary

ISSUED BY:
UNIVERSITY OF VENDA, RESEARCH ETHICS COMMITTEE
Date Considered: August 2022

Name of the RESSC Chairperson of the Committee: Prof TS Mashau

Signature 

