THE ROLE OF PUBLIC PARTICIPATION IN THE IMPROVEMENT OF BASIC SERVICE DELIVERY IN THULAMELA LOCAL MUNICIPALITY, LIMPOPO PROVINCE

By

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SCHOOL OF MANAGEMENT SCIENCES

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DECLARATION

I, **MATLOGA SANAH TEBOGO**, declare that the dissertation hereby submitted by me for the degree of Master of Administration at the University of Venda has not been previously submitted for a degree at this or any other university, and that it is my own work in design and in execution, and that all reference material contained therein, has been duly acknowledged.

20/06/2016

MATLOGA SANAH TEBOGO **DATE**

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DEDICATION

This research project is dedicated to my grandmother, Anah Mohlalahothe Matloga who raised me since my childhood and gave me guidance in all odds of life to become what I am today. I love you "**Mosotho**". May God Almighty bless you and give you many more years to live.

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ABSTRACT

The focus of this study is to investigate the roles of public participation in the improvement of basic service delivery in Thulamela Local Municipality (TLM), Limpopo Province. The study concentrates on matters of public participation and basic service delivery in order to find out how public participation in the municipalities can influence the improvement of basic services delivery to the community. Municipalities must develop systems that are best suited for their unique circumstances, in order to ensure maximum public participation and the delivery of basic municipal services in accordance with the Constitution of the Republic of South Africa Act 108 of 1996, which are clean water, electricity, basic sanitation, refuse removal and housing.

Both quantitative and qualitative research methods were used in this research. The study was conducted in Thulamela Local Municipality. A non-probability sampling technique were applied to purposively select respondents of the study who have an idea about public participation and the delivery of basic services in the municipality. Data was collected using both questionnaires and interview schedules. The quantitative data collected was analysed using Statistical Package for Social Sciences (SPSS) version 17.0, while the qualitative data was analysed using thematic analysis. In the process of data collection all forms of ethical considerations were taken into consideration to ensure that the respondents participate freely without force or intimidation.

The findings of the study are:

- The study findings revealed that the major challenge of public participation in the improvement of basic service delivery is when the stakeholders are invited in public participation the attendance is very low in such a way that they fail to get progress report in terms of service delivery issues. There is lack of consultation by municipality on the issues of public participation. The other challenge mentioned is that most of the municipality documents are written in English language which makes it difficult to some of community members to read.
- The findings of the study revealed that the role of public participation is to bring governance closer to the people and also create an improved climate for future service delivery actions. The researcher found out that public participation makes communities aware of their needs and these are prioritised in the municipality Integrated Development Plan (IDP). The findings revealed that the role of public participation in Thulamela Local Municipality is to bring the community and the municipality together and work hand in hand towards the improvement of basic service delivery.

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- The findings of the study revealed that the importance of public participation in local municipality encourages community ownership of the municipal service projects introduced from the ground. The findings also revealed that public participation also gives people better understanding of what government is doing concerning basic service delivery and other matters of the municipality.
- The findings of the study revealed that councilors and traditional leaders play important roles in the encouragement of public participation within the community.
- The findings of the study revealed that there are types of public participation in Thulamela local municipality which are; Mayoral outreach programmes (*Imbizo*), Integrated Development Plan (IDP) Forums, Tribal authority visits, Disaster management awareness campaign, Nodal point visits, Mayor *tihosi mahosi* traditional leaders forum, extended council meeting, Pastors forum and Youth and people with disability forum.
- The findings of the study revealed that Thulamela Local Municipality promote effective public participation, through the municipality website, newsletter, media and community outreach programmes. The findings of the study revealed that most managers and assistants managers, including councilors were not aware of IDP meetings.
- The findings of the study further revealed that Thulamela Local Municipality ensures that communities are aware of IDP meetings.

The recommendations of the study are:

- It is recommended that stakeholders should be capacitated about the importance of attending public participation meetings so that when there are invited they will attend in large numbers which can improve the reporting systems in terms of basic service delivery issues. The municipality should also consult its residents on the issues of public participation. The municipality documents must be written in a language that all residents can be able to read; for example, Tshivenda and Xitsonga can be used in Thulamela Local Municipality.
- The researcher recommends that municipalities must encourage public participation to bring governance closer to the people and create an improved climate for future service delivery actions. The researcher recommends that municipalities must provide resources to enhance public participation in order to assist communities to be aware of their needs to be prioritised according to the municipality Integrated Development Plan (IDP).

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- The researcher further recommends that municipalities should make provision of budget to improve public participation in order to bring community and government together in working towards the improvement of basic service delivery.
- The researcher recommends that municipalities should involve community members in community development projects as it encourages community ownership of the municipal service projects introduced from the ground. The researcher recommends that public participation meetings must be done regularly to give community members a better understanding of what government is doing concerning basic service delivery and other matters of the municipality.
- It is recommended that councilors and traditional leaders should be capacitated by municipality through training and workshops for them to actively encourage public participation within their communities.
- It is recommended that Thulamela Local Municipality should maintain the types of public participation they already have which are; Mayoral outreach programmes (*Imbizo*), IDP Forums, Tribal authority visits, Disaster management awareness campaign, Nodal point visits, Mayor *tihosi mahosi* traditional leaders forum, extended council meeting, Pastors forum and Youth and people with disability forum and also look at the possibilities of introducing another types of public participation for the smooth running of the municipality.
- The researcher recommends that municipalities must improve their systems of communication to promote effective public participation and basic service delivery.
- The researcher further recommends that the municipality must ensure that managers, assistant managers and the municipal councilors are aware of IDP meetings in order to promote community ownership of municipality projects and effective public participation towards the improvement of basic service delivery.

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LIST OF ABBREVATIONS

CDW	-	Community Development Worker
IDP	-	Intergraded Development Planning
TLM	-	Thulamela Local Municipality
VDM	-	Vhembe District Municipality
MFMA	-	Municipal Finance Management Act
PSC	-	Public Service Commission
MEC	-	Member of Executive Committee
RDP	-	Reconstruction and Development Program
REP	-	Representative
CBO	-	Community Based Organization
EXCO	-	Executive Committee
SANCO	-	South African National Civic Organization
SPSS	-	Statistical Package for the Social Science
DPLG	-	Department of Provincial and Local Government
LED	-	Local Economic Development
NGO	-	Non Governmental Organization
MCP	-	Municipal Community Partnership
GEAR	-	Growth, Employment and Redistribution Strategy
CBPWP	-	Community Based Public Works Program
SDBIP	-	Service Delivery Budget Implementation Plan

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DPLG	-	Department of Local Government
CSOPP	-	Civil Society Organization and Partnership Programme
UNIVEN	-	University of Venda
MPAC	-	Municipal Public Accounts Committee
SMS	-	Short Message Service
PR	-	Proportional Representation

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CHAPTER 1

ORIENTATION OF THE STUDY

1.1 INTRODUCTION

Public participation is a means of empowering people by creating space for them to develop their skills and abilities in order to negotiate their basic needs in the face of the forces that often appear to obstruct and discourage them (Mahole, 2012:01). The study is about the role of public participation in the improvement of basic service delivery in the Thulamela Local Municipality (TLM). Public participation depends on the commitment of the democratic government to deepen democracy. Kuye (2011:46) indicates that the South African government has committed itself to a form of public participation that is genuinely empowering, and not token consultation or manipulation. This includes a range of activities which includes the creation of democratic representative structures such as ward committees and Integrated Development Plan (IDP) Representative's Forum (IDP Rep forum) to assist and support.

This chapter presents the background of the study, the problem statement, aim of the study, specific objectives of the study, research questions, and significance of the study, delimitations and limitations of the study, definition of operational concepts, a preliminary literature review, and the organisation of chapters.

1.2 BACKGROUND OF THE STUDY

The importance of public participation is enriched in the Constitution of the Republic of South Africa, 1996, Section 152 (1), which mandates all municipalities to encourage the involvement of communities and community organisations in matters of local government and also to ensure the provision of basic services to communities in a sustainable manner. Section 16 (1) of the Local Government Municipal Systems Act 32 of 2000 states that a municipality must develop a culture of municipal governance that complements the formal representative government with a system of participatory governance. For this purpose municipalities must encourage and create conditions for the local community to participate in the affairs of the municipality.

According to Fortuin (2010:18), delivery of basic services to the community is the core function of every municipality. For the municipality to deliver efficient and effective services within the

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community, the municipality must involve the community through public participation. Municipality must inform the community about the basic services that it is going to offer, when and how.

Fortuin (2010:18) goes further to indicate that Local government must work with communities to find sustainable ways to meet their basic needs and improve their quality of life. Local government as the sphere of government closest to the people, its main responsibility is to deliver basic services such as water, electricity, sanitation and housing including primary health care, community policing and refuse removal to the local communities.

Mahole (2012:02), indicates that public participation plays an important role in the improvement of accountability of Ward Councilors, municipal structures and the communities they serve, and also improves the linkages between the municipality and community structures. Mahole (2012:02) further indicates that the process of public participation in rural communities is seen as a major challenge, which is both time-consuming and costly as community members are more concerned about their daily tasks than about coming up with a vision and ideas of how to deal with issues that concern them within the municipality and other government sectors.

1.3 PROBLEM STATEMENT

The Local Government Municipal Structures Act 117 of 1998 and Local Government Municipal Systems Act 32 of 2000 are pieces of legislations which provide a broader framework for a participatory local democracy. Thulamela Local Municipality is mostly comprised of rural areas wherein there is still a need for the delivery of basic services. In order to improve the delivery of basic services in a sustainable way, TLM needs full participation of all structures representing community within the municipality. However, it seems that the community and community structures are reluctant to attend meetings of the municipal council and matters of the municipality due to the fact that there is no prior consultation to clarify the need of the meetings. Integrated Development Plan representative forum (IDP Rep Forum) and all other community representatives are not acting according to the Constitution of the Republic of South Africa, 1996 where it stated that one of the objectives of Local Government is to encourage the involvement of the communities and community organisations in the matters of local governance.

The ideal situation is for the municipality to ensure the provision of basic services to the community in a sustainable manner, directed by the community needs and the availability of resources. In TLM there is a problem of poor provision of basic services such as water, sanitation, electricity, roads and housing due to lack of public participation and consultation of all

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stakeholders in the IDP and the decision-making process regarding basic service delivery. The example of this problem is when the community resort to public protest demanding the delivery of basic services.

This study focuses on the improvement of basic service delivery in TLM by strengthening participation of all stakeholders including IDP Rep Forum for effective delivery of basic services. Participation by all stakeholders within the community in the municipal council will assist to improve the delivery of basic services effectively as the municipality would know what is expected from them.

1.4 AIM AND OBJECTIVES OF THE STUDY

The following is the aim and objectives of the study:

1.4.1 AIM OF THE STUDY

The main aim of this study is to investigate the role of public participation on the improvement of basic service delivery in Thulamela Local Municipality, Limpopo Province.

1.4.2 SPECIFIC OBJECTIVES OF THE STUDY

The objectives of this study are:

- To investigate the challenges of public participation on the improvement of basic service delivery in the TLM;
- To identify the roles of public participation in the improvement of basic service delivery in the Municipality;
- To identify types of public participation in TLM; and
- To recommend mechanisms that are used to promote effective public participation and basic service delivery in the TLM.

1.5 RESEARCH QUESTIONS

The research questions of the study are:

- What are the challenges of public participation on the improvement of basic service delivery in the TLM?
- What are the roles of public participation on the improvement of basic service delivery in the municipality?

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- Which types of public participation are found in TLM?
- What are the mechanisms recommended to enhance effective public participation in TLM?

1.6 SIGNIFICANCE OF THE STUDY

The study will benefit TLM and the Thulamela community by providing awareness regarding public participation and the delivery of basic services. Through the study, the municipality will be able to find ways in which all the community members and IDP Rep forum will participate in the matters of local government, especially at a municipal level to build a better municipality. The study will also assist in educating communities on how to take part in matters of their concern, especially on matters of basic service delivery. This study is undertaken to add more knowledge to other researchers in similar research domain.

1.7 DELIMITATION OF THE STUDY

Hornby (2010:873) defines location as a place where something happens or exists. The study were conducted at Thulamela Local Municipality (TLM), Limpopo Province. The study investigate the roles of public participation in the improvement of basic service delivery TLM.

1.8 LIMITATIONS OF THE STUDY

Limitations of the study are those conditions which are beyond control of the researcher that can either disturb the execution of the study. Some of the targeted individual such as managers and Community Development Workers (CDWs) coordinators were not available in their offices most of the times due the meetings and doing field work by CDWs coordinator. Despite the limitations, the researcher tried by all means to make appointments with them during lunch times and after hours to complete the task and also ensures that the respondents feel free to participate during completing of questionnaires and during the interview sessions. In order to secure trustworthy, reliability and the validity of the data collected, the researcher personally distributed the questionnaire to each and every participant and facilitate the completion and collection processes, and also arranged interview sessions with the respondents.

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1.9 DEFINITION OF OPERATIONAL CONCEPTS

The following sub-section presents the definition of operational concepts:

- **Thulamela local municipality**

According to Thulamela (IDP 2012/13:08) Thulamela Local Municipality is a category B municipality in terms of the Municipal Structures Act 117 of 1998, and is one of four local municipalities comprising the Vhembe District Municipality which is situated at the Eastern side of Mopani Local Municipality, Southern side of Mutale Local Municipality, Northern side of Makhado and Western side of Musina Local Municipality, Limpopo Province in the Republic of South Africa.

- **Participation**

According to Rafkin (2013:05) participation is a complex and challenging approach of improving people's life particularly the poor and the disadvantaged. Nzimakwe and Reddy (2008:672) view participation as active involvement in which all stakeholders, citizens and communities are involved, the promise to the public being that the community must be part of formulating solutions and decision-making processes in local government.

- **Local government**

Reddy (1999:09) defines local government as the level of government created to bring government to the people and to give citizens a sense of participation in the political processes that influence their daily lives and local authorities. Municipalities were also created to provide goods and services to the communities because of the inability of central government to render all those goods and services to the local community.

According to Bekink (2008:61), local government is the branch of government that functions closest to the inhabitant or constituents of a specific area and is involved in rendering a wide variety of services that materially affect the lives of all people residing within its jurisdiction. Van der Waldt (2010:04) defines Local Government as a local sphere of government that directly serves the needs of communities at grassroots levels.

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- **Reconstruction and Development Program (RDP)**

According to Van der Waldt (1999:309) the RDP is a large scale of the government of national unity meant to address the problems facing the country. It is an integrated, socio-economic policy framework that strives to mobilise citizens and the country's resources in order to build a democratic, non-racial and non-sexist future.

- **Public Participation**

According to Buccus (2007:06), public participation is an idea whose time has come, throughout the world especially in Africa. Public participation is seen as a means to enhance development and service delivery and also to improve governance and deepen democracy. Buccus (2007:06) goes further to say that public participation is a process in which stakeholders influence the share control of development initiatives decisions and resources which affect them, and it is an important ingredient for good governance and quality service delivery. Creighton (2005:07) views public participation as the process by which public concerns, needs and values are incorporated into governmental and corporate decision-making processes.

- **Municipality**

According to the Local Government Municipal Systems Act 32 of 2000 section 2, the municipality is an organ of state within the local sphere of government which exercises legislative and executive authority within an area determined in terms of the Local Government Municipal Systems Act, and which consists of political structure, administrative function and the community.

- **Community**

Swanepoel (2010:43) defines community as a group of people who reside in a specific locality and who exercise some degree of local autonomy in organizing their social life in such a way that they can, from their local base and satisfy the full range of their daily needs. According Homan (2008:98) community means as a number of people who share a distinct location, beliefs, interests, activities and other characteristics that clearly identify their commonality and differentiate them from those not sharing those elements.

Van der Waldt (2010:26) refers a community as the district or area of jurisdiction where people live, and which is occupied primarily by private residents, local residents, local government officials, community based organizations, professionals, business associations, media, private institutions and government institutions.

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- **Community participation**

Cloete (2012:91) defines community participation as the involvement of members of the community, in order to influence the outcome of the activities and obtain as many benefits as possible from the result of those activities.

Reid (2000:03) indicates that community participation is one of the key ingredients of an empowered community and is the heart that pumps the community's life blood in its citizens and into the community's business.

- **Municipal manager**

According to Van der Waldt (2010:08) the municipal manager is the chief executive officer of the municipality and the head of the administration of the council. He or she is responsible for the overall functioning of the administration, manages the finances, and hires and disciplines staff.

- **Municipal basic services**

According to the Local Government Municipal Systems Act 32 of 2000, municipal service means that their municipality in terms of its powers and functions provides or may provide services through an internal mechanism stipulated in Section 76 of the Act. The Act indicates that a municipality may provide a municipal basic service in its area or part of its area through an internal mechanism, which may be a department or any other administrative unit devised by the municipality to provide such basic services, which is clean water, electricity, housing, basic sanitation and refuse removal.

1.10 ORGANIZATION OF THE STUDY

The research is divided into five chapters and is presented below:

Chapter 1: Introduction and Background of the Study

The first chapter of this study includes the introduction, the background of the study, statement of the problem, aim, specific objectives, and research questions, significance of the study, delimitation of the study, limitation of the study and definition of operational concepts.

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Chapter 2: Literature review

This chapter presents the review of relevant literature of the study on the role of public participation on the improvement of basic service delivery in Thulamela local municipality, which includes introduction, legal framework on public participation in municipalities, public participation and community development, the challenges of public participation in the municipalities, participation mechanisms, Integrated Development Plan and participation, democratic theory and participation, local government democracy and public participation, the advantages and disadvantages of public participation and the role of public participation in basic service delivery in Thulamela local municipality.

Chapter 3: Research Methodology and Design

This chapter will provide details with regard to the methodologies and design of the study, study area, study population, sampling, data collection, data analysis and ethical consideration.

Chapter 4: Data presentation, Analysis and Interpretation

The chapter focuses on the facts obtained from the participants, through data collected by the researcher were presented, interpreted and analysed using Statistical Package for the Social Science (SPSS) and Thematic analysis.

Chapter 5: Findings, Recommendations and Conclusion

In this chapter the researcher summerises the main findings of on the study as well as the recommendations for the future research and the conclusion of the study

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CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

This chapter is going to review the literature about the role of public participation on the improvement of basic service delivery , which includes legislative framework, the historical background of public participation in south Africa, advantages and disadvantages of public participation, the importance of public participation in basic service delivery, public participation and community development, challenges of public participation in the municipalities, participation mechanisms, integrated development plan and public participation, local government democracy and public participation and the empirical evidence of basic service delivery in Thulamela local municipality.

According to Kumar (2011:31) a literature review is an integral part of the research process and it makes a valuable contribution to almost every operational step. It provides a theoretical background of the study and improves the research methodology. This section presents the preliminary literature review of this study. The detailed literature review related to public participation and its role on the improvement of basic service delivery in the municipalities will be documented in this chapter. The review of existing literature will include the legislative framework governing public participation and the delivery of basic services by the municipalities.

Kumar (2011:32) further indicates that public participation is an active process by members of the community to deliberate on the issues affecting them. It builds on the commitment of the democratic government to deepen democracy which is embedded in the constitution of the Republic of South Africa 1996 as amended. South African Government commits itself to form a participation that is genuinely empowering which is not token consultation or manipulative which includes a range of activities for the creation of democratic representatives structures to assist the community at local level such as ward committees and CBOs to support the community. Literature in public participation and basic service delivery is there in South Africa Local Government, the challenges is based on the implementation of those documents more especially in the local municipalities, the main primary reason of public participation is to influence basic service delivery in the municipalities to improve the lives of the people.

Buccus (2007:04) argues that public participation is based on the assumption that those affected by a situation are best placed to determine how to change it and make implementation work.

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Nowadays people and institutions around the world are demanding the right to participate in local government and municipal decision-making processes. As the focus of development has shifted from modernisation to sustainability and focused on macro-economic success to a broad view of human well-being, the roles of states and citizens in the development process has also shifted. It is recognised that good development policy and practice must do more to ensure economic efficiency, promote human well-being and equity. And to do so effectively, the municipalities must take into account the diverse needs, values and aspiration of the communities they serve.

Buccus (2007:05) further indicates that the Idea about citizen and community participation now suffuse the international development literature, from community development practitioners to policy makers all agree broadly to a need to mind the grassroots to ensure that communities are involved and engaged in the development process, to carry out development initiatives in partnership bridges private and public sectors and to pursue decentralized governance, participatory development, civil-society building and deepened democracy, and to encourage greater involvement in decision-making processes. According to Eversole (2005:01) public participation is designed to promote the values of good governance and human rights. Theron (2000:66) pointed out that participation is intrinsic to good governance and improves the effectiveness and efficiency of government to have direct plans towards people affected, particularly the poor.

2.2 LEGAL FRAMEWORK ON PUBLIC PARTICIPATION AND BASIC SERVICE DELIVERY IN THE MUNICIPALITIES

Nyalunga (2006:02) indicates that when the new government came into power in 1994, it dedicated its efforts on the transformation and developing decentralized institutions, such as local government with a separate autonomy and legal distinct from other sphere of government to create an enabling environment to for community consultation. In addition, Nyalunga (2006:02) indicates that the new government has recognised public participation as a critical factor at all levels of government and it becomes even more endorsed at a local level where municipalities are charged with an enormous responsibility of providing services to disadvantaged communities.

In terms of section 73 of the Local Government Municipal Systems Act 32 of 2000, municipalities must give priority to the provision of basic needs of the local community and ensure that all members of the local community haves access to at least minimum level of basic municipal services which is, water, electricity, housing and refuse removal. Thulamela Local Municipality has adopted the indigent policy to promote the social and economic development of the

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community to ensure that all residents and communities within the municipality have access to at least the minimum level of basic municipal services in terms of setion152 (1)(b) and 153 (a) of the constitution.

2.2.1 The Constitution of the Republic of South Africa, Act 1996

In terms of the roles of national, provincial and local sphere of government the Constitution states in Section 152(1) (e) that the objects of local government are to encourage the involvement of communities and community organisations in the matters of local government. Section 152 (1) (b) of the Local Government Municipal Systems Act 32 of 2000 state that municipalities must ensure the provision of basic services to communities in sustainable manner and Section 195 (e) in terms of the basic values and principles governing public administration people's needs must be responded to, and the public must be encouraged to participate in policy-making.

In South Africa the principle of basic service delivery and public participation is promoted through a constitutional and legislative framework that place participation at the center of a development model of local government. The Constitution of the Republic of South Africa 1996 is the supreme law of the country and as such it lays foundation for the democratic system of the country which provides for the complete transformation of local government system , in which local government through municipalities is given a distinct role and status in building democracy and promote socio-economic development. Public participation is the process meant to bring government closer to the people and reinforce two fundamental mechanism of sustainable democracy which are participation of the people and the accountability of the local government.

The Constitution of the Republic of South Africa, 1996 provides for the establishment of three separate spheres of government namely, National government, Provincial government and Local government. The creation of these spheres of government was not meant to transfer powers to local government and municipalities to ensure the provision of municipal basic services to the communities in a sustainable manner. Section 153 of the constitution indicates that municipality must structure and manage its administration, budgeting and planning processes to give priority to the basic needs of the community, and promote social and economic development of the community.

The Constitutional requirements for public participation is found in Chapter 10, Section 195 (1) of the Constitution which indicates that public participation must be development-oriented, people's needs must be respondent to, and the public must be encouraged to participate in policy making,

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transparency must be fostered by providing the public with timely, accessible, accurate information, good human resource management and career development practices to maximize human potential must be cultivated. Public participation must be broadly represented of the South African people with employment and personal management practices based on ability, objectivity, fairness and the need to redress the imbalances of the past to achieve broad representation.

2.2.2 Thulamela Local Municipality indigent policy 2015/2016

According to National Framework for Municipal Indigent Policies (2005:02), the Municipal Indigent Policy is intended to guide the national initiative to improve the lives of indigents and to improve access to free basic services. Municipal Indigent Policy provides a high level of framework to guide the national initiative to improve the lives of the indigent. The policy was approve by the Social Sector Cluster as part of the social wage package in 2005, and the guidelines for the implementation of indigent policy provide municipalities with options for the development of their indigent. The guidelines specifically apply to free basic services, such as free basic water, free basic sanitation and refuse removal, free basic electricity and housing.

Thulamela Local Municipality has adopted the Indigent Policy to promote the social and economic development of the community to ensure that all residents and communities within the municipality have access to at least the minimum level of basic municipal services in terms of setion152 (1)(b) and 153 (a) of the constitution. Thulamela Local Municipality recognises its responsibility in terms of section 73 (a) and (c) of the Local Government Municipal Systems Act 32 of 2000, by ensuring that poor households have access to at least basic service delivery through tariffs that covers only operation and maintenance costs for basic levels of services which is refuse removal, electricity and the assessment. Water is currently controlled by Vhembe District municipality and as such water does not form part of basic municipal services that are provided by Thulamela Local Municipality. Vhembe District municipality is on process of compiling the indigent register in all four municipality within its jurisdiction to can provide free water to indigents.

According to Thulamela Indigent Policy (2015/2016:05), the relevant ward councilor of Thulamela Local Municipality should be involved during the evaluation processes and should verify the application together with the relevant officials. Thulamela Local Municipality revenue manager is responsible to compile and administer the database for all households registered in terms of Thulamela Indigent Policy. Only one application per household in respect of one property shall qualify for consideration, and municipal council reserves the right to send form time to time its

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officials or agents to the premises or household registered as indigent for the purpose of conducting an on-site evaluation of the details supplied.

In terms of Thulamela Local Municipality Indigent Policy, the validity of indigent subsidy status is for a period of one municipal financial year which is from the 1st of July and ends the 31st of June. All indigent who do not apply for re-registration as an indigent will be removed from the indigent register and will be considered as normal consumers from the month in which they were removed from the register. After approval of registration as an indigent the debtor's outstanding balance as at 30 April will be written-off, and the write-off will be limited to the amount owed at that date. In Thulamela Local Municipality, the levels of services subsidised for indigent are refuse removal, assessment rate, housing and electricity in which 50 Amp is given to each household registered as indigent.

2.2.3 The Local Government Municipal Systems Act 32 of 2000

Section 16 (1) of the Municipal Systems Act, 2000 (Act No. 32 of 2000) requires all municipalities to develop the culture of community participation and a culture of municipal governance that complements formal representative government with a system of participatory governance , and must for this purpose encourage and create condition for the local community to participate in the affairs of the municipality , including the preparation , implementation and review of its integrated development plan in terms of Chapter 5 of the Municipal Systems Act 32 of 2000. Section 16 (1) of the Municipal Systems Act 32 of 2000 State that municipalities must develop a culture of municipal governance that complements formal representative government with a system of participatory governance and must for this purpose:

- Encourage, and create conditions for the local community to participate in the affairs of the municipality including the preparation, implementation and review of its integrated development plan in terms of Chapter 5 of the Municipal Systems Act, 2000. The establishment, implantation and review of its performance management system in terms of Chapter 6, monitoring and review of its performance, including the outcomes and impact of such performance, the preparation of its budget and strategic decision relating to the provision of municipal services in terms of Chapter 8 of the Municipal Systems Act, 2000.
- Contribute to building the capacity of the local community to enable community to participate in the affairs of the municipality, councilors and municipal staff to foster community participation; and

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- Encourage municipalities to use its resources and annually allocate funds in its budget as may be appropriate for the purpose of implementing its integrated development plan and community participation.

Section 17 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) is about the mechanisms, processes and procedures for community participation. The Act states that participation by the local community in the affairs of the municipality must take place through-

- Political structures for participation in terms of the Municipal Structures Act 117 of 1998;
- The mechanisms, processes and procedures for participation in municipal governance established in terms of the Municipal Systems Act 32 of 2000;
- Other appropriate mechanisms, processes and procedures established by the municipality;
- Councilors; and
- Generally applying the provisions for participation as provided for in Municipal Systems Act 32 of 2000.

Section 17 (2) of the Municipal Systems Act, 2000(Act No. 32 of 2000) requires municipalities to establish appropriate mechanisms, processes and procedure to enable the local community to participate in the affairs of the municipality, and must for this purpose provide for public meetings and hearings by the municipal council and other political structures and political office bearers of the municipality, and have consultative sessions with locally recognised community organizations and traditional authority, and report back to the community. When establishing mechanisms, processes and procedures in terms of Sub-Section (2) of the Municipal Systems Act, 2000 which indicates that the municipality must take into account the special needs of people who cannot read and write, people with disability, women and other disadvantaged groups within the community.

Section 73 (a) and (c) of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) is about municipal services. The Acts indicates that a municipality must give effect to the provision of the constitution and give priority to the basic needs of the local community and ensure that poor households have access to at least basic service delivery through tariffs that covers only operation and maintenance costs for basic levels of services and any other direct or indirect method of subsidization of tariffs for poor households.

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2.2.4 The Local Government Municipal Structures Act 117 of 1998

Section 72 (3) of the Municipal Structures Act, 1998 (Act No. 117 of 1998) makes provisions of the ward committee to enhance participatory democracy in local government. Section 74 of the Municipal Structures Act, 1998 is about the functions and powers of ward committees. Ward committee must make recommendations on any matters affecting its ward, to the ward councilors, through the ward councilor to the metro or local council and has such duties and powers as the metro or local council may delegate to it.

Pratchett (1996:206) argues that local government should be promoted because of its capacity to undertake the political tasks of regulating competition, making choice and integrating human activity to cope with unexpected change and to achieve common purposes. Section 19 of the Local Government Municipal Structures Act, 1998 (Act No. 117 of 1998) indicates that the objectives of the municipal council as the main structure of the municipality is to strive within its capacity to achieve the objectives set out in Section 152 of the Constitution, 1996 which is to annually review the needs of the community, its priorities to meet those needs, its processes of involving the community, its organisational, delivery mechanisms for meeting the needs of the community and its overall performance in achieving the objectives. Municipal council must also develop mechanisms to consult the community and community organizations in performing its function and exercising its powers.

Section 81 of the Municipal Structures Act, 1998 (Act No. 117 of 1998) states that traditional leaders traditionally observe a system of customary law in the area of a municipality and may participate through their leaders, identified in terms of Sub-Section (2) of the Municipal Structures Act, 1998 (Act No. 117 of 1998) in the proceedings of the council of that municipality and traditional leaders must be allowed to attend and participate in any meeting of the council before a municipal council takes a decision on any matter affecting the area of traditional authority. The municipal council must give traditional leaders authority and opportunity to express their views on the matter.

2.2.5 Local Government Municipal Property Rates Act 6 of 2004

The Local Government Municipal Property Rates Act, 2004 (Act No.6 of 2004) requires municipalities to encourage and develop the culture of community participation when coming to matters concerning the municipal payments of rates and services by members of the community.

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Section 4 of the Local Government Municipal Property Rates Act, 2004 (Act No. 6 of 2004) is about community participation, and indicates that before municipality adopts its rates policy must first follow the process of community participation in accordance with Chapter 4 of the Local Government Municipal Systems Act and the municipal manager of the municipality must display the draft rates policy for a period of at least 30 days at the municipality head office, satellite offices and libraries, and if the municipality has an official website or a website available to it as envisaged in Section 21(b) of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) and also advertise in the media stating that a draft rates policy has been prepared for submission to the council. The draft rates policy must be available at the municipality's head office, satellite offices and libraries for public inspection during office hours and if the municipality has official website that the draft rates policy is also available on that website. According to the Act, municipality must invite the local community to submit comments and representations to the municipality concerned within a specified period. Section 4 (3) of the Local Government Municipal property Rates Act, 2004 (Act No. 6 of 2004) requires municipal council to take all comments and representations made by the community into account when it considers the draft rates policy. In experience of today's basic service delivery protest all over the country , one can say the legislations, policies and procedure are there in black and white and what is left is the implementation of those legislations and polices and put them into practice in order to achieve good governance and democracy.

2.2.6 Local Government Municipal Finance Management Act 56 of 2003

Reddy (2003:03), states that since the first democratic elections in 1994, all spheres of government have experienced change and reappraisal. The policies, systems and the processes of the apartheid served the goals of that era and hence did not reflect the needs of all South Africans. Government have been reviewing local government legislations to improve systems and processes to ensure effective, efficient and economical basic service delivery. Section 23 of the Local Government Municipal Finance Management,2003 (Act No. 56 of 2003) indicates that when the annual budget has been tabled, the municipal council must consider any views of the local community; and the National Treasury, the relevant provincial treasury and any provincial or national organs of state or municipalities which made submissions on the budget. The Act supplements the Municipal Structures Act and the Municipal Systems Act, 2000 aimed at transforming municipalities to become more participatory, transparent and accountable.

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Chapter 4 of the Local Government Municipal Finance Management Act, 2003 (Act No. 56 of 2003) which is about municipal budget, determines the budget process of the municipalities within a three year budgeting framework. It standardise the format for budget documentation and links budget to other related policy such as the IDP. It modernise the budget process by providing for system of votes on expenditure, capital, operating budget and process of consultation after the tabling of the budget. Section 23 (a) of the Local Government Municipal Finance Management Act (MFMA), 2003 (Act No. 56 of 2003) which is about consultation on tabled budget; indicate that when the annual budget has been tabled the municipal council must consider any views of the local community.

Reddy (2003:161)indicates that when local government and local municipality have a need to improve the quality of life of the community, they must involve the community through public participation in order to achieve their aim of improving the delivery of goods and basic services to the community.

2.2.7 The White Paper on Local Government, 1998

The White Paper on Local Government, Gazette No.18739 of (1998), indicates that the purpose of community participation is to ensure that political leaders remain accountable within their mandate and allow citizens to have input on the way basic services are delivered. The White Paper also suggest that municipalities should develop mechanisms to ensure citizen participation in policy initiation, formulation and implementation, which will assist in participatory budgeting initiatives aimed at linking community priorities to capital investment programmes.

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According to Clause 1.3 of the White Paper on Local Government, Gazette No. 18739 of (1998), municipal councils play a central role in promoting local government democracy in representing the interest of the community within the council. Municipal councilors also plays an important role in promoting the involvement of the community in the design and delivery of municipal basic services. Municipalities must adopt the culture of encouraging community participation, including mechanisms, processes and procedure to foster active participation of marginalised groups in the local community and ensure community consultation in any programs of basic service delivery. The White Paper also indicates that, it is important for municipalities to find ways of structuring public participation rather than to impose services to the community. Municipalities must adopt inclusive approaches to fostering community participation, which includes strategies aimed at removing obstacles and actively encourage the participation of marginalised groups within the community.

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The White Paper on Local Government, (1998) gave effects to the new vision of Local Government and the Section of White Paper on developmental local government puts forward the vision of the developmental local government which centers on working with the local community on matters affecting them to find the sustainable ways to meets their needs and improve quality of their lives. The White Paper on Local Government, (1998) is often referred as mini Constitution as it encourages public participation and the involvement of community in the matters of local government and encourages local government and municipalities to be committed in working with citizens and community organizations within the community to find a long term or sustainable ways to meet social, economic and material needs to improve the quality lives of the community.

Furthermore, the White Paper on Local Government, (1998) indicates that in order to realise this vision, municipalities are encouraged to build local democracy by developing strategies and mechanisms to continually engage with citizens, business and the CBOs. The White Paper provides the municipalities with the possibility to develop structures that will ensure meaningful participation and interaction with the councilors and includes voters, participant in the policy process, consumers and service users which are the members of the community.

2.2.8 White Paper on Transforming Public Service Delivery, 1997

Van der Waldt (2010:40) refers municipalities as the sphere of government closest to the people and the focal point of public basic service delivery. The White Paper on Transforming Public Service Delivery, better known as the *Batho Pele* White Paper promotes mechanisms to enable state machinery to optimise the provision of basic services to all citizens.

The White Paper on Transforming public Service Delivery (1997) identifies four levels of public participation. First is as voters in order to ensure maximum democratic accountability of elected political leaders for polices they empower and promote. The second is through citizens who express their views during after the policy development process to ensure that policies reflect community preferences as far as possible. The third is the level of citizen participation through organized partners involved in the mobilisation of resources for the development of the community, business, non-governmental organisations and community based organizations. The last level is in line with the principles *of Batho Pele* since is based on the community with need for consultation, service standards, access to basic services, information, openness and transparency, courtesy, redress and value for money. The next paragraphs summarise the

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principles of *Batho Pele* as the most significant way within the municipalities to improve basic service delivery.

- **Consultation**

National, Provincial and Local Government must regularly and systematically consult citizens about the services they are going to receive. Consultation will give the citizens the opportunity to influence the decisions about basic services by providing objectives evidence that will help to determine basic service delivery priorities. Consultation can also help in fostering more participative and cooperative relationship between the providers and the user of public service, as citizen should be consulted about the level and quality of the basic service they are going to receive and wherever possible citizens should be given a choice about the services that are offered by the government.

- **Service standards**

National, Provincial and Local Government departments must establish level and quality service standard of basic services that they are going to provide for the community. Those basic services such water, sanitation, housing and electricity in provincial, local government and the municipalities must be in same standard which will serve as the national baseline service standards and those service standards must be relevant, measurable and meaningful to the users as revealed by consultation process, and they must be expressed in terms which are relevant and easily understood. Citizens should be told what level and quality of public service they will receive so as they are aware of what to expect.

- **Access to services**

According to the Constitution of the Republic of South Africa, 1996 all citizens should have equal access to the basic services which they are entitled to. While some citizens enjoy public service of the first word quality, many others lived in the third world conditions in South Africa. One of the prime aims of the municipalities should be that of implementing legislative framework of making decisions about the improvement of basic service delivery to many South Africans who are still denied access to those basic services. National, provincial and local departments are to set targets for progressively increasing access of basic services to those who are previously disadvantaged.

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Chapter 8 , Section 73 (1) of the Local Government Municipal Systems Act,200 (Act No. 32 of 2000) indicates that a municipality must give effect to the provision of the Constitution and give priority to the basic needs of local community, promote the development of the local community and ensure that all members of the local community have access to at least the minimum level of basic municipal services and those basic municipal services must be equitable and accessible and be provided in the manner that is conducive to the prudent, economic, efficient and effective use of available resources, be financially sustainable, be environmentally sustainable and be regularly reviewed with a view to upgrading extension and improvement.

- **Information**

Section 18 (1) of Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) indicates that a municipality must communicate to its community information concerning the available mechanisms, processes and procedures to encourage and facilitate public participation. When communicating the information, the municipality must also take into account the language preferences and usage within the municipality, and the special needs of people who cannot read and write. Information is one of the most powerful tools of customers' disposal in exercising his or her right to good services. The National, Provincial and Local government must provide full, accurate and up-to-date information about basic services they provide and who are entitled to those basic services. And local government must ensure that the information is received by all those who need it, especially those who have been previously excluded from the provision of public services as according to the Constitution of the Republic of South Africa, 1996 everyone has the right of access to information.

- **Openness and transparency**

The White Paper on Transforming Public Service Delivery, (1997) refers openness and transparency as the cornerstone of a democratic government. The main significance of the public service transformation process is that the public should know more about the ways in which national, provincial and local government are run and citizen has to be given opportunity to be part of those processes through public participation in their areas of their concerns, more especially in the municipalities. A key aspect of these is that public should know more about their government and how things are done and this can be possible only if government become open and transparent to the public when carrying on their duties.

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- **Courtesy**

The Code of Conduct for Public servants issued by the Public Service Commission (PSC) indicates that courtesy is the one of the fundamental duties of the public servants, by indicating that public servants must treat members of the public as customers and entitled to receive the highest standard of services. The concept courtesy goes much wider than asking public servants to give a polite smile to say 'please' and 'thank you' though these are certainly required. Some public servants do this instinctively as they joined the public service precisely because they have a genuine desire of serving the public while some are not. National, provincial, local government and the municipalities must set out the standards in which customers should be treated as according to *Batho Pele*.

- **Redress**

Redress is one of the principles of *Batho Pele* which compel every governmental institution to ask for the apology from the members of the community if the service that they were promised was not rendered. Citizens should be given a clear explanation of why the promised service was not delivered and when must they expect such services to be delivered to them. For example, the representatives of the municipality must be able to go back to the community to offer apology and full explanation, rather than to keep quiet and wait for the community to take actions as it will lead to public protest by the members of the community who are starting to lose interests and confidence to its own government.

- **Value for money**

Many improvements that the public would like to see often required additional resources. Government initiatives must be delivered within departmental resources allocations and the rate in which services are improved will therefore significantly affects the speed in which national, provincial and local government including the municipalities should be ploughed back into community to improve the delivery of basic services. A courteous and respectful greeting of public servants towards the member of the public requires no financial investment, but failure to give a member of the public correct satisfactory explanation to an enquiry may result in an incorrect completed application form of which will cost time and money to put it right. Public servant in all spheres of government should be provided economically and efficiently in order to give citizens the best possible value for money. These principle obliged municipalities to continually seek suggestions from members of the public with the view to improve basic service delivery.

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2.3 HISTORICAL BACKGROUND OF PUBLIC PARTICIPATION IN SOUTH AFRICA

In the past, before 1994 South Africa was known as the apartheid government since the majority of citizen which were mostly blacks, Indians and coloured were discriminated and not allowed to participate in any ways in the government decision making which includes voting. Siphuma (2009:38) indicates that prior to the introduction of the democratic dispensation; apartheid policies deprived South African of a history of good public participation in the making and implementation of policies, and this was due to the fact that during the apartheid era black South Africans who were and still the majority of the population were not afforded the opportunity to participate in the general elections or to participate in the decision-making process and the implementation of policies that affects their lives.

According to Theron (2000:158) the legal, constitutional nature and role of municipalities are documented in the Municipal Systems Act 32 of 2000. Theron (2000:158) further indicates that the council of the municipality and its committees must exercise executive and legislative authority and use the resources of the municipality to the best interests of the residents and communities in the municipality including:

- To provide democratic and accountable government for residents and communities;
- To ensure the provision of municipal services to residents and communities in a financially and environmentally sustainable manner;
- To promote social and economic development in the municipality;
- To encourage the involvement of residents and community organizations in the affairs of the municipality; and
- Together with the other spheres of government assists in the progressive realization of the fundamental rights contained in the Constitution of the Republic of South Africa, 1996.

A municipality must exercise its executive authority by developing policy, plans, programmes and strategies, including setting targets for service delivery, providing for and regulating the provisioning of municipal basic services. The appointment of the appropriate service provider for functions, monitoring the impact or effectiveness of any services, policies, programmes or plans including the establishing and implementing performance management systems. The Constitution of the Republic of South Africa, 1996 encourages public participation and the involvement of communities and community organisations in the matters of local government, unlike before wherein the majority of South African was not having a say when coming to the matters of government and only the minority were ruling. Sections 16 (a) of the Local Government Municipal

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Systems Act,2000 encourages and create the conditions for the local community to participate in the affairs of the municipality including the preparation, implementation and review of its integrated development plan.

Kuhn (2012:144) indicates that all spheres of government has the responsibility of ensuring that all people in the country have access to adequate and affordable infrastructure services on a sustainable basis, and the main task should not necessarily be the operation of such services but the regulation of such services. Historically there was little transparency in South Africa with regard to the utilization of resources and lack of accountability meant that there was no real pressure to provide effective and competitive services .The importance of public in South Africa cannot be overemphasized since it underpins the democratic dissension that found after the 1994 general elections.

According to Siphuma (2009:52) public participation enables changes and correct the inequality of the past apartheid regime by improving the chances of achieving sustainable development. Siphuma (2009:52) further indicates that because of the centrality of public participation, the country has enacted legislations such as the Republic of South Africa's Constitution of 1996, the Local Government Municipal Systems Act of 2000, the Local Government Municipal Structures Act of 1998 and the Local Government Municipal Finance Management Act of 2003.

2.3.1 Types of Public Participation in the improvement of basic service delivery

Buccus (2007:04) indicates that the issue of public participation is receiving attention in South Africa from both government and the civil society sector. Nyalunga (2006:01) stipulates that community development practitioners and policy makers all agree broadly to a need to mind the grassroots, and to ensure that communities are involved and engaged in the development process to carry out development initiatives in partnership that bridge the private and public sectors. According to Nnadodzi (2013:84) public participation is designed to promote the values of good governance and human rights. The majority of people in South Africa are not only deprived of those access of basic services, but also sidelined from the mainstream activities and processes leading to the provision of such services, in which it needs to be improved through public participation.

Theron (2000:66), defines public participation as intrinsic to good governance, and that it improves the effectiveness and efficiency of government to have direct plans towards affected people, particularly the poor. According to Cloete (2006:114), public participation in development

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can be defined as the involvement of the members of a community in the development activities, in order to influence the outcomes of those activities. Cloete (2006:115) pointed out that public participation can normally take place differently as follows:

- Firstly, public participation is done through the involvement of legitimate, democratically elected political representatives, for example, Municipal Councilors and other political representatives in government. These usually get their mandate to be the representatives of the community in ward committee meetings.
- Secondly, public participation can occur through the involvement of the leaders in the community who represent different interests in the community, for example, civic organisations, traditional leaders, religious leaders, welfare, youth organisations and other community organisations.
- Thirdly, public participation can take place through the involvement of individual opinion of leaders in the community and concerned individuals who can also influence prevailing opinions. They are respected by the community as individuals irrespective of their positions in the community.
- Lastly, public participation can also be achieved through the direct involvement of ordinary community members in mass activities, for example, attendance of public meetings, participation in protest marches, consumer boycotts and other types of mass direct actions.

  Tau (2013:153) states that in all the municipalities in South Africa, governance is ensured through participation of stake holders, CBOs, NGOs, business society and civil society organisations. These organisations serves as community watchdogs to ensure that communities are represented in the matters of Local Government. Municipalities must adopt a culture of encouraging community participation as stated in the Constitution of the Republic of South Africa, Act 108 of 1996. Tau (2013:154) further indicates that public participation is a key ingredients in the recipe of democracy. It is important for municipalities to find ways of structuring public participation rather than to impose services to the community.

2.3.2 Public participation and basic service delivery in the municipalities

Buccus (2007:06) indicates that public participation is an idea whose time has come throughout the world, especially in Africa where public participation is seen as a means to enhance development and basic service delivery, improved governance and deepen democracy.

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Municipality as the structure of government closest to the people are usually characterized as a site of intense political activities. Such activities includes interaction and inter-relationship among various interest and pressure groups, stakeholders and individuals who constantly influence political representatives and officials to make policies to suit their interest and needs.

According to Theron (2000:64), good municipal governance requires adequate opportunities for deliberation, interaction and resolution of conflict among rival individuals, stakeholders and interest groups. In these deliberations and interactions, a dedicated balance should focus on the need for basic services, and macro issues such as social and local economic development in order to fight poverty, environmental decay, crime and other community issues. Madzivhandila (2012:370) indicates that the needs and priorities of communities can be identified and incorporated in development plans, provided that there is an active participation of community members in planning and implementation of basic service delivery initiatives. Instead, municipalities as bureaucratic institutions turns to discourage public participation, and this is likely to make municipalities more internally focused and more distant from people rather than to be closer to them.

2.3.3 Public participation and budget

According to Nyalunga (2006:06), public participation requires strategic and pragmatic intervention and efforts. In budget allocation, community consultation will help to strengthen and facilitate public participation. Government needs to empower people so that they can feel confident and have the capacity to confront their problems and find solutions.

Van der Waldt (2011:29) argues that the attitude of municipal officials regarding public participation can affect the quality of public participation. Municipalities, like other levels of government, have a tendency of maintaining themselves at the expense of the community. In other words, significant resources are used to maintain internal bureaucratic functions and processes of the organisation, while limited resources are made available to provide services for the community. Van der Waldt (2011:33) goes on to indicate that the recent introduction of municipal service partnership as part of public-private partnership in South Africa is an example of this shift. This shift will significantly influence local decision-making processes.

Municipal council will face serious legitimacy problems if it unilaterally makes decisions and implements policies without involving the various actors, role-players and stakeholders into consideration. Further challenges includes the extent to how the community can held the

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municipality accountable to the extent in which public managers and municipal official represents the community they serve, as well as the extent in which they response to those basic needs and aspirations.

According to Van der Waldt (2011:33), a sound relations between the community and municipality helps to strengthen community trust in government and reverse the steady erosion of voter turn-out in local elections, falling membership in political parties and declining confidence in key public institutions which participate in the affairs of local government. Van der Waldt (2011:33) goes on to indicate that another challenges that involves the municipality will involve the community in its affairs whether municipal officials have experience and knowledge to effectively engage with citizens, in order to obtain their views to design suitable mechanisms to facilitate the participation of various stakeholders.

2.3.4 Public participation and the media

Van der Waldt (2011:34), indicates that municipalities should take appropriate steps to provide appropriate training to their employees so as to make municipalities more knowledgeable and responsive to their communities. Municipalities can do these by channeling feedback from the community to decision-makers and back to serve the interests of the community effectively. The municipalities must increase the community's knowledge by providing relevant information through various channels such as annual reports, brochures, media coverage and community meetings. TLM as a local municipality, has introduced mayoral public participation programmes every quarter in order to meet members of the Thulamela community to discuss all municipal matters, including the delivery of basic services to the indigent and the community as a whole. Thulamela newsletter is also issued by the municipality on quarterly basis.

The empirical evidence on public participation at TLM starts in the villages where different structures, namely SANCO, Traditional leaders, Pastors forum, CBOs and Ward Councilors to meet and discuss issues of their community at Ward Committee meeting. All community representatives will take the information back to the community through Ward Councilors and community representatives.

2.4 ADVANTAGES AND DISADVANTAGES OF PUBLIC PARTICIPATION

Mahole (2012:89) together with the Civil Society Organisations and Partnership Programme (CSOPP) (1998:04) summarized the advantages and disadvantages of public participation as follows:

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2.4.1 Advantages of public participation

- Public participation can increase the efficiency of development activities, by involving local resources and skills to make better use of expensive external costs;
- Public participation increase the effectiveness by ensuring people's involvement. Public participation is based upon local knowledge and understanding of problems and will therefore be more relevant to local needs;
- Public participation helps to build local capacities and develop the abilities of local people to manage and negotiate development activities;
- Public participation increase coverage when local people are able to assume some of the burden of responsibilities and thus help to extend the range of activities of development activity;
- Public participation lead to better targeting of benefits to the poorest via the identification of key stakeholders who will be most affected by the activities;
- Public participation helps to secure the sustainability of the activities as beneficiaries assume ownership and are willing to maintain its moment; and
- Public participation also helps to improve the status of the disadvantaged groups by providing the opportunity for them to play a part in development work.

2.4.2 Disadvantages of public participation

- Public participation costs time and money;
- Public participation is a process with no guaranteed impact upon the end products;
- Public participation can greatly add to the costs of a development activity and therefore its benefits have to be carefully calculated;
- The process of public participation are irrelevant and luxury in situations of poverty and it will be hard to justify expenditure on such a process where people need to be feed and their livelihoods secured;
- Public participation can be stabilising force to unbalance the existing socio-political relationship and threaten the continuity of development work;
- Public participation is driven by ideological favour and is less concerned with seeking to secure direct benefits for people form development activities than promoting the ideological perspective into development; and

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- Public participation can results in the shifting of the burden onto the poor and the relinquishing by national government of their responsibility to promote development and equity.

2.5 THE IMPORTANCE OF PUBLIC PARTICIPATION IN BASIC SERVICE DELIVERY

Chapter 6 of the Constitution of South Africa, 1996 compels all ward committees and their members to participate in local government by assessing and approving budget planning, the IDP. Municipalities muse work closely with councilors, NGOs and CBOs to identify priority needs of the community, and ensures that all those basic needs are included in the budget proposals and plans within the municipality.

According to Bekink (2008:476) it is an historical fact that to a large extent public participation and municipal accountability were neglected under the former local government dispensation. One of the core elements of change therefore, was allowing people to have a say in decisions that affect their lives. Madzivhandila (2012:374) argues that public participation helps Government to address the basic needs of the community and enhance accountability in development projects at grass-roots level. The constitution recognises public participation and accountability as core and crucial principles for ensuring sustainable, democratic and developmental Local Government.

Bekink (2008:476) goes further to indicate that the essence of the concept of public participation should be given to people, more specifically local residents in order to have a say in decisions-making matters. In order to take part in such decision-making processes people must have access to decision-making structures to ensure that their voices are heard. Public participation strengthen the legitimacy of municipal decision-making. According to Nzimakwe (2010:504) public participation is fundamental in order to sustain democracy and promote good governance, and it is crucial to ensure that the voices of the people are

Tau (2013:156) indicates that public participation increase transparency in the decision-making process and is one of the key words in the South African government used by government Officials, Politicians, Non-Governmental Organizations (NGOs) and civil society. According to Nyalunga (2006:05), public participation should be seen as an ongoing process rather than one a day event. It is a process that does not happen overnight, but it requires interventions and efforts by both the community and municipality. Public participation influences the improvement of basic service delivery, and through public participation municipalities are able to consult community members on issues affecting their daily lives.

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According to Fortuin (2010:20) participatory mechanisms makes provision for the involvement of all structures of the community within the municipality. The transformation of local government system has taken place within a framework that endeavours to spearhead public participation as a cornerstone of local democracy. It should be acknowledged that, through public participation ward committees, civic organization, Non-Governmental Organizations (NGOs), community based structure and traditional leaders appears to be more involved in improving basic service delivery. This is done through *Imbizos* (public gatherings), sector forums created by civil society organisations. Community Development Workers (CDWs) to assist and facilitate community development.

According to Bastidas (2004:01) public participation contribute to an accounting of social, economic and environmental impacts of trade process and how the costs and benefits will affect different segment of society. Public participation and the involvement of the community in matters that affect them assist on the improvement of basic services. For example the municipality might decide to build a community hall while the community is expecting basic services such as water and electricity. However if the municipality first consults people and allows them to be part of the Integrated Development Plan (IDP) it will be easier for the municipality to prioritise basic services in a way that will benefit the community as a whole.

The Constitution of the Republic of South Africa Act 1996, Section 152 creates space for public participation in local governance through specific mechanisms such as ward committees and Integrated Development Planning. Section 153 of the Constitution also stipulates that Local Government should promote the spirit of public participation in order to improve basic service delivery by the municipalities.

2.5.1 Levels of public participation

According to Van der Waldt (2010:30) participation as a democratic phenomenon reveals that there are different levels of public participation in local government ranging from mere consultation to actual participation in governance processes.

2.5.1.1 The main levels of public participation

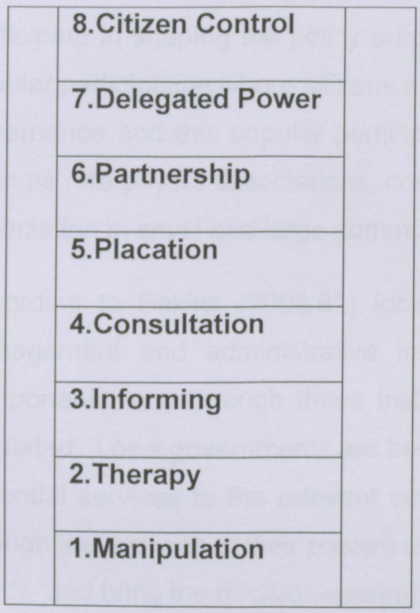
According to van der waldt (2010:30) public participation is mechanisms initiated by civil society to provide citizens input by giving information, consultation and implementation of public policy. Van der Waldt (2010:31) goes further to indicate that;

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- The first level of public participation which is information giving is the most reactive form of participation. On this level a council of a local authority makes a policy without any consultation and merely informs the community about the policy.
- The second level of public participation which is consultation is still relatively reactive, the council still sets the agenda for policy making, but invites the community through community based organizations to participate in the debates around the policy, and however the council does not commit itself to the outcomes of those debates.
- On the third level there is more interactive decision making since citizens and politicians jointly set the agenda, and citizens can participate during policy making debates and pose problems related to the particular policy and can demand solutions. But the council can still deviate from these ideas and opinions when it formulates the final draft of the policy.
- The fourth level of public participation in local government is when politicians, municipal officials and the interest groups jointly identify policy issues and have a joint effort to resolve those issues, and the council is committed to the outcomes of those joint policy decisions and regarded as an interactive process.
- On the fifth level public participation is highly interactive and includes joint agenda setting, joint responsibility and participative decision making, at this level all role players and stakeholders jointly set the policy agenda. When citizens take ownership for policy decision they will also assist in ensuring that the policy outcomes are favorable and that decision are put into practice.
- The last level of public participation in local government is about the organised citizens who gain more independence from council to act according to their own interest and gain say in the final policy outcome. Although South Africa is plagued by significant challenges such as the perceived lack of responsiveness and effectiveness of municipalities and their inability to provide services, decentralization and the development of democratic local governance is a reality. Gates (1996:02) shows the eight levels of participation by Arstein;

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Figure 1: Eight rungs on the ladder of citizen participation by Arstein:



(Source: Gates, 1996:02).

Gates (1996:02) indicates that the bottom rungs of the ladder are manipulation and therapy which describes levels on non-participation as their objective is not to enable people to participate in planning or conducting programs, but to enable power holders to educate or cure the participants. These levels followed by levels of tokenism which are informing and consultation which allows citizen to hear and to be heard but lack the power to insure that their views be heard by the powerful and followed by placation which is simply a higher level tokenism because the ground rules allows citizens to advise, but retain for the power holders the continued right to decide.

Gates (1996:03) goes on to indicate that further up the ladder are levels of citizen power with increasing degrees of decision making clout. Citizens can enter into a partnership that enables them to negotiate and engage in tradeoffs with the traditional power holders and at the top most rungs is delegated power and citizen control which makes citizens to obtain the majority of decision making seats or full managerial power.

2.5.2 Municipal basic service delivery and public participation

According to Reddy (1996:51) local government is created deliberately to bring government closer to the people, giving people a sense of involvement in the political processes controlling their lives. Democracy cannot be said to exist where majority of people in political system are denied

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a say in the process of governance. Democracy denotes a political system in which the eligible people are able to actively participate, not only in determining who governs them, but also to participate in shaping the policy output of their government. Full individual participation lead to popular participation where citizens are invited and expected to express their wishes on issues of governance and this popular participation can be achieved by meeting different stake holders such as rate payers associations, community based organizations, vigilante groups and political association in small and large communities.

According to Bekink (2008:61) local authorities are often seen as local community based management and administrative institutions which involve both political and bureaucratic components, and through these institutions community actions and needs are promoted and regulated. Local governments are best positioned to provide and ensure sustainable provision of essential services to the relevant communities. Bekink (2008:62) goes further to indicate that through the exercise of their powers and functions local government ensure access to community needs and bring the decision-making processes closer to the local residents, which allows better participation and involvement of local residents in the local government processes and decisions that affect their lives on a daily basis. Local government is best suited to allow and encourage local participation in all democratic processes and to provide an important training ground for democracy and political experiences.

Creighton (2005:17) indicates that public participation creates a new direct link between the public and the decision makers in the bureaucracy. The most basic level public participation to ensure that those who make decisions that affect people's lives have a dialogue with that public before making those decisions. From the perspective of the public, public participation increases their influence on the decisions that affect their lives. From the perspective of government officials, public participation provides a means by which contentious issues can be resolved. Creighton (2005:17) goes further to indicate that public participation is a way of channeling difference into genuine dialogue among people with different points of view. Public participation is a way of ensuring genuine interaction and a way of reassuring public viewpoints are being considered. Public participation provides decision makers with information about the relative importance of the public choices.

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2.5.3 Benefits of public participation

According to Van der Waldt (2010:28) public participation introduces citizens to governance, and in Local government public participation is vital for municipalities to keep in touch with the people. Public participation enhances democratic local governance by constantly bringing diverse needs, concerns, views and perspectives into the policy making agenda of the municipal council and this helps to inform the municipal council about what citizens wish to see happening in their area.

Van der Waldt (2010:29) indicates that one of the benefits of public participation in the Local government is of providing people with an opportunity to participate in decision-making process for those who will be affected by the proposed public policies to be able to express their views and influence policy makers regarding the necessity of the policy with the aims of ensuring that the decisions are more readily accepted. Van der Waldt (2010:30) goes further to indicate that quality and benefit of public participation in the municipality is made successful by the following requirements:

- The existing structures such as CBOs and traditional leaders should be assisted and supported to facilitate public participation;
- Public participation should be concrete with visible outcomes and should be directed through individual participation, and not only through representatives;
- Basic and improved forms of public participation should be balanced; new forms of participation should not contradict traditional participation but extend it; and
- Governability, which is the ability to govern effectively and public participation should be balanced.

According to Sibeko (2007:17) the improvement of public participation in government can enhance good governance, which increase level of information in communities, better need identification for communities, improved basic service delivery, community empowerment, greater accountability, better wealth distribution, greater community solidarity and greater tolerance of diversity:

- **Increased level of information in communities**- one of the most common ways public participation to improve governance is by increasing levels of information about matters of the Local Government to the communities.
- **Improved need identification for communities**- a second benefit of public participation is to improve need identification for communities.

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- **Improved basic service delivery**- third benefit of public participation is that it improves basic service delivery, as in general principle it is clear that government that is better informed about community needs should be able to deliver better basic services.
- **Greater community empowerment**- the fourth benefit of public participation is a greater community empowerment, the example was given by *shosholoza* campaign conducted in the Msunduzi municipality which was awarded each ward committee R250 000 to be spent on projects they identified for their ward, and the more community structures are empowered and processes are put in place the more likely communities will participate.
- **Greater accountability**-the fifth benefit of public participation is accountability which is seen as reduction of corruption. In the community campaign, transparent procedures were laid down to ensure that the beneficiaries were selected on the basis of objective criteria with the participation of the people.

Bekker (1996:30) indicates that the benefits of public participation are activities such as improvements in society in terms of better roads, transportation ,water, electricity, health and housing ., while the associated cost such as meeting attendance and personal contacts sustained immediately, and it is often the case that potential citizen participants are not provided with the correct and enough information to participate intelligently and effectively in Local government issues, problems and strategies. Benefits of public participation according to Creighton (2005:18) is the improved quality of decisions, increased ease of implementation, avoiding worst case confrontations, developing civil society ,maintaining credibility and legitimacy;

- **Improved quality of decisions**- the process of consulting with the public often helps to clarify the objectives and requirements of the policy. Public participation often results in considering new alternatives beyond the time honored and how the decision should be implemented.
- **Increased ease of implementation** – participating in a decision-making processes gives people a sense of ownership for that decision, and once that decision has been made, they want to see it work.
- **Avoiding worst case confrontations** – public participation provides opportunities for the parties to express their needs and concerns without having be adversarial, and early public participation can help to reduce the probability that the community will face of painful confrontations, although it will not eliminates all the conflict but it will help people to understand the situation.

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- **Maintaining credibility and legitimacy** – the way to achieve and maintain legitimacy , particularly when controversial decisions must made is to follow a decision-making process that is visible and credible with the public and involves the public in order to make public more informed of the decisions.
- **Developing civil society**- one of the benefits of public participation is a better educated public. Participants not only learn about the subject matter, but they also learn how decisions are made by their government and why. Public participation trains future leaders as well, as citizens become involved in public participation programs; they learn how to influence others and how to build coalitions. Public participation is training in working together effectively.

2.6 PUBLIC PARTICIPATION AND COMMUNITY DEVELOPMENT

Different authors have different perspectives about the concept of public participation. Buccus (2007:06) defines public participation as an idea whose time has come throughout the world especially in Africa as it is seen as a means to enhance development and service delivery, to improve governance and deepened democracy. Furthermore, Buccus (2007:06) indicates that public participation is a process in which stakeholders influence the share control over development initiations decisions and resources which affects them, and it is also an important ingredient for good governance and quality service delivery. Siphuma (2009:20) view public participation as an active process in which the participants take initiatives and take actions that are stimulated by their own thinking, deliberately and over which they can exert effective control.

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Nyalunga (2006:01) view public participation as an important ingredient for good governance and basic service delivery and cornerstone of democracy. According to the South African Department of Provincial and Local Government Module 3 which is about public participation in local government (2007:15) indicates that public participation is one of the key principles of democracy. Democracy encourages effective public participation and requires communities to take full responsibilities of participating in a democracy. Public participation requires appropriate structures and institutions to enable citizen raise their concerns, issues and identify needs and reach agreement on solution to meet those needs and concerns.

Whereas according to Cloete (2006:114) public participation can be defined as the involvement of the members of a community in development in order to influence the outcomes of those activities. Section 16 (1) of the Local Government Municipal Systems Act, 2000 is about community participation and compel all municipalities to develop a culture of community

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participation, and to develop a culture of municipal governance that complements formal representative government with a system of participatory governance, and must for this purpose encourage and create conditions for the local community to participate in the affairs of the municipality. Section 151(1) (e) of the Constitution of the Republic of South Africa, 1996 requires all municipalities to encourage the involvement of communities and community based organizations in the matters of local government.

Swanepoel (2012:75) argues that no one can deny that participation in activities that affect your future and that of your children are a democratic right. This clearly means that no politician or official who has the right to decide when people should participate and to what extent they should do so. Swanepoel (2012:75) goes further to indicate that the local, provincial and national government are there to serve the people and not the other way round, therefore the primary role players in decision making are people not the government. According to Swanepoel (2012:75) the process of participation has got the following broad goals:

- The active participation of individuals and groups in the promotion of their own well-being through actions that will lead to effective problem-solving;
- Individuals and group participation in decisions about the type of projects that is required in a community;
- The enhancement of the capacity of communities to make informed decisions and prioritise needs;
- The promotion of the legitimacy of any participation institutional structure that is formed within the community; and
- The promotion of on-going participation of the community in the planning and monitoring of existing services, facilitate projects and the extension or alteration of such basic services.

Therefore public participation and public service, including the local government will not be the only developmental role player as the responsibility will be shared with the private sector, community organisations, trade unions, other stakeholders and the community at large. Basic service delivery will therefore become developmental, address the poverty situation of the people and be founded on the creation of government community partnership. Swanepoel (2012:80) further indicate that besides the Constitution of the Republic of South Africa 1996, participation of communities and community groups in the matters of local government should be encouraged,

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as experience elsewhere and in South Africa has shown the vital importance of community participation and communities should participate for the following reasons:

- Through participation both concrete and abstract needs of participants are fulfilled;
- It encourages a learning process in which people participate and take the initiative from the start by participating in needs identification and decision making;
- Through participation collective action that includes collective decision making is stimulated;
- If communities do participate, development is needs oriented as communities work towards addressing needs to achieve objectives;
- It involves people at grassroots level and through this process provides an opportunity for ordinary people to participate;
- It brings about awareness among people about their own situation and their ability to address their situation themselves;
- It leads to community building by encouraging leadership skills, institutional development and organisational ability; and
- Through participation people gain awareness and power for further developmental activities as it is the people's democratic right to participate in decision-making.

According to Cloete (2006:114) Public participation is the involvement of the community in the development activities. It is an active process by members of the community to deliberate on the issues affecting them. Public participation builds on the commitment of the democratic government to deepen democracy, which is embedded in the Constitution of the Republic of South Africa, 1996. Mechanisms of how to improve public participation and basic service delivery is there in South African Local Government and well documented. The challenge is the implementation of those documents, especially in considering that the primary reason for public participation is to improve basic service delivery in order to improve the lives of the people.

Public participation is based on the assumption that those affected by a situation are best placed to determine how to change it and make implementation work. Nzimakwe (2010:506) indicates that public participation promote dignity and self-sufficiency within the individuals, and ensures that public have access to the tools of democracy. The focus of development has shifted from modernisation to sustainability. Focus is on macro-economic and broader view of human well-being. The role of state and citizens in the development process has also shifted. It is recognised that a good development policy and practice must do more to ensure economic efficiency,

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promote human well-being and equity. To do so effectively, the municipalities must take into account the diverse needs, values and aspirations of the communities they serve.

2.6.1 The importance of public participation in community development.

Public participation plays an important role in community development as it helps municipality to prioritise basic needs of the community with ease as they will already know what is needed. Chapter 4 of Local Government Municipal Systems Act, 2000 outlines the importance of public participation in municipal matters. Section 16 (1) of the Local Government Municipal Systems Act, 2000 further provides that a municipality must develop a culture of municipal governance that complements formal representative government with a system of participatory governance, and must be for the purpose to:

- Encourage and create conditions for local community to participate in the affairs of the municipality including;
- The preparation, implementation and review of its integrated development plan in terms of Chapter 5 of the Act.
- The establishment, implementation and review of its performance management system in terms of Chapter 6 of the Act.
- The monitoring and review of its performance, including the outcomes and impact of such performance.
- the preparation of its budget
- Strategic decision relating to the provision of municipal services in terms of Chapter 8 of the Act.
- Contribute to building capacity of the local community to enable them to participate in the affairs of the municipality.
- Compel municipal councilors and staff to foster community participation and use its resources, and annually allocate funds in its budget as may be appropriate for the purposes of implementing the basic needs of the community at large.

Section 17 (1) of the Local Government: Municipal Systems Act, 2000 outlines the Mechanisms, process and procedure of public participation in community development. Participation by local community in the affairs of the municipality must take place through:

- Political structures for participation in terms of the Municipal Structures Act, 1998.

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- The mechanism processes and procedures for participation in the municipal governance established in terms of Municipal Systems Act, 2000.
- Other appropriate mechanisms, processes and procedures established by the municipality.
- Councilors and
- Generally applying the provision for participation as provided in the Local Government Municipal System Act, 2000 1 (a), that a municipality must establish appropriate mechanisms, processes and procedures to enable the local community to participate in the affairs of the municipality, and must for this purpose provide for:
- The receipt, processing and consideration of petitions and complaints lodged by the members of the local community.
- Notification and public comment procedures, when appropriate.
- Public meetings and hearings by the municipal council and other political structures and political office bears of the municipality, when appropriate.
- Consultative sessions with locally recognized community organizations and where appropriate, traditional authority.
- Report back to the local community.

(1) When establishing mechanisms, processes and procedures in terms of section 17 Sub-Section (2) of Local Government Municipal System Act, 2000 the municipality must take into account the special needs of:

- People who cannot read and write,
- People with disabilities,
- Women and other disadvantaged groups.

According to Swanepoel (2006:28) public participation becomes a way of ensuring equity. Often the poorest of the poor do not get their fair share of the fruits of development and therefore participation must include them.

2.6.2 Public participation in local governance

The Constitution of the Republic of South Africa 1996, Section 152 encourages public participation and the involvement of community and community based organisations in the matters of local government. The constitution compels local government to provide democratic and accountability in local community while ensuring the provision of basic services in a sustainable manner.

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According to Bekker (1996:29) the phenomenon of public participation in the affairs of democratic government is a well-established global concept. Bekker (1996:49) further indicates that public participation in local governance is of crucial importance in a democratic government such as that of South Africa. Public participation strikes directly at the core of the structuring of the relationship between citizens and their government. Public participation at local government (municipalities) becomes more democratic by allowing community to be involved in the affairs of local government as indicated in the Constitution of the Republic of South Africa, 1996.

Theron (2000:64) argues that good governance if often culture bond and there is no quick fix for developing a culture of good governance. Theron (2000:65) goes further to indicate that good governance embraces on four key features which are accountability, predictability, participation and transparency:

- **Accountability** is at the heart of good governance and has to do with holding governments responsible for their actions. At the political level it means making rulers accountable to the ruled. Typically through the contestability of political power and at the level of government accountability takes several forms.
- **Predictability** is the processes through which laws and regulations operate. An appropriate legal system will provide stability and predictability which are essential elements in creating an economic environment where business risks may be rationally assessed and the legal framework also affects the lives of the poor, and as such it becomes an important dimension of strategies for poverty alleviation.
- **Participation** is intrinsic to good governance. Participatory development thought of as local level reflection of good governance, public hearings and other local level consultations ensures that people affected by development activities can voice their concern, debate alternatives and negotiates compensation. The effective voice of local people, particularly the poor can be increased by policy reforms at the national level, that allows greater freedom to join non-governmental organizations, trade unions and other bodies to understand better and influence decisions that affect them. Public participation in decision making helps to improve information flow, accountability, due process and voice thereby improves public sector management.
- **Transparency** the themes of transparency and information pervade good governance and reinforce accountability. Transparency improves both the availability and the accuracy of market information and thereby lowers transaction costs and it is a prerequisite for

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successful participation in programme design and implementation, as well as for ultimate public support of the government's overall expenditure policies.

2.6.3 Public participation as a means of development

Swanepoel (2012:44) indicates that the concept of development gives a special meaning to community and emphasises that the third sphere of government which is local government has a special function in development government and form part of democratic activity. Development, more especially community development also forms part of the local government's integrated development planning and has special democratic function that extends democracy beyond the ordinary three spheres government. Democracy gives opportunity the poorest of the poor, the most deprived, the isolated, vulnerable and the people who are political weak from the grassroots level to participate in a democratic action that will give true meaning to their democratic rights as citizens.

Section 152 of the Constitution of the Republic of South Africa, 1996 indicates that the objectives of Local Government is to promote social and economic development and encourage the involvement of the community and community organizations in the matters of Local Government. Section 4 (2) (g) of the Local Government Municipal Systems Act, 2000 state that the council of the municipality, within the municipality's financial and administration capacity and having regard to practical consideration has the duty to promote and undertake development within the municipality.

According to Bekink (2008:286), for municipalities to ensure a developmental role effectively and to improve performance in respect of basic service delivery they need to develop a capacity to become more strategic in their orientation and became much more community oriented. Municipal councils need to develop mechanisms to interact with community groups to identify basic service needs and priorities. Cloete (2006:115) indicates that community participation can normally take place different ways:

- **Firstly** is through the involvement of legitimate, democratically elected political representatives e.g. Municipal Councilors and other political representatives at government level and they usually get mandate in ward meetings to be the representatives of the community.

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- **Secondly** community participation can occur through the involvement of the leaders in the community who represent different interest of the community e.g. civic organizations, cultural leaders, religious leaders, welfare, youth organizations and other community organizations.

- **Thirdly** community participation can take place through the involvement of individual opinion leaders in the community concerned and some individuals can also influence prevailing opinions and respected by community as individuals irrespective of their positions in the community.

- **Lastly** community participation can be achieved through the direct involvement of ordinary community members in mass activities, which is attendance of public meetings, participation in protest marches, consumer boycotts and other types of mass direct actions.

Cloete (2012:92) indicate that community participation consist of four different types of involvement, and they are listed in order from least effective to most effective which are ratification, consultation, negotiation and execution.

- **Ratification** –means the approval of decisions or actions after they have taken, and this is a very weak form of participation in that it can only demonstrate support but cannot influence the contents of the decision or action concerned.
- **Consultation**- means using as a sounding board and eliciting opinions, suggestions, advice and recommendations about an issue before or after a decision is taken unilaterally. It is a weak and ineffective form of participation if the decision maker is not committed to accept views of the participant, and there is also no guarantee that the decision maker will adhere to the views expressed to them by the participants. This type of participation was abused under apartheid regime in an attempt to legitimize government actions.
- **Negotiation**- means direct involvement by the parties in discussion leading up to joint decision making through agreement on policy issues in a peaceful way. Negotiations does not guarantee agreement but does present an opportunity to be part of the decision making process, but it is a very effective of participation.
- **Execution**- means direct involvement in the planning, grafting, implementation and evaluation of policy programmes once the decision to adopt them has been taken.

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Execution is the most effective type of participation because it presents the opportunity to monitor and be part of the process of execution to ensure that the policy is being implemented correctly.

Chapter 4 of Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) is about community participation and compel the municipalities to develop a culture of community participation and a culture of municipal governance that complements formal representative government with a system of participatory governance, and must encourage and create conditions for the local community to participate in the affairs of the municipality, including the preparation, implementation and the review of its integrated development plan, the establishment , implementation and review of its performance management system, the monitoring and review of its performance including the outcomes and impact of such performance, the preparation of its budget and contribute in building the capacity of the local community for them to enable to participate in the affairs of the municipality, and municipal councilors and staff to foster community participation.

2.6.4 Principles of public participation

Siphuma (2009:27) indicates that the core principle of public participation is when people are directly involved in matters that affects daily lives, and promise them that they contribution will affects the decision taken and be provided with the relevant information they need so as to participate in a meaningful way. Sibeko (2007:21) identifies the principles of public participation and they are as follows:

- **Accessibility** – at both mental and physical level the main aim is to ensure that participants in a community participation process fully and clearly understand the aim, objectives, issues and the methodologies of the process and are empowered to participate effectively. Accessibility ensures not only that the role players can relate to the process and issues and hand, but also that they are at the practical level and able to make their input into the process, and conducting public meetings and processes in the local languages.
- **Diversity** – in public participation process, it is important to understand the differences associated with race, gender, religion, ethnicity, language, age, economic status and sexual orientation. These differences should be allowed to emerge and where appropriate sought ways to develop consensus wherein the planning processes must be built on this

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diversity, and ensure that different interest groups including women, the disabled and youth groups are part of governance structures.

- **Transparency** – promoting openness, sincerity and honesty among all the role players in a participation process is very important. Municipalities must be open and have sincere when coming to issues of community participation and service delivery. Municipalities must build trust in the community by opening council meetings and processes to the public and encourage public attendance.
- **Inclusivity** – municipal council must embrace all views and opinions in the process of public participation by identifying and recognizing the existing social networks, community structures, organizations, social clubs and institutions and use them as a vehicle for communication.
- **Accountability** – all participants in the participatory process must have full responsibility for their individual actions and conduct as well as willingness and commitment to implement and abide by and communicate all necessary measures and decisions in the course of the process. Municipalities must ensure report backs to the community forums or ward committees at least on a quarterly basis.
- **Flexibility-** the ability to make room for change for the benefit of the participatory process. Flexibility is often required in respect of timing and methodology, and if built into the participatory processes upfront this principle allow adequate public involvement and this has to be done by being flexible in terms of time, language and approaches to public meetings and processes.
- **Trust, commitment and respect**- above all, trust is required in the public participatory process. However trust is used to refer to faith and confidence in integrity, sincerity, honesty and ability of the process and those facilitating the process. Going about participation in a rush without adequate resources allocations will undoubtedly be seen a public relations exercise likely to diminish the trust and respect of community in whoever conducting the process of community participation.
- **Building public participation**- capacity building is the active empowerment of role players so that they clearly and fully understand the objectives of public participation and may in turn take such actions or conduct themselves in ways that are calculated to achieve or lead to the delivery of the objectives. Solicit funding from external sources to train committees and the IDP forums on their roles in development and basic service delivery is very important as it embarks on citizen education on all aspects of local governance.

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- **Integration**- public participation processes are integrated into mainstream policies and services such as the IDP process and service planning and also integrating municipal planning with the IDP, budget and performance management processes, including the user committees into mainstream services such as the non-governmental organizations.

2.7 CHALLENGES OF PUBLIC PARTICIPATION IN THE MUNICIPALITIES

According to Creighton (2005:23) the most frequent problem of public participation in the municipalities is to ensure that the people participating in a public participation program are in fact representatives of the public, as failure to do so will affects the interests of those who are represented. Public participation must include those people in the mainstream of opinion and those whose opinions fall outside the mainstream to feel represented and not left out of the process. As a result those who are not represented will see public participation process as fundamentally flawed, and they will have no stake in accepting the outcomes of that process, and they will seek other ways to influence the decision such as turning to the courts or elected officials who will refer public participation as a waste of time and energy.

Callahan (2007:166) indicates that there are numerous problems associated with public participation, and in an effort to find satisfactory solutions the problems need to be identified, articulated and analysed, once a better understanding of problem is realized a concrete solutions can be explored. There are six problems associated with direct public participation;

- **The problem of size:** Direct public participation must accommodate numerous groups and individuals, yet direct democracy was formulated for small groups meeting face to face and nowadays new technologies enables more people to be involved by means of internet, media and computer technologies are used to support the process of public participation, but with the question of whether technology is capable of replacing the face to face meetings.
- **The problem of excluded or oppressed groups:** In public participation there some groups that are found to be disadvantaged such as women, religious minorities and unemployed who have been systematically been excluded from representative democracy.
- **The problem of risk:** Complex technologies expose communities to substantial hazards and risks of chemicals, radioactive and biotechnological which expose people such risks without their knowledge.

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- **The problem of technology and expertise:** Citizens find it difficult to participate when they lack the knowledge, information and expertise needed to effectively communicate.
- **The problem of time:** The decisions are often made quickly without the time necessary for large group deliberations and many citizens lack the time needed to participate in a meaningful way. The criticisms of direct public participation is that it takes too much time.
- **The problem of the common good:** Direct public participation may not reflect the common good as the common good depends on deliberations. Municipalities as the structure of government closest to the people are usually characterised as a site of intense political activities, such activities includes the interaction and inter-relationship among various interest and pressure groups, stakeholders and individuals who constantly try to influence political representatives and officials to make policies to suit their interest and need.

Callahan (2007:166) further indicates that good municipal governance requires adequate opportunities for such deliberation, interaction and resolution of conflict among rival individuals, stakeholders and interest groups. In these deliberations and interaction a dedicated balance should focus on the need for basic service delivery and macro issues such as social and local economic development in order to fight poverty, environmental decay, crime and other community issues. The people's demand for participation in Local Government affairs are not always meets with good responses; instead municipalities as bureaucratic institutions harbor an authoritarian mindset and discourage public participation. This will likely to make municipalities to become more internally focused and more distant from people rather than to be closer to the people.

Van der Waldt (2011:29) argues that the attitude of municipal officials regarding public participation and the degree of the institutionalisation of participation through appropriate mechanisms, policies and procedures could also affects the quality of public participation. There is also a shift away from system in which local authorities, like municipalities as the key actors in their localities. The recent introduction of municipal service partnership as part of public-private partnership in South Africa is an example of this shift. And this shift will significantly influence local decision-making process. A municipal council will face serious legitimacy problems if it unilaterally makes decision and implement policies without taking those various actors, role-players and stakeholders into consideration.

According to Van der Waldt (2011:33) municipal community partnership is necessary and however the challenge is the 'how' part on how should a municipality facilitates participation in its

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affairs. What kind of mechanisms should be used to foster participation and consultation processes. Further challenges associated with the 'how' question is the extent to which a municipality can be held accountable by the community and to what extend public managers and municipal officials in the municipality are representatives of the community they serve and be responsive to their needs and aspirations.

Van der Waldt (2011:33) indicates that a sound relations between the community and municipalities helps to strengthen community trust in government and reverse the steady erosion of voter turn-out in local elections, falling membership in political parties and declining confidence in key public institution which is participating in the affairs of the Local government: the 'how' question , and another challenge in the municipalities about involving the community in the affairs of the municipality is the 'how' are they going to achieve that, and do municipal officials, for example, have experience and knowledge to effectively engage citizens in order to obtain their views to design suitable mechanism to facilitate participation of various stakeholders.

Van der Waldt (2011:34) further indicates that municipalities should take appropriate steps to provide appropriate training to their employees to make municipalities more knowledgeable and responsive to their communities, by channeling feedback from the community to decision makers and back to serve the interest of the community they serve effectively and increase the community's knowledge by providing relevant information through various channels such as annual reports, brochures, newsletters, media coverage and community meetings.

2.8 PARTICIPATION MECHANISMS

Section 17 (1) of the Local Government Municipal Systems Act, 2000 (Act No.32 of 2000) mandates all municipalities to establish the necessary mechanisms that will enable the local community members to participate in the municipal affairs and public participation must take place through the political participation structures in terms of the Local Government Municipal Structures Act, 1998. According to Depoe (2004:42) public participation has traditionally treated information as a stable commodity produced by experts. Public participation must be open and value the inclusion of knowledge, experience and perspectives from all participants, including general citizens, tribes, environmental groups and business

Section 17 (2) of the Local Government Municipal Systems Act, 2000(Act No 32 of 2000) further states that municipality must establish appropriate mechanisms, processes and procedures for

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community members to participate for the purpose in the municipal affairs and must for this purpose provide for:

- The receipt, processing and consideration of petitions and complains lodged by the members of local community;
- Notification and public comment procedures when appropriate;
- Public meetings, hearings by the municipal council, other political structures and political office bearers of the municipality;
- Consultative sessions with local recognised community organisations and traditional authorities;
- Report back of all matters to the local community.

Theron (2000:66) views public participation as intrinsic to good governance, and encourages municipalities to come up with mechanisms to facilitate public participation.

2.8.1 Ward Committees

According to Bekink (2008:131) ward participatory system of the municipal government allows for the establishment of ward committees within the municipal jurisdiction in order to facilitate public participation. Ward committees should also improve communication between the local municipal council and the local community, and through these communication municipal council will be able to identify community basic needs quickly, and fine tune accordingly of its municipal policies and programmes to accommodate local circumstances and basic needs. Municipalities are divided into wards for the purpose of Local Government elections, with each ward represented by a ward councilor. It is important for ward councilor to ensure that citizens are able to participate actively in the municipal decision-making processes. Ward committees are established to promote participatory democracy, and are important mechanisms to involve community members in the municipal matters as they consist of the ward councilor representing the ward in the council who also acts as the chairperson of Ward committee. All municipalities must encourage the involvement of communities and community organisations in the affairs of local government

In terms of the White Paper on Local Government, Gazette no.18739 of (1998) community involvement through public participation is a central and nodal theme. Ward committees are regarded as the mechanism to participatory democracy and a link between the municipality and its community. Section 74 of the Local Government Municipal Structures Act,1998 indicates that the functions and powers of ward committees is to make recommendations on any matter

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affecting its ward to the ward councilor, and municipal council may establish one or more committees necessary for the effective and efficient performance of any of its functions or the exercise of its powers.

Nyalunga (2006:03) indicates that participatory democracy entails a high level of public participation in the political process through a wide variety of institutional channels. Ward committees are a vehicle for engaging communities in the municipal decision-making processes. The Constitution creates space for public participation in local governance through specific mechanisms such as ward committees and integrated development plan and demand that local government promotes public participation. Chapter 6 of the Constitution of the Republic of South Africa 1996 indicates that ward committees and their members can participate in local governance by assessing and approving the budget, planning and developing the integrated development plan. Ward committees must work closely with councilors and other community based organisations in order to identify the priority needs of the community and make sure that those needs are included in the budget proposals and plans.

Nyalunga (2006:03) further indicates that the role of ward committee is to make sure that voters are involved in and informed about council decisions that affect their lives. This means ward committees must ensure that member of the community participate and they must be involved in any matters of the municipality that involves their lives before the decisions are taken. The ward committee's main tasks are to communicate and consult with the community in respect of development and service plan within the municipality. However ward committees do not appear to be the only way to promote and facilitate community involvement in decision making in the local government level, in TLM there are others forms of public participation such as Mayoral *imbizo*, CBOs , CDWs, IDP rep forum and traditional leaders created to assist and facilitate community development and the improvement of basic service delivery.

According to Van der Waldt (2010:37) ward committees improves communication between the municipal council and local communities, and they play an important role in identifying community basic needs and fine tuning municipal programmes to accommodate local circumstances. The ward participatory system of municipal government allows for the establishment of ward committees to facilitate public participation. Van der Waldt (2010:37) further indicates that ward committees enhances participatory democracy in local government by providing a vehicle for local communities to make their views and needs known to the municipal council. Ward committee mainly act as advisory structure for their ward councilor and make recommendations on matters

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affecting their wards to the municipal council, executive committee and the executive mayor to ensure that the ward participatory system works in a way that brings out the diverse needs and interests that exist within that particular ward.

2.8.2 Traditional Leaders

The Constitution of the Republic of South Africa 1996 sets out a framework for the recognition of the institution of traditional leadership in the new South Africa. According to Van der Waldt (2011:37) traditional leadership has to function in the manner that embraces democracy and contributes to the entrenchment of a democratic culture, thus enhancing its own status and stands among people. The task of strengthening and consolidating democracy requires the participation of all leaders, elected, religious and traditional constituting part of the cadre of leadership that is leading South Africa towards a better life. It is the responsibility of the municipality to put in place the mechanisms to ensure an integrated structure coordinate the involvement of the house of traditional leaders in various policy development processes and programmes.

Nyalunga (2006:04) indicates that another way that communities, particularly traditional communities can participate in Local Government is through structures of traditional authorities. Traditional leaders also plays an important role in improving public participation within the community and they are an important component of councilor's constituency. Nyalunga (2006:04) further indicates that traditional council facilitates the involvement of local community in the development of a Local Government's integrated development plan. Sibeko (2007:66) also indicates that municipality should include traditional council as a key structure of traditional leadership and a key stakeholder group in community consultation process. Traditional leadership constitutes and important constituency and it is the key interest group in many areas, especially around development and basic service delivery issues. Hence, traditional leadership should be part of the IDP forum. Ward committees must establish relationships with the traditional leadership and their councils in terms negotiated in local level subject to any formal agreement between local government and houses of traditional leaders at provincial and local level, and in this recommendation at least one representative from each traditional council within a ward sit as an ex-officio member on the ward committee meetings.

Section 81 of the Local Government Municipal Structures Act, 1998 (Act No 117 of 1998) is about the participation of traditional leaders in the municipal council. The section indicates that traditional authorities traditionally observe a system of customary law in the area of a municipality and participate through their leaders. Traditional leaders must be allowed to attend and participate

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in any meeting of the municipal council. Before a municipal council takes a decision on any matter that directly affect the area of a traditional authority, the municipal council must give the leader of that traditional authority an opportunity to express a view on that matter. Section 81 (4) of the Local Government Municipal Structures Act, 1998 indicates that the Member of Executive Committee (MEC) for the Local Government in a province after consulting the provincial house of the traditional leaders, may by notice in the provincial gazette regulate the participation of the traditional leaders in the proceedings of the municipal council and prescribe the roles of traditional leaders in the affairs of the municipality. When participating in the proceedings of the municipal council the traditional leader is subjected to the appropriate provisions of the code of conduct set out in schedule 1 of the Local Government Municipal Systems Act, 2000.

The Constitution of the Republic of South Africa, 1996 set out the framework for the recognition of the institution of the traditional leadership in the new democracy. According to Van der Waldt (2010:37) traditional leadership has to function in a manner that embraces democracy and contributes to the entrenchment of a democratic culture, thus enhancing its own status and standing among the people. Municipalities should put in place mechanisms to ensure integrated, structured and coordinated involvement of the houses of traditional leaders in various policy development process and programmes.

2.8.3 Councilors

Nyalunga (2006:03) argues that councilors are the most direct form of access that people have in Local Government, people usually turn to councilors for direct advice and support. Once a problem has been referred to a councilor, the person will demand to know what the councilor is doing or has done to deal with the problem. It is important for councilors to serve as representatives of the people immaterial of their political affiliation. Section 153 (a) of the Constitution of the Republic of South Africa, 1996 defines the role of a municipality in the manner that it must structure and manage its functions in giving priority to the basic needs of the community. Municipal council have duty to encourage communities to be involved in the affairs of local government and use the resource in the best interests of the community and to be accountable and democratic in the way they govern, provide services to the community and make sure that the environment is healthy and safe for all members of the community.

Chapter 3 of the Local Government Municipal Structures Act, 1998 (Act No. 117 of 1998) gives councilors the role of identifying and prioritising basic needs of the communities living within a specific municipal area, and determining the methods and mechanisms for delivering those basic

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services and developing criteria for evaluating performance in service delivery, developing strategies and programmes to address community needs taking into account the financial and economic implications of the proposed services. In performing these roles councilors should consult with communities, council officials, local businesses, community based organisations, non-governmental organisations, rate payers association and other role players to consider their involvement of these organisations in service delivery, especially in cases where council itself does not have resources and expertise to provide services to the communities.

Section 19 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) stipulates that council meetings and those of its committees should be open to public and the media. The municipal manager must give notice to the public of time, date and venue of every ordinary, special or urgent meeting of the municipal council. Opportunities must be created to the members of the community. Role players and stakeholders should participate in the council's budgeting and planning processes and it should be made known how they can contribute. In terms of the guidelines provided in section b (1.3) of the White Paper on Local Government (1998), municipal council plays a central role in promoting local democracy. Councilors should represent the interest of the community in the municipal council, and should promote the involvement of citizens and community groups in the design and delivery of municipal programmes.

Sibeko (2007:75) indicates that since the councilors are directly elected to represent and serve the people in the municipality, the councilors should ensure that the interests of the people are properly represented. The councilors should be in touch with the issues of their area and understand the key problems, monitor development and basic service delivery. Councilors serves as the direct link between the council and the community and should ensure that the community is consulted and kept informed about council's decisions, development and budget plans that affect them. Councilors must also assist the community in solving any municipal problems they may experience by bringing those to the attention of the municipal officials in the relevant department, through the established channels of communication.

According to Craythorne (2006:98) councilors are elected to represent local communities on municipal councils, to ensure that municipalities have structured mechanisms of accountability to local communities and meet the priority needs of the communities by providing services equitably, effectively and sustainably within the means of the municipality. In fulfilling this role, councilors must be accountable to local communities and report back at least quarterly to constituencies on council matters including the performance of the municipality in terms of established indicators.

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Craythorne (2006:98) further indicated that councilors must perform the functions of the office in good faith, honesty and transparent manner, and at all times act in the best interest of the municipality and in such a way that the credibility and integrity of the municipality are not compromised.

2.8.4 Non -governmental Organisations (NGOs) and Community Based Organisations (CBOs)

In South Africa as a democratic country, NGOs plays an important role as watch-dog towards the development of community and community structures, and bringing government closer to the people. According to Van der Waldt (2011:35) NGOs promotes sustainable democracy by focusing on building strong institutions at the grass roots level to enable informed public participation in the electoral processes. NGOs such as taxpayers association and CBOs such as civic organisations plays a key role in democratizing municipal decisions and contributes towards the development of the community by empowering community members through teaching them different skills.

Sisk (2001:22) argues that CBOs play an extremely important role in promoting democratic decision-making, empowering communities to participate, and linking them to the municipality. There is a need for institutional mechanisms such as policies or laws to promote the formation of new CBOs and their empowerment that formally link them to the municipal decision-making system, as this will help to promote participation of the poor who are often excluded in the decision-making process.

Kuhn (2012:142) argues that globally there has been an emphasis on the need to promote new forms of interaction between state, civil society and the private sector, and these are normally understood to be partnership. Municipal Community Partnership (MCP) are one type of partnership which takes on different forms and entails different levels of complexity depending on resources availability, institutional capabilities, capacities and development priorities. Kuhn (2012:142) further indicates that all over the world NGOs and CBOs have chosen to partner with government to:

- Support participatory approaches in service delivery and infrastructure provision;
- Facilitate large scale of government programmes which may include programme conceptualisation, implementation, basic service delivery , monitoring and evaluation;

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- Contribute to policy formulation and socially responsive development interventions through structured and unstructured interactions; and
- Institutionalise alternative delivery systems to improve access of the poor in receiving goods and services.

Kuhn (2012:142) goes on to indicates that in South Africa, the government's motivation for partnerships with civil society organizations arises from the recognition of its own human, financial and technical constraints in delivering basic services and development. In common with other countries, a central element of South Africa's policies is the notion of partnerships to foster cost effective and participatory basic service delivery. Kuhn further indicates that government is in the process of implementing policies and legislation to regulate inter-action between the state and civil society, and among others these policies includes the Growth, Employment and Redistribution strategy (GEAR), Reconstruction and Development Program (RDP) and Community Based Public Works Programme (CBPWP).

Nyalunga (2006:04) argues that a key agent of public participation is an active civil society. The involvement of civil society in participation is regarded as essential instrument for democratic consolidation. The post legislative framework provide a space for CBOs and creates a platform for public participation in Local Government through legitimate structures that exist within the communities such as political parties, cultural groups, civic forums, businesses, youth organisations, women organisations and NGOs. Chapter 4 of the Local Government Municipal Systems Act, 2000 requires all municipalities to develop a culture of municipal governance that complements formal representative government with a system of participatory governance and must for this purpose encourage and create conditions for the local community to participate in the affairs of the municipality including the preparation, implementation and review of its integrated development plan and the preparation of its budget.

Section 152 of the Constitution of the Republic of South Africa, 1996 states that the objective of Local Government is to encourage the involvement of communities and community organisations in the matters of local government and to ensure the provision of basic services to communities in a sustainable manner. Challenges is faced with the role of CBOs in public participation, however these includes the fact that many of CBOs are unaware of how Local Government and municipalities functions and how they influence local governance in a way that can benefit their community.

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According to Swanepoel (2012:22) CBOs are organisations that are run and funded by individuals or groups within the community such as women's club , youth clubs, ratepayers' associations, farmers 'cooperatives, burial societies, sports clubs, faith based groupings such as choirs prayer's group and formal organisations such as clinic committees, school committees, political associations and traditional leaders with the aim of involving themselves in the matter of public participation and basic service delivery within the municipality. Public participation is the process that neither happens naturally nor overnight and it requires strategies, interventions and efforts. Nyalunga (2006:05) indicates that there are factors that help to strengthen and facilitate public participation, which are:

- Continuous consultation with the citizens and the involvement of CBOs. Consultation should be implemented step by step wherein the responsibilities of all participatory structures are clearly outlined.
- Promotion of innovate ways of popular participation as opposed to the dominance of ward committees over participatory space.
- Recognition of the contribution of different sectors and interest groups as opposed to the politicization of the participatory space.
- Budget allocations for community consultation.
- Capacity building of the municipality as it is important that municipalities are capacitated about the importance of public participation.
- Linking of ward committees with community structures.
- Ensuring improved information dissemination.

Van der Waldt (2010:35) argues that in a democratic country such as South Africa, NGOs plays a vital role, and the focus of NGOs has turned towards bringing government closer to the people. The NGOs that promote sustainable democracy focus on building strong institutions at the grass roots level to enable informed participation in electoral process, while proponents of participatory governance examine and engage with governance processes particularly as they relate to public participation in decision making structures, which have implications for the distribution of social resources.

2.8.5 *Imbizos* and *Makgotlas* (Public meetings or Gatherings)

Buccus (2007:04) indicates that *izimbizo* have proved to be very popular forums for inter-action between government officials and members of the community. Van der waldt (2011:38) indicates that public meetings and gathering are designed for politicians and officials to meet with members

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of the public to discuss issues, listen to issues, accept criticism from the people, hear complaints and comments and receive compliments from the community. These meetings and gathering are useful as mechanisms to facilitate citizen's access to information on public management and to compel mechanisms of transparency and accountability by municipal officials. *Imbizo* and *makgotla* creates space for public participation. However ,Van der Waldt (2011:38) goes on to indicate that *imbizos* and *makgotlas* sadly have become a mere public relations exercise, since people who are critical of government decisions are screened, isolated and gagged to prevent them from freely contributing and participating in constructive debate regarding the growth, prosperity and welfare of their communities.

2.8.6 Municipal by-laws

Municipal by-laws play an important role when coming to matters of public participation. Firstly the Municipal manager has to publish a notice of intention to pass a new by-law in the Provincial Gazette and in local newspapers. According the Local Government Municipal Finance Management Act, 2003, the Municipal manager's notice must be published in more than one language and according to the language preferable used in the area. Community members must be notified of the opportunity to comment on the new proposed by-laws.

2.8.7 Integrated Development Plan (IDP)

The Constitution of the Republic of South Africa 1996 and the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) stipulates that the municipality must enable the involvement and commitment of its stakeholders by establishing an effective participatory process. Many municipalities are too large to allow the direct public participation of all members of the community in the planning processes. Therefore, there must be clear rules and procedures of who is to participate or to be consulted on behalf of whom and the IDP process encourages all stakeholders who reside and conduct businesses within the municipal area to participate in the preparation and implementation of the development plan.

Section 23 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) is about IDP and it compels all municipalities to undertake development oriented planning so as to ensure that it strives to achieve the objects of local government set out in Section 152 of the Constitution. Municipality gives effect to its developmental duties as required by Section 153 of the Constitution to contribute progressively towards the fundamental rights of the Constitution which is the right of everyone to live in an environment that is not harmful to their health or wellbeing, not to be

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deprived of property, the right to have access to adequate housing, right to health care services, including reproductive health care, sufficient food, water and social security. And if they are unable to support themselves and their dependents must have appropriate social assistance and the municipality must work hand in hand with the National, Provincial and Local government to meets the needs of the community through public participation in order to improve the basic services delivered to the community. The Constitution also implies that a municipality must practice integrated development planning that requires municipalities to structure and manage its administration budgeting and panning processes to give priority to the basic needs of the community and promote the social and economic development of the community.

According to Crythorne (2003:153) the process and the procedural aspects of the IDP must be within a prescribed period after the start of council's elected term. The council must adopt and set out in writing the process to guide the planning, drafting, adoption and review of its IDP. The municipality must through public participation mechanisms, processes and procedures consult the local community before adopting the plan. A council must give a notice to the local community of particulars of the process it intends to follow in order to allow the local community to be part and parcel of that process. Section 25 of the Local Government Municipal Systems, 2000 is about the adoption of integrated development plans and compel each municipal council within a prescribed period after the start of its elected term, adopt a single inclusive and strategic plan for the development of the municipality which links, integrates and coordinates plans and takes into account proposals for the development of the municipality.

Section 29 of the Local Government Municipal Systems Act, 2000 (Act No.32 of 2000) further indicates that in the process followed by a municipality to draft the IDP, including consideration and adoption of the plan must be in accordance with the predetermined programme specifying time frames and through appropriate mechanisms. The municipality must allow for the local community to de consulted on its development needs and allow them to actively participate in the drafting of the IDP. The organs of state, including traditional authorities and other role players in the community must also identified and consulted on the drafting of the IDP. The municipality must within 14 days of the adoption of its IDP in terms of Sub-Section (1) or (3) of the Municipal Systems Act gave notice to the public and that the copies or extracts from the plan are available for public inspections at specified places. The Department of Local Government (DPLG) also encourage municipalities to form IDP Representative Forum to encourage public participation. The IDP is based on the community needs and priorities and the communities must be afforded opportunity to participate in identifying their most important needs.

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2.8.8 Municipal Budget

Chapter 4 of the Local Government Municipal Finance Management Act (MFMA), 2003 (Act No. 56 of 2003), state that in every municipality, the municipal council of a municipality must for each financial year approves an annual budget for the municipality before the end of that financial year. Section 21 of the MFMA, 2003 indicates that the Mayor of the municipality must coordinate the processes of preparing the annual budget and for reviewing the municipality's IDP and budget-related policies to ensure that the tabled budget and any revisions of the IDP and budget related policies are mutually consistent and credible. Section 22 of the Municipal Financial Management Act 2003 (Act No 56 of 2003) states that immediately after an annual budget is tabled in a municipal council, the accounting officer of the municipality must in accordance with Chapter 4 of the Local government Municipal Systems Act, 2000 (Act No. 32 of 2000) to makes public the annual budget, and invite the local community to submit representations in connection with the budget.

In terms of Section 16 (1) (b) of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000), municipalities are legally required to budget for community consultation and for capacitating the local community to enable them to participate in the affairs of the municipality. Municipality must also provide councilors with the capacity to foster public participation. Section 55 of the Local Government Municipal Systems Act, 2000 indicates that municipal managers as head of administration of the municipality is subject to the policy directions of the municipal council. And be responsible and accountable for the formation and development of an economical, effective, efficient administration equipped to carry out the task of implementing the municipality's IDP in accordance with Chapter 5 of the Municipal Systems Act, 2000.

2.8.9 Elections

Van der Waldt (2010:27) argues that in a democratic country like South Africa, citizens enjoy a range of political rights, including the right to vote. Public representation in governance and the election as a means of public participation is also contained in section 19 of the Constitution of the Republic of South Africa which indicates that every citizen has a right to free, fair elections for any legislative body established in terms of the constitution. In South Africa every adult citizen has the right to vote in elections for any legislative body established in terms of the constitution, and to do so in secret and to stand for public office if elected to hold the office.

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Van der Waldt (2010:28) goes on to indicate that public participation in the periods of elections is essential to ensure that political representatives do not abuse their powers and that the interests of citizens are advanced. Citizens should not merely vote during elections and shows no further interest in the affairs of the government. Van der Waldt (2010:35) further indicates that the right to vote is probably the only political right exercised by majority of people. Elections are about issues and are the predominant formal mechanisms of public participation in the modern world, as it affects every single person in a country as they determine who will govern that country, province or municipality. The most obvious way that citizen participates in their local municipalities in by way of voting in the municipal elections.

2.8.10 Public Protest

The members of the public can participate in different ways including public protest, wherein they can express their views through chanting, songs, handing over of memorandums and showing of placards. Since 2010 Community members in different municipalities around South Africa are seen protesting about lack of basic service delivery. TLM as a local municipality must make it a point that they involve community members in their IDP to limit public protest within the municipality.

2.8.11 Media

It is a common practice to used Media in order to reach the people by advertising on local radio stations, Newspapers and Television, and these options should be explored in order to ensure that all residents and stakeholders affected are well informed. Section 21 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) is about communications of municipalities to local community and states that when anything must be notified by a municipality through media to the local community in terms of this Act or any other applicable legislation must be done in local newspaper and radio broadcasts covering the area of the municipality. Municipalities must come up with the ways of improving public participation in the community. Section 18 (1) of Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) indicates that municipality must communicate to its community about the information concerning:

- The availability mechanisms, processes and procedure to encourage and facilitate public participation.
- The matters with regard to public participation are encouraged.
- The rights and duties of members of the local community.

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- Municipal governance, management and development.

When communicating the information mentioned in Subsection (1), municipality must take into account:

- Language preferences and usage within the municipal area, and
- The special needs of people who cannot read or write must also be taken into consideration.

2.9 INTEGRATED DEVELOPMENT PLAN (IDP) AND PUBLIC PARTICIPATION

According to Van der Waldt (2010:100) the integrated development planning approach is based on the principle of inclusive, representative consultation and the participation of all residents, communities and stakeholders within the municipality, as well as representatives from other spheres of government. Van der Waldt (2010:105) further indicates that an integrated development planning representative forum is established to encourage the participation of communities and other stakeholders. The forum includes members of the executive committee of the council, councilors including district councilors, ward committee representatives, traditional leaders, community representatives, heads of departments, senior officials of the municipalities and government departments with the purpose of ensuring proper communication between all stakeholders and the municipality in planning and implementation process. The municipal council should also approve a strategy for public participation and that strategy must decide amongst other things the roles of different stakeholders during the participation, ways to encourage participation of unorganized groups, methods to ensure participation during the different phases of planning, time frames for public and stakeholder response, inputs and comments, ways to disseminate information and means to collect information on community needs.

Section 25 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) states that each municipal council must within a prescribed period after the start of its elected term, adopt a single inclusive and strategic plan for the development of the municipality which links, integrates and coordinates plans and takes into account proposals for the development of the municipality, aligns the resources and capacity of the municipality with the implementation of the plan. An integrated development plan of the municipality must reflect the municipal council's vision for long term development of the municipality with special emphasis on the municipality's most critical development and internal transformation needs, which must include an identification of communities which do not have access to basic municipal services.

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Section 26 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) indicates that the core components of integrated development plan must reflect the municipal council's vision for the long term development of the municipality's most critical development and internal transformation needs, an assessment of the existing level of development in the municipalities, the council's development priorities and objectives for its elected term including its LED aims and its internal transformation needs. The municipal council's development strategies which must be aligned with any national or provincial sectoral plan and planning requirements binding on the municipality in terms of legislation, a spatial development framework which must include the provision of basic guidelines for a land use management system for the municipality. The council's operational strategies, applicable disaster management plans, a financial plan which must include a budget projection for at least the next three years and the key performance indicators and performance targets. The IDP process is single, inclusive planning process within which other process must be located. The LED must be fully integrated within the IDP, For example poverty and unemployment remain the key challenges facing municipalities in South Africa and IDP objectives need to include targets for meeting these challenges. The LED strategies can then be used to assist in meeting the objectives.

Under the Republic of South Africa's Constitution of 1996, the municipalities have been awarded major development responsibilities to ensure that the quality of life for its citizens is improved. The role of the municipalities includes provision of basic services, creation of jobs, promoting democracy, accountability and eradication of poverty. Therefore having IDP assists the municipality to manage the process of fulfilling its developmental responsibilities, through IDP the municipality is informed about the problems affecting its municipal area, and being guided by the information available on resources. The IDP is capable of developing and implementing appropriate strategies and projects to address the community problems. Municipal systems Act revealed that there are many ways of engaging community and other local stakeholders in public participation. Apart from the ward committees that has been established by municipalities to interact with the community, Thulamela Local Municipality introduced IDP representatives' forum with the intention of involving the community in the development and review of the municipality integrated development plan.

In terms of Section 29 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000), municipality must through appropriate mechanisms, processes and procedure established in terms of Chapter 4 of the Municipal Systems Act, 2000 (Act No. 32 of 2000), allows for the local

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community to be consulted on its needs and priorities, and also allows local community to actively participate in the drafting of integrated development plan.

Section 25 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000), defines the IDP process as single, inclusive planning process within which other processes must be located. The Local Economic Development (LED) must be fully integrated within the IDP. For example, poverty and unemployment remain the key challenges facing municipalities in South Africa, and the IDP objectives need to address these challenges. LED strategies can then be used to assist in meeting the identified objectives.

The Republic of South Africa's Constitution of, 1996, awards municipalities major development responsibilities to ensure that the quality of life for its citizens is improved. The role of the municipalities includes provision of basic services, creation of jobs, promotion of democracy, accountability and eradication of poverty. Having the IDP, therefore, assists the municipality to manage the process of fulfilling its developmental responsibilities. Through the IDP, municipalities are informed about the problems affecting its municipal area guided by the information on resources made available to develop and implement appropriate strategies and projects to address the community problems. Public participation should be seen as on-going process not a once off process, in order to address backlogs of basic service delivery within the municipalities.

2.9.1 The importance of Integrated Development Program (IDP)

- IDP helps to make effective use of scarce resources by focusing on identified and prioritized local needs in consideration of local resources and searching for more cost effective solution;
- IDP helps to speed up basic service delivery by providing a tool to guide wherein investment should occur and providing dead-lock breaking decision mechanisms;
- It helps to strengthen democracy as the decision are made in a democratic and transparent manner, rather than few influential individuals;
- IDP helps to attract the additional funds as where there is a clear municipal development plan , private investors and sector department are willing and have confident to invest their money because the IDP is an indication that the municipality has a developmental direction;
- IDP promotes inter-governmental coordination and facilitates a system of communication and coordination between local, provincial and national spheres of government

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- IDP helps to overcome apartheid legacy in the local spheres of government by promoting integration of rural and urban areas, different socio economic groups by facilitating redistribution of municipal resources in a consultative process.

Nyalunga (2006:05) indicates that in the absence of the IDP a municipality will act in an uninformed and uncoordinated manner which will lead to duplication and waste of limited resources. The IDP function as a municipal tool to guide development to avoid the imposing of services by other spheres of government to the municipality without prioritisation of those services. Community members must be consulted to attend IDP processes to give an input and ensure that the prioritisation is done according to the community needs. Section 28 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) indicates that that each municipal council within a prescribed period, after the start of its elected term must adopt a process set out in writing to guide the planning, drafting, adoption and review of its IDP and through appropriate mechanisms, processes and procedure established in terms of Chapter 4 of the Municipal System Act, 2000. The municipality must consult the local community before adopting the process and must give notice to the local community on particulars of the process it intends to follow.

Section 29 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) further indicates that the process followed by the municipality to draft its IDP including its consideration and adoption of the draft plan must be in accordance with a predetermine programme specifying time frames for the different steps through appropriate mechanisms, processes and procedures established in terms of Chapter 4 of the Act of Municipal Systems Act, 2000. Local community must be consulted on its development needs and priorities, local community must participate in the drafting of the integrated development plan. The organs of the state including traditional authorities and other role players must be identified and consulted when drafting the IDP.

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2.9.2 The Integrated development plan (IDP) and Municipal basic service delivery

Section 26 of the Local Government Municipal Systems Act, 2000 (Act No.32 of 2000) indicates that the core components of integrated development plan must reflect the municipal council's vision for the long term development of the municipality with special emphasis on the municipality's most critical development and internal transformation needs, assessment of the existing level of development in the municipality which must include and identification of communities which do not have access to basic municipal services, the council's development priorities and objectives for its elected term including its local economic development aims and its internal transformation needs. The IDP forum will be responsible to represent the interest of their

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constituents in the IDP process, provide an organizational mechanism for discussion, negotiation and decision making between the stakeholders and the municipality, ensure communication between all the stakeholder's representatives and monitor the performance of the planning and implementation process.

Sibeko (2007:62) argues that the IDP forum should operate in terms of the principles of community based planning which involve community, especially poor people in the IDP planning process. This is so to improve the quality of the plans, the quality of services, extended community control over development and empower community so that they can take actions and become less dependent. In Thulamela Local Municipality the IDP forums were established strictly to consider the issues of development planning, monitoring and evaluation process. It includes the budget, performance management, and performance and service agreement requirements for public participation as well as basic service delivery.

Sibeko (2007:64) goes further to indicate that as applies to ward committees , empowering the IDP forum must go hand in glove win ensuring its democratic engagement with its various constituencies for public participation to be more effective. The composition of the IDP forum must be inclusive as possible in line with the requirements of consultation outlined in Chapter 5 of the Local Government Municipal Systems Act, (Act No. 32 of 2000). Municipality must undertake developmentally oriented planning so as to ensure that it strives to achieve the objects of local government set out in Section 152 of the Constitution which gives effect to its developmental duties as required by Section 153 of the Constitution. Municipality together with other organs of the state contribute to the progressive realisation of the fundamental rights contained in sections 24,25,26,27 and 29 of the Constitution.

Thulamela Local Municipality preferable extend the role of IDP forum to reflects the logical connection between development priorities and strategies and budget planning as reflected in the annual Service Delivery Budget Implementation Plan (SDBIP) and performance management , which brings ward committees as well as all key stakeholders into core municipal processes and allow development of annual routine around the IDP forum, which is crucial for building the knowledge and trust key to meaningful public participation Thulamela (IDP2013/2014:43)

In Thulamela Local Municipality, the IDP forum does not replace the existing practices of using Mayoral *Imbizo* to consult about, basic service delivery, performance management and budget. This allows for regular and repetitive engagement between communities and the municipality, both mediated through ward committees and stakeholder bodies. Thulamela IDP forum focus

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mostly on municipal matters and planning driven for effective public participation within the municipality and also focus on including local community on the monitoring, evaluation, implementation and decision-making processes of the plan as contained in Section 16 of the Local Government Municipal System Act, 2000, which requires public participation in the implementation of the IDP and performance management. According to Sibeko (2007:65) effective public participation requires inclusion of many structures and organizations that represent the community as possible.

2.10 LOCAL GOVERNMENT DEMOCRACY AND PUBLIC PARTICIPATION

Local government is the third tier of government created to bring government closest to the people and give the community members the sense of belonging and the sense of involvement in the process that affects their daily lives. Chapter 7 of the Constitution of the Republic of South Africa, 1996 is about local government and its objectives. The Act indicates that the objectives of local government is to provide democratic and accountable government for local communities to ensure the provision of basic services to communities in a sustainable manner. To promote social and economic development. To promote a safe and healthy environment and to encourage the involvement of communities and community organizations in the matters of local government. Section 153 of the Constitution of the Republic of South Africa,1996 state that in local government a municipality must structure and manage its administration and budgeting to give priority to the basic needs of the community and promote the social and economic development of the community.

2.10.1 Direct participation

Callahan (2007:156) argued that according to the advocates of direct public participation, electing representatives to act on the behalf of the citizens is no longer sufficient, especially as our society grows more diverse. Direct public participation works best and is the best way of involving the public in program and policy decisions, for the decision to reflect the depth and diversity of the citizens they serve. In direct public participation, public administrators has to make significance changes in the way they do business of making-decisions behind the close doors.

Callahan (2007.157) further argued that municipalities are expected to open the decision-making process to the public and gracefully make the transition from professional administrator to facilitator who embraces input from a variety of stakeholders, citizens, business community and non-profit sector. Direct public participation arrives at decisions that reflect the consensus of the

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group which accept the democratic ideals for including citizens in the deliberative process as modifying behaviour and the processes of public participation and service delivery in place. Municipalities are encouraged to adopt a participatory style that actively involves citizens because it is the right thing to do, as citizen participation builds on the democratic ideals, promote democracy, build trust, increase transparency, enhance accountability, build social capital, reduce conflict, promote legitimacy, cultivate mutual understanding and advance fairness and justice.

2.10.2 Indirect participation

According to Callahan (2007:154) indirect participation acknowledges that in a representative democracy, elected officials and professional administrators should act on the behalf of citizens and in the best interest of the state. Indirect participation has its own benefits as citizens cannot be expected to be responsible for every public sector decision as they lack time, knowledge and personal motivation to do so. Given the size and complexity of the community sometimes direct participation is not possible and the municipality must do by also means to come up with other mechanism of indirectly involving community in the matters that affects them. The Canadian ministerial guideline on the need and level of participation identifies the key elements of meaningful participation, indicating that public should have an opportunity to have a say in decisions that affect their lives through a meaningful public participation process. Callahan (2007:154) further indicate that for public participation program to be meaningful, it should exhibit the following elements:

- **Early notification**: Where notification is to be given and done early enough to allow the public to have the opportunity to influence the planning of a project and its environmental assessment process before any irrevocable decisions are made.
- **Accessible information**: The responsible authority should ensure that all participants are provided with the information they need to participate effectively on a timely basis. Consideration should be given to the appropriate language for this information and the need to use cultural sensitive means of communication, and access information should only be limited in accordance with the laws relating to access to information and privacy.
- **Shared knowledge:** A project should be developed on the basis of both technical and scientific knowledge, community knowledge, concerns, views and values should be shared in an open, respectful and timely manner. This includes information on the potential consequences of a project and any rights flowing from the ownership of information that participants have need to be respected.

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- **Sensitivity to community values**: Public participation process needs to be carried out in a manner that respects different community values and their needs.
- **Reasonable timing**: Public participation process should provide the public with a fair and reasonable amount of time to evaluate the information presented to them and to respond to project proposals and also to be given opportunity to proposed decisions by prominent and reasonable authorities.
- **Appropriate levels of participation**: Public participation process should provide for levels of participation that are commensurate with the level of public interest.
- **Adaptive processes**: Public participation processes should be designed, implemented and revised to match the needs and circumstances of the project and reflect the needs of the participants. This process may be interactive and dynamic in keeping with the reasonable expectations of the participants.
- **Transparent results:** Public participation is based on the premise that the public's contribution will be considered in the decision making-process. Public participation process should at its conclusion provide information and a rationale on whether or how the public inputs affected the decisions.

2.10.3 Democratic theory and public participation

Callahan (2007:153) argues that the belief that individuals should be given a voice in their governance appeals to democratic ideals and has long been identified internationally as one of the unique aspect that focuses much on the relationship between democracy and civil society. Public participation is recognised and remains valued concept.

Callahan (2007:154) indicates that in participation there is direct and indirect democratic involvement, direct democracy suggests that citizens are the owners of government and should therefore be involved in the decisions of the state. Indirect involvement acknowledges that in a representative democracy elected officials and professional administrators should act on the behalf of citizens and in the best interest of the state. Those who favors direct democracy believes that the more one participate the more capable and involved a person is likely become. Direct democracy promotes a sense of community and common bonds that transcend individual interest. Advocates of direct participation believe that citizens have the knowledge and expertise necessary to meaningfully participate in public sector decisions that affect them, and the involvement of community makes direct democracy and participatory decision making possible.

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Callahan (2007:155) further indicates that participatory theorist argued that direct citizen participation not only leads to better decision making, but also facilitates social stability by developing a sense of community, increasing collective decision-making and promoting acceptance of the governance process. Active citizens in public participation creates communities that powerfully in the influence of basic service delivery within the municipality with the quality of life and the performance of social institutions.

2.10.4 Local government democracy in public participation and basic service delivery

Van der Waldt (2010:24) views local government democracy as much deeper and more fundamental than the mere exchange of opinions and concerns. Fostering local government democracy is about creating tolerance of disagreement and differences, and building local democracy requires a framework for the local policy, as well as a framework for the management of different influences. Municipalities as the structures of governance closest to people are characterised as a site of intense political activities and public participation. Van der Waldt (2010:25) further indicates that local government democracy at the grassroots level entails the allocation and distribution of public goods according to the preferences and needs of the people. Grassroots democracy is about empowering all people to actively participate in various ways in the realisation of their own well-being and fulfillment.

Van der Waldt (2010:28) goes further to indicate that local government democracy gives opportunities for political participation at the local level and helps to reduce inequalities in the distribution of power and services and encourage responsiveness to community needs. Local government democracy can be regarded as the most accessible avenue for political participation, since it is in local politics that people feel more empowered and engaged.

According to Creighton (2005:12) democracy is intended precisely to give people power over choices about the ultimate aims and goals of government actions. Public participation in local government democracy introduces citizens to governance. In local government public participation is vital for municipality to keep in touch with the people and enhances democratic local governance by constantly bringing diverse needs, concerns, views and perspectives into the policy-making agenda of a municipal council.

Van der Waldt (2010:29) emphasises that the main aim of providing people with an opportunity to participate in local government decision making is that, those who will be affected by the proposed public policies will be able to express their views and influence policy-makers regarding

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the desirability and necessity of the policy. Public participation is included in the improvement of integrated development planning, educating citizens to effectively participate in local government affairs and promoting public leadership. Public participation ensures that decisions are mostly accepted because people have been involved thereby creating a more representative. Democratic policy-making process ensures careful consideration of alternative proposals, strategies and accommodating different stakeholder groups in the policy formulation process and thereby gaining support for new ventures that are unknown to the public with the aim of improving their lives.

2.10.5 Public participation, democracy and basic service delivery

According to Van der Waldt (2010:18) democracy literally means rule or government by the people, and it can also be seen as the participation and involvement of the local community in the affairs of the local government or municipality. The local sphere of government is an arena where citizens and civil organisations, NGOs, CBOs and rate payers associations participate in the decision-making with regard to the environments in which they live, exercise and extend their democratic rights.

Bekker (1996:53) define democracy as a form of government organised in accordance with the principles of popular sovereignty, political equality, popular consultation and majority rule. Bekker (1996:53) in his definition of democracy highlights four principles that are indispensable to public participation, which is popular sovereignty, political equality, popular consultation and majority rule and elaborated as follows:

- **Popular sovereignty**- the principle of popular sovereignty is the heart of democracy and its intent is that the power to make popular and basic governmental decision be in the hands of the public and not controlled by any particular person or elite group. Popular sovereignty exists wherever and whenever the people have the vested power to make final decision on what decision making powers are to be delegated.
- **Political equality**- the principle of political equality requires that all members of the community to participate in the political processes, and equal participation by all members of the community becomes requirement for democracy.
- **Popular consultation**- the principle of popular consultation demands that the people and not party leaders or any person should be the ones who decide which public policies would be best serve to their common welfare and the municipalities must consult the community on all matters that affects them in order for them to participate.

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- **Majority rule**-in a democratic government most decisions that made are choices from alternative views variously supported by different groups, parties or individuals and in this situation only group will be ultimately satisfied while the other groups may be disadvantaged or only partially satisfied with regard to the particular decision or policy.

The elements of citizen involvement at the local government level leads to the conclusion that no government system can claim to be democratic whereas public participation is non-existence and not positively encouraged.

Bekker (1996:56) argues that the most important reason for public participation is to advance and strengthen the democratic system. For democratic government to exist, the public must govern and actively involved in government activities because without public participation, democratic government will cease to function as democracy. Therefore public participation must be positively encouraged by those in power. This will require that the right of every citizen to participate in government decisions, policies and actions that directly affect them to be legally protected. For democracy to become fruitful, it is important that facilities and instruments of public participation be accessible to every community members.

The Constitution of the Republic of South Africa, 1996 as of democratic government encourages municipalities to adopt culture of public participation and the Constitution also compel local government to encourage the involvement of the community on matters that affects them. According to Van der Waldt (2010:26) public participation is the cornerstone of local democracy. Increasingly citizens demand more information on how public goods are managed and they want to know how their tax money is spent. They expect better services and they want to participate in developmental process and in making decisions on matters that affect them.

The White paper on Local Government (1998) indicates that the promotion of local democracy should be seen as a central role for any municipal government. The local government is the arena where citizens can participate in decision-making process to shape their own living environment, exercise and extend their democratic, social, economic, and political rights. Local government democracy is often seen as playing an important role in enhancing participative democracy as citizens may have greater incentives to participate at the local level. Individuals are more likely to exercise some influence over a policy decision in a local institution close to home. Van der Waldt (2010:49) goes further to indicate that local government democracy can be also seen as the participation and involvement of the local community in the affairs of the local government or

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municipality, and it consist of three elements which are the representative governments, accountability and public participation.

2.10.6 Public participation as the cornerstone of democracy

Van der Waldt (2010:26) indicates that citizens demand more information on how public goods are managed, and they want to know how their tax money is spent. They expect better services and they want to participate in the developmental processes and decision-making processes that affect their lives on a daily basis. Van der Waldt (2010:26) adds that citizens progressively demand more interaction with their local government. They want accurate information, a reduction in processing times, less duplication of work, access to municipal services, and increased transparency.

Nzimakwe (2010:515) argues that public participation has limitations, although participatory democracy encourages popular participation and the reality shows that every citizen is interested or has the capacity to participate in the public affairs. Even though there are limitations for public participation in the municipalities, The Republic of South Africa as a democratic country must ensure that democracy is maintained by encouraging public participation in Local Government. Nyalunga (2006:01) indicates that public participation is one of the buzz words in South Africa, and the new government regards public participation as a cornerstone of democracy. Nyalunga (2006:01) further indicates that, in the Local Government public participation is important when comes to basic service delivery as an important ingredient for good governance and quality service delivery.

2.11 THE EMPIRICAL EVIDENCE OF BASIC SERVICE DELIVERY AT THULAMELA LOCAL MUNICIPALITY (TLM)

Thulamela local municipality has adopted the indigent policy to promote the social and economic development of the community to ensure that all residents and communities within the municipality have access to at least the minimum level of basic municipal services in terms of Setion152 (1)(b) and 153 (a) of the Constitution. In terms of Section 73 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000), municipality must give priority to the provision of basic needs of the local community and ensure that all members of the local community have access to at least minimum level of basic municipal services which is, water, electricity, and refuse removal. Thulamela local municipality recognises its responsibility in terms of Section 73 (a) and (c) of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000), by ensuring that

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poor households have access to at least basic service delivery through tariffs that covers only operation and maintenance costs for basic levels of services which is refuse removal, electricity and the assessment. Water is currently controlled by Vhembe District municipality and as such water does not form part of basic municipal services that are provided by Thulamela local municipality. Vhembe District municipality is on process of compiling the indigent register in all four municipality within its jurisdiction to provide free water to indigents.

2.11.1 Thulamela local municipality application and registration of indigent

According to National Framework for Municipal Indigent Policies (2005:02), the municipal Indigent Policy is intended to guide the national initiative to improve the lives of indigents and to improve access to free basic services. Municipal Indigent Policy provides a high level of framework to guide the national initiative to improve the lives of the indigent. The policy was approve by the Social Sector Cluster as part of the social wage package in 2005, and the guidelines for the implementation of Indigent Policy to provide municipalities with options for the development of their indigent. The guidelines specifically apply to free basic services, such as free basic water, free basic sanitation and refuse removal, free basic electricity and housing. Thulamela local municipality designed application form for indigent which should be completed by all consumers who qualify to be indigent in terms of the Thulamela local municipality Indigent Policy. Households that seek to be classified as an indigent should complete an application form obtainable from Thulamela local municipality offices at Thohoyandou Civic Centre and ward councilors. The form should be returned between July and 31 march of each municipal financial year, attached with proof of income and sworn affidavit that certifies the amount of income earned by the household.

Thulamela local municipality Indigent Policy (2015/2016:05) further, states that the relevant ward councilor of Thulamela local municipality should be involved during the evaluation processes and should verify the application together with the relevant officials. Thulamela local municipality revenue manager is responsible to compile and administer the database for all households registered in terms of Thulamela local municipality Indigent Policy. Only one application per household in respect of one property shall qualify for consideration, and municipal council reserves the right to send form time to time its officials or agents to the premises or household registered as indigent for the purpose of conducting an on-site evaluation of the details supplied. In terms of Thulamela local municipality Indigent Policy, the validity of indigent subsidy status is for a period of one municipal financial year which is from the 1st of July and ends the 31st of June. All indigent who do not apply for re-registration as an indigent will be removed from the indigent

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register and will be considered as normal consumers from the month in which they were removed from the register.

2.11.2 Thulamela local municipality indigent tariff and subsidy

In terms of Section 74 (1) of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000), a municipal council must adopt and implement a tariff policy on the levying of fees for municipal services provided by the municipality. Section 74 (2) (c) of the Local Government Municipal Systems Act, 2000 further indicated that a tariff policy must reflect the principles that poor households must at least have access basic municipal services through tariffs that cover only operating and maintenance costs, low levels of consumption for basic levels of services and any other direct or indirect method of subsidization of tariffs for poor households.

In terms of Thulamela local Municipality Indigent Policy (2015/2016:06), municipal council as part of the budgetary processes determine an indigent tariff for indigent households. The maximum income of poor households determined by Thulamela local municipality indigent policy is R2500.00 excluding social grants and child headed families. Upon approval of registration as an indigent household consumer for the first time, the debtor's outstanding balance as at 30 April will be written-off, and the write-off will be limited to the amount owed at that date. The annual subsidy for indigent in Thulamela local municipality is R840.00 per households and the municipal council will determine the indigent subsidy from time to time based on the equitable share received government. Based on Thulamela local municipality Indigent Policy, the levels of services subsidised for poor households are refuse removal, assessment rate, housing and electricity in which 50 Amp is given to each household registered as agent.

2.11.3 Public participation strategies and basic service delivery in Thulamela local municipality

Thulamela local municipality has also introduced mayoral public participation programmes every quarter to meet members of Thulamela community to discuss all municipal matters to improve basic service delivery. The empirical evidence of public participation in Thulamela local municipality starts at the villages where different structures such as, South African National Civic Organization (SANCO), Traditional leaders, Pastors forum, Community organisations and Ward councilors meet together and discuss issues of their community at Ward Committee meeting. All community structures and representatives are obliged take all information back to the community through Ward Councilor and community representatives.

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According to Creighton (2005:27) public participation which is not an integrated part of the decision making process is a waste of time for both the organisation and the public. Because for stake holders to spend their time participating in municipal decision making process, the municipal council owes it to them to ensure that they are offered an opportunity influence decisions.

Thulamela local municipality also meets with public face to face through their Mayoral *Imbizo* quarterly, in which community members were given opportunity to raise their concern to municipal officials and the municipal Mayor. On the 28 august 2012 the Mayor of Thulamela local municipality Councilor Grace Mahosi hosted a Public participation *Imbizo* at *Nkavele* sports grounds to listen to the problems of the community. This was a coming together of national, provincial and local government to discuss service related matters within the community. During these events community members and community based structures are given an opportunity to raise questions and concerns on services they require from their government.

Thulamela local municipality Newsletter (2015:03) indicates that members of TLM and its bodies such as the ward committee, civic organizations, traditional leaders, pastors forum and community organisations work hand in hand to chart the way forward regarding basic service delivery with their local government. The community touched issues of unavailability of basic services such as water and electricity, poor levels schooling and other municipal infrastructure. Thulamela municipality comes up with plans and strategies to alleviate all forms of social inequalities experienced within its area of jurisdiction. On the 01 April 2016 the Mayor of Thulamela local municipality Councilor Grace Mahosi hosted a Public participation *Imbizo* at *Gandlanani* village to listen to the problems of the community. Community members were given an opportunity to raise their issues concerning basic service delivery.

Section 25 (a) of the Local Government Municipal Systems Act 32 of 2000, states that the IDP of the municipality must reflect the municipal council's vision for long term development of with special emphasis on the municipality's most critical development and internal transformation needs, which include the identification of communities which do not have access to basic municipal services.

2.11.4 Thulamela integrated development plan (IDP) and community involvement

In terms of section 25 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) each municipal council must within a prescribed period after its elected term adopt single, Inclusive and strategic integrated development plan for the development of the municipality, which

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links, integrates and coordinates plans and takes into account proposals for the development of the municipality. Under the Republic of South Africa's Constitution of 1996 as amended, the municipalities have been awarded major development responsibilities to ensure that the quality of life for its citizens is improved. The role of the municipalities includes provision of municipal basic services, creation of jobs, promoting democracy, accountability and eradication of poverty. Through IDP, the municipality is informed about the problems affecting its municipal area, and being guided by the information available on resources is able to develop and implement appropriate strategies and projects to address the community problems.

Integrated development plan (2014/2015:56) of Thulamela local municipality introduced public participation forum known as IDP representative forum, pastor's forum, traditional leaders forum, suggestion box, *imbizos* and Newsletter with the aim of improving local community involvement in the matter of their municipality. In the absence of the IDP municipality will act in an uninformed and uncoordinated manner which will lead to duplication and waste of limited resources. The IDP functions as a municipal tool to guide development to avoid the imposing of services by other spheres of government to the municipality without prioritisation of those services. Community members must be consulted in the IDP meetings to give an input and ensure that the prioritisation is done according to the community needs.

2.12 CONCLUSION

In this chapter, the literature review related to the role of public participation on the improvement of basic service delivery in the municipalities has been documented, The historical background of public participation in south Africa, advantages and disadvantages of public participation, the importance of public participation in basic service delivery, public participation and community development, challenges of public participation in the municipalities, participation mechanisms, integrated development plan and public participation, local government democracy and public participation and the empirical evidence of basic service delivery in Thulamela local municipality were also outlined. The next chapter presents research methodologies and design used in this study.

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CHAPTER 3

RESEARCH DESIGN AND METHODOLOGY

3.1 INTRODUCTION

This section presents the research methodologies and design of the study. To select the appropriate design and methodology, the researcher will be guided by the research aim, which sought to establish the roles of public participation in the improvement of basic service delivery in Thulamela Local Municipality. This section therefore, discusses the research design, research methodologies, the population, sampling, data collection, data analysis and the ethical considerations. The result or findings of this study will assist Thulamela Local Municipality and other municipalities to ensure proper consultation on the issues that affects community, which in particular is public participation and basic service delivery.

3.2 RESEARCH DESIGN

Kumar (2011:94) defines a research design as a plan, structure and strategy of investigation to obtain answers to research questions and problems. Babbie (2010:117) pointed out that a research design is a process of focusing perspective for the purposes of a particular study. The research design helps the researcher to answer questions validly and accurately. The research design that the researcher will use in this study is a field study. Babbie (2010:328) defines the research design as a plan or a structured framework of how one intends to conduct the research process in order to solve the research problem.

3.3 RESEARCH METHODOLOGIES

According to Brynard (1997:28), research methodology is the process of the research which the researcher intends to follow to execute the research project. Kumar (2011:11) pointed out that a research method is the process that a researcher adopts to find answers to research questions. In this study, the researcher is going to utilise both quantitative and qualitative research methods.

3.3.1 Quantitative method

Creswell (2005:146) defines quantitative research methods as very simple and powerful in the hand of the researcher who is able to view their nature and inter-relationship more understandably. This method includes techniques such as questionnaires. Brynard (1997:29) pointed out that the quantitative research method is a method in which the researcher assigns

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numbers to observations by counting and measuring things or objects until data is produced. The researcher use quantitative methods because they have more clarity and distinction between the designs and method of data collection, which makes it easier for the researcher to conduct the research. In this research TLM Executive committee members (EXCO), Coordinators of CDWs, Chairpersons of Ward committee, Chairperson of Thulamela IDP Representative Forum, TLM Managers and Assistant managers will be given a structured questionnaire to complete as part of the research process.

3.3.2 Qualitative method

According to Henn (2006:186), qualitative data can be found around us in our daily lives, in things such as the newspapers we read, the television broadcast we view, memos we receive at work or the text messages we exchange via mobile phones. We come across a wealth of qualitative data every day. Creswell (2005:145) defines qualitative methods of research as descriptive in the sense that the researcher physically goes to the people to observe, record, and conduct interview, rather than seek data through inventories or questionnaires. The researcher use qualitative research methods because of their flexibility, which will allows the researcher to be more innovative and have close inter-action with the respondents by way of observation and personal interview. The researcher will also be in a position to understand the organisation being investigated and the gaze and body language of the respondents. For qualitative data the open-ended interview session will be schedule with the TLM Public participation manager, TLM Communication manager, TLM IDP manager and TLM IDP coordinator.

3.4 STUDY AREA

The study area of the research is Thulamela Local Municipality (TLM) which is located within Vhembe District in the far north of the Republic of South Africa in Limpopo Province. It is a category B municipality established in terms of Local Government Structures Act 117 of 1998. In terms of population TLM is the largest of all the municipalities falling under Vhembe District Municipality (VDM), with 80 Councilors of whom 40 are ward or directly elected Councilors and 40 Proportional Representative (PR), and is mostly dominated by rural communities, with Thohoyandou as the center of businesses and development.

3.5 STUDY POPULATION

The study population comprises of TLM employees, TLM Councilors, CDWs, Ward committee, TLM Rep Forum, TLM Communication manager, TLM public participation manager, TLM IDP

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manager and TLM IDP coordinator. Borda (1998:117) indicates that public participation must start from grassroots level with participatory procedures as requirements. Where this does not exist, the level of public participation is likely to be fragile, vulnerable and damaged by dominating modes of inter-action. One thousand one hundred and eighty (1180) people makes up the total number of the study population. The targeted population is one hundred and sixty (160) respondents.

3.6 SAMPLING

Kumar (2011:397) defines sampling as the process of selecting a few respondents (sample) from a bigger group (population). Babbie (2010:188) defines sampling as a process of selecting a unit of observation. The sampled group of this study consists of TLM managers and assistant managers, TLM Executive Committee (EXCO), Chairpersons of ward committee, TLM communication manager, TLM public participation manager, TLM IDP manager, TLM IDP coordinator, CDW coordinators and Chairperson of IDP Representative Forum.

3.6.1 Sampling techniques

The non-probability technique, in particular a subtype purposive or judgmental sampling is going to be used in this study. Babbie (2010:193) pointed out that purposive or judgmental sampling is a type of non-probability sampling in which the units to be observed are selected on the basis of the researcher's judgment about which ones will be the most useful or representative. The selection is based on the knowledge of the respondents, its elements and the purpose of the study. Kumar (2011:207) indicates that in purposive sampling, the researcher only chooses those respondents who are likely to have the required information and who are willing to participate. The researcher used purposive sampling because it enables the researcher to be directly involved with the respondents, and in this study it will allow the researcher to purposively select those respondents who are directly involved with the matters of public participation and basic service delivery in Thulamela local municipality.

3.6.2 Sampling size

Kumar (2005:164) defines a sample size as a sub-group of the population the researcher is interested in. Sampling size is when the researcher selects a few sampling units from the study population. In Thulamela local municipality, the sample of the study will comprises 100 TLM Managers and Assistant managers, 10 Executive committee members (EXCO), one (1) TLM

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Communication manager, one (1) TLM Public participation manager, one (1) TLM IDP manager, one (1) TLM IDP coordinator, five (5) CDW coordinators, 40 Chairpersons of Ward committee and one (1) Chairperson of IDP Rep Forum. The sampled group of the study consists of 160 respondents. Table 1 summarises the number of respondents sampled for the study.

Table 1 Sampling size of the study

TARGET	STUDY POPULATION	STUDY SAMPLE
TLM Employees	646	100
TLM Councilors (Executive committee members)	80	10
Ward Committees	400	40
TLM Communication Manager	01	01
TLM Public Participation Manager	01	01
TLM IDP Manager	01	01
TLM IDP Coordinator	01	01
Community Development Workers (CDWs)	30	5
TLM IDP Representative Forum	20	1
TOTALS	1180	160

3.7 DATA COLLECTION

Kumar (2011:26) defines data collection as the processes in which the researcher collects the information to be used in the study after formulating the research problem, developing the study design, constructing the research instruments and selecting the sample of the study. This process happens when the researcher is collecting information from the respondents through interviews, questionnaires, observations and electronic devices. The data collection instruments of the study is structured questionnaire and open-ended interview.

3.8 PILOT STUDY

According to De Vos (2002:211) Pilot study is the pre-testing of a measuring instrument on a small number of people having similar characteristics to those of respondents. It is particularly appropriate for studies in which researchers organise a self-administered and primary data gathering. Simon (2014:05) refers pilot studies to a mini version of a full-scale study called

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feasibility studies, as well as the pre-testing of specific research instrument such as questionnaire or interview schedule. Pilot study is regarded as crucial element of a good study. For this study, self-prepared (piloted) questionnaires were distributed to TLM managers and assistant managers, Ward committee chairpersons and Councilors.

3.9 DATA ANALYSIS

Brynard (1997:49) defines data analysis as the process of inspecting, cleaning, transforming and modeling data, with the aim of eliminating irrelevant data until only data critical to the research is identified and studied. In this study, two methods of data analysis will be used, namely the Statistical Package for the Social Sciences (SPSS) version 17.0 to analyse quantitative data. SPSS will be used to analyse data collected through structured questionnaires. Tables and figures will be generated through data filtering. Thematic analysis will be used to analyse data collected through open- ended interviews. This data will be presented in a narrative format following the steps mentioned by Creswell (2005:334). The steps are outlined below:

- **Step 1: Planning for recording data**: The researcher should plan to record data in a more systematic manner before collecting data.
- **Step 2: Data collection and Preliminary Analysis**: Data analysis in qualitative inquiry necessitates a twofold approach. The first one involves data analysis at the research site during the collection of data. The second one involves data analysis away from the site.
- **Step 3: Managing (organising) Data**: This is the early stage in analysis, which involves the researcher organising his/her data into file folders, index cards or computer files.
- **Step 4: Reading and Writing Memos**: After the researcher has organised the data, the researcher immerses himself in the details to try and get a sense of the interview as a whole before breaking it into parts.
- **Step 5: Generating Categories, Themes and patterns**: This step involves noting regularities in the setting or people chosen for the study. As the categories emerge, the researcher searches for those that have internal convergence and external divergence.
- **Step 6: Coding the Data**: The researcher has to apply some coding scheme to those categories and themes, by diligently and thoroughly marking passages in the data. Codes may take several forms, for example abbreviation of key words, coloured dots and numbers. The choice is up to the researcher.
- **Step 7: Testing Emergent Understanding**: The researcher begins the process of evaluating the possibility of her/his understanding and explores them through the data.

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- **Step 8: Searching for Alternative Explanations**: In this step as the researcher discovers the patterns in the data, he or she should engage in critically challenging the patterns that seem to be apparent. The researcher should search for other possible explanations for those data and the linkage among them.
- **Step 9: Writing the report**: This is the final step in which the researcher writes a report and explains the data in detail. The researcher engages in an interpretative act and gives meaning to raw data.

3.10 ETHICAL CONSIDERATIONS

Fox (2010:03) defines ethics as a branch of philosophy considered as a normative science concerned with the norms of human conduct, as distinguished from formal science such as Mathematics and logic, and empirical sciences such as Chemistry and Physics. Fox (2010:03) goes further to indicate that the term ethics is derived from the ancient Greek word "*ethika*", which in a general sense means the study of habits. A researcher's personal moral code is the strongest defense against unethical behaviour. All participants who take part in the research voluntarily and every participant was free to give information freely without any intimidation.

3.10.1 PERMISSION TO CONDUCT THE RESEARCH PROJECT

For the purposes of this study, the researcher obtained the permission to conduct the research study from Thulamela Local Municipality and the University of Venda (UNIVEN).

3.10.1.1 Informed consent

The essence of the principle of informed consent is that human subjects in research should be allowed to either agree or refuse to participate. The selected people should give consent to participate and be able to do so without force, fraud or deceit (Homan, 1991:69).

3.10.1.2 Confidentiality and Anonymity

According to Homan (1991:140), confidentiality and anonymity have a number of aspects in the conduct and publication of social research. This is in respect of sources of data such as documents which may be sealed as confidential, but in certain cases they are cleared for use by the researcher under certain conditions. The researcher might also come with confidential documents without such clearance. Confidentiality may take the form of a contract between the

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researcher and subjects. This may involve the researcher agreeing not to reveal the identities of participants. Swanepoel (2012:169) pointed out that during the study respondents may reveal sensitive information which if linked to them could cause them harm. The researcher must therefore, ensures that respondents are protected and that data and information remain private and confidential.

3.10.1.3 Voluntary Participation

According to Babbie (2010:64), participation in research must be voluntarily. No one should be forced to participate. For example, when an instructor in class instruct students to fill in a questionnaire for research purposes, students should always be told that participation in the survey is completely voluntarily. Students might participate because they fear that non-participation will affect their grades. The instructor should therefore, be sensitive to such implications and make provision for them. For example, the instructor should ensure anonymity by leaving the room while the questionnaire is being completed or students could be asks to return the questionnaire through the mail.

Swanepoel (2012:168) indicates that before the study, the researcher must obtain informed voluntarily consent from the respondents. This means that the respondents must be given all the relevant information about the research, and the researcher must ensure that the respondents understand the purpose and benefits of participation. Respondents must be free to choose, decline or withdraw from the research at any stage.

3.10.1.4 No harm to the participants

According to Babbie (2010:65), the researchers should never injure the respondents, regardless of whether they volunteered for the study or not. In social research practice, this often means being careful not to reveal information that would embarrass respondents or endanger their home lives, friendships and their jobs. Respondents can be harmed psychologically in the course of a research study, and the researcher must look for dangers and protect respondents against them. Quite often, respondents are asked to reveal deviant behaviour, attitudes they feel are unpopular or personal characteristics that may seem demeaning, such as low incomes and the receipt of welfare payment such as child support maintenance. Revealing such information makes respondents feel uncomfortable. Swanepoel (2012:169) indicates that respondents must be treated with respect and consideration. In this study, respondents will not be exposed to physical danger, embarrassment and humiliation.

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3.10.1.5 Deception

According to Babbie (2010:70), when the researcher is conducting the research study deceiving people is considered to be unethical behaviour within social research.

3.11 CONCLUSION

These chapter outlined the research methodologies and design used in the study, together with the study area, population of the study, sampling and sampling techniques, data collection and data analysis, followed by the ethical consideration of the research respondents. Data presentation, analysis and interpretation will be presented in the next chapter.

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CHAPTER 4

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 INTRODUCTION

The following chapter focuses on reporting the perceptions and understanding of the role of public participation in the improvement of basic service delivery in Thulamela Local Municipality at Vhembe District, Limpopo Province. The data regarding the role of public participation in the improvement of basic service delivery in Thulamela Local Municipality was collected by using quantitative and qualitative methods which involved the application of questionnaires and interviews. The responses to the questionnaires items are presented graphically in tabular form and are followed by a brief synthesis of the findings for the item. The responses to the interview schedule are presented in a narrative form and are followed by a brief interpretation of the findings.

4.2 ANALYSIS OF DATA COLLECTED THROUGH QUESTIONNAIRE

In this section, the researcher presents data collected through questionnaire and the information will be presented in graphical tabular format, frequencies and percentages.

4.2.1 Section A: Biographical Details of Respondents

The researcher in this sub-section presents the biographical details of the respondents in this study. The information is presented in graphical tabular form and followed by a synthesis of the findings.

Table 4.1: Gender of respondents

	Response	Frequencies	Percentage
1	Male	80	53.3%
2	Female	70	46.7%
	TOTAL	150	100%

Table 4.1 presents the biographical details of the respondents in terms of gender. Eighty, 80 (53.3%) were males, whereas 70 (46.7%) were females. From the above information, it can be concluded that majority of respondents were males. All targeted 150 respondents managed to return the questionnaires, and all the questionnaires were analysed.

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Table 4.2: Age of Respondents

	Response	Frequencies	Percentage
1	Less than 30 years	15	10.0%
2	31 – 40 years	38	25.3%
3	41 – 50 years	51	34.0%
4	50 – 60 years	40	26.7%
5	60 years and Above	06	4.0%
	TOTAL	150	100%

Most of the respondents, 51 (34.0%) who took part in this study were aged between 41 and 50 years. Forty, 40 (26.7%) of the respondents aged between 50 and 60 years, and 38 (25.3%) were between 31 to 40 years. Fifteen, 15 (10.0%) of the respondents were less than 30 years of age. Few respondent at 06 (4.0%) were 60 years and above. It can therefore be concluded that majority of the respondents who took part in the study were aged between 41 to 50 years.

Table: 4.3: Position of Respondents

	Response	Frequencies	Percentage
1	TLM IDP Representative Forum Chairperson	0	0.0%
2	TLM Employees (Managers and Assistant Managers	100	66.7%
3	TLM Councillors (EXCO Members)	10	6.7%
4	Ward Committee (Chairperson)	40	26.7%
	TOTAL	150	100%

Initially, it was planned for this study that the TLM IDP Rep Forum Chairpersons shall be part of the study, but during the time of data collection, they were not available to be part of the study. Majority of the respondents at 100 (66.7%) who took part in the study were TLM Employees (Managers and Assistant Managers) and 40 (26.7%) were Ward Committee Chairpersons. Ten, 10 (6.7%) of the respondents were TLM Councillors (EXCO Members). From the above information, it can be concluded that, majority of the respondents who took part in the study were TLM Employees (Managers and Assistant Managers).

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Table 4.4: Educational Qualification of respondents

	Response	Frequencies	Percentage
1	Grade 0 to Grade 11	0	0.0%
2	Grade 12 - Diploma	73	48.7%
3	Bachelor's Degree	56	37.3%
4	Postgraduate Degree	21	14.0%
	TOTAL	150	100%

Table 4.4 above, indicate that majority of the respondents at 73 (48.7%) who took part in the study were having Grade 12 - Diploma and 56 (37.3%) were having a bachelor's degree. Twenty-one, 21 (14.0%) of the respondents were having a postgraduate degree. There was no respondent who was having Grade 0 to 11. From the above information, it can be concluded that, majority of the respondents who took part in the study were having a Diploma. There still need for Thulamela Local Municipality officials to further their studies.

4.2.3 Section B: Public participation in Thulamela Local Municipality

In this sub-section, data is analysed using graphical statistics which arose from the survey questionnaire. This sub-section will be divided into four themes which are challenges of public participation in Thulamela Local Municipality (TLM); the role of public participation in TLM; lack of public participation in TLM; and mechanisms to address the challenges of public participation in TLM.

4.2.3.1 Challenges of public participation in Thulamela Local Municipality (TLM)

This sub-section presents data regarding the challenges of public participation in Thulamela Local Municipality (TLM). The data is presented in the form of tables followed by brief interpretation.

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Table 4.5: Community members participate in the municipal affairs

	Response	Frequencies	Percentage
1	Strongly agree	42	28.0%
2	Agree	99	66.0%
3	Not Sure	06	4.0%
4	Disagree	02	1.3%
5	Strongly disagree	01	0.7%
	TOTAL	150	100%

Ninety-nine, 99 (66.0%) of the respondents agreed with the idea that community members in local municipality participate actively in municipal affairs, while 02 (1.3%) respondents disagreed. On the other hand, 42 (28.0%) strongly agreed with the idea and one 1 (0.7%) respondent strongly disagreed with the statement that community members participate actively in municipal affairs. Six, 06 (4.0%) respondents were not sure whether community members participate in municipal affairs or not. From the statistics shown, the conclusion can be drawn that the majority of respondent at 141, (94%) who took part in the study agreed that community members participate actively in municipal affairs.

Table 4.6: Municipality consult members of the public in any process or development

	Response	Frequencies	Percentage
1	Strongly agree	47	33.3%
2	Agree	87	58.0%
3	Not Sure	11	7.3%
4	Disagree	02	1.3%
5	Strongly disagree	01	0.7%
	TOTAL	150	100%

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With regard to consultation of community members by the municipality on the development Projects, majority of respondents at 87 (58.0%) agreed with the statement, while only two, 02 (1.3%) of the respondents disagreed with statement that the municipality consult community members in any process of development activities. Forty-seven, 47 (33.3%) of the respondents strongly agreed that the municipality consult members of the public in any development processes, while there is only one, 01 (0.7%) respondent who strongly disagreed with the statement. Eleven, 11 (7.3%) of the respondents were not sure whether the municipality consult members of the public in any development processes or not. From the above statistics, a conclusion can be drawn that majority of respondents at 134 (89.3%) who took part in the study, agreed that the municipality consult members of the public in any development processes.

Table 4.7: Community members are reluctant to attend meetings of service delivery

	Response	Frequencies	Percentage
1	Strongly agree	19	12.7%
2	Agree	32	21.3%
3	Not Sure	20	13.3%
4	Disagree	72	48.0%
5	Strongly disagree	07	4.8%
	TOTAL	150	100%

From the one hundred and fifty (150) respondents who took part on the study, majority of respondents at seventy-two, 72 (48.0%) disagreed with the idea that community members are reluctant to attend meetings of service delivery within the local municipality, while thirty-two, 32 (21.3%) of the respondents agreed with the statement. Nineteen, 19 (12.7%) of the respondents strongly agreed that community members are reluctant to attend meetings of service delivery within the local municipality, while seven, 07 (4.8%) of the respondents strongly disagreed with the statement. Twenty, 20 (13.3%) of the respondents were not sure whether community members are reluctant to attend meetings of service delivery within the local municipality or not. A conclusion can be drawn from the above information that majority of respondents at 79 (52.7%)

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disagreed with the idea that community members are reluctant to attend meetings of service delivery within the local municipality.

Table 4.8: Traditional leaders are involved in the issues of the municipality

	Response	Frequencies	Percentage
1	Strongly agree	48	32.0%
2	Agree	89	59.3%
3	Not Sure	08	5.3%
4	Disagree	03	2.0%
5	Strongly disagree	02	1.3%
	TOTAL	150	100%

Table 4.8 reveals that that out of 150 respondent, the majority at eighty nine, 89 (59.3%) agreed with the statement that that traditional leaders are involved in the issues of the municipality, while three, 03 (2.0%) disagreed with the statement. Forty eight, 48 (32.0%) of the respondents in the study strongly agreed that traditional leaders are involved in the issues of the municipality whereas two, 02 (1.3%) respondents strongly disagreed that traditional leaders are involved in the issues of the municipality. Eight, 08 (5.3%) of the respondent in the study were not sure whether traditional leaders are involved in the issues of the municipality or not. A conclusion can be drawn from the above information that the majority of respondents which is one hundred and thirty seven, 137 (91%) agreed that traditional leaders are involved in the issues of the municipality.

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Table 4.9: Councillors encourages public participation in the municipality

	Response	Frequencies	Percentage
1	Strongly agree	58	38.7%
2	Agree	84	56.0%
3	Not Sure	06	4.0%
4	Disagree	0	0.0%
5	Strongly disagree	02	1.3%
	TOTAL	150	100%

Table 4.9 presents that out of 150 respondents, the majority of respondents at eighty-four, 84 (56.0%) agreed with the statement that councillors encourages public participation in the local municipality, while there was no respondent who disagreed with the statement. Fifty-eight, 58 (38.7%) strongly agreed with the statement that councillors encourages public participation in the municipality, whereas two, 02 (1.3%) of the respondents in the study strongly disagreed with the statement that councillors encourages public participation in the municipality. Six, 06 (4.0%) of the respondents in the study were not sure whether councillors encourages public participation in the municipality or not. From the above statistics, a conclusion can be drawn that the majority of respondents at one hundred and forty-two, 142 (94.6%) agreed with the statement that councillors encourages public participation in the municipality.

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Table 4.10: Community leaders encourages public participation

	Response	Frequencies	Percentage
1	Strongly agree	41	27.3%
2	Agree	95	63.3%
3	Not Sure	12	8.0%
4	Disagree	02	1.3%
5	Strongly disagree	0	0.0%
	TOTAL	150	100%

Table 4.10 revealed that out of 150 respondents, ninety-five, 95 (63.3%) of the respondent agreed with the statement that community leaders encourages public participation, while only two, 02 (1.3%) of the respondents in the study disagreed with the statement. Forty-one, 41 (27.3%) of the respondents in the study strongly agreed with the statement that community leaders encourages public participation, while there was no respondent who strongly disagreed with the statement. Twelve, 12 (8.0%) of the respondents in the study were not sure whether community leaders encourages public participation or not. A conclusion can be drawn from the above information that the majority of respondents at hundred and thirty-six, 136 (90.6%) agreed with the statement that community leaders encourages public participation in the municipality.

4.2.3.2 The role of public participation in Thulamela Local Municipality

This section presents the information on the role of public participation in Thulamela Local Municipality. The information in this section are presented in graphical and tabular forms and followed by a discussion of the findings.

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Table 4.11: Public participation plays an important role in the improvement of basic service delivery

	Response	Frequencies	Percentage
1	Strongly agree	74	49.3%
2	Agree	71	43.0%
3	Not Sure	02	1.3%
4	Disagree	0	0.0%
5	Strongly disagree	03	2.0%
	TOTAL	150	100%

Table 4.11 shows that out of 150 respondents, seventy-four, 74 (49.3%) of the respondent strongly agreed with the statement that public participation plays an important role in the improvement of basic service delivery, while three, 03 (3.0%) respondents strongly disagreed with the statement. Seventy-one, 71 (43.0%) of the respondents in the study agree with the statement that public participation plays an important role in the improvement of basic service delivery in the municipality, while there was no respondent who disagreed with the statement. Two, 2 (1.3%) of the respondents in the study were not sure whether public participation plays an important role in the improvement of basic service delivery. From the above information, a conclusion can be drawn that the majority of the respondents at one hundred and forty-five, 145 (96.67%) agreed with the statement that public participation plays an important role in the improvement of basic service delivery.

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Table 4.12: Community members are committed to participate in municipal affairs

	Response	Frequencies	Percentage
1	Strongly agree	22	14.7%
2	Agree	113	75.3%
3	Not Sure	12	8.0%
4	Disagree	02	1.3%
5	Strongly disagree	01	0.7%
	TOTAL	150	100%

Table 4.12 reflects that hundred and thirteen, 113 (75.3%) respondents agreed with the statement that community members are committed to participate in municipal affairs, while two, 02 (1.3%) respondents disagreed with the statement that community members are committed to participate in municipal affairs. Twenty-two, 22 (14.7%) respondent in the study strongly agreed with the statement that community members are committed to participate in municipal affairs, while one, 01 (0.7%) respondent in the study strongly disagreed with the statement. Twelve, 12 (8.0%) respondent in the study were not sure whether community members are committed to participate in municipal affairs. From the above statistic, a conclusion can be drawn that the majority of respondents in the study at hundred and thirty-five, 135 (90.0%) agreed with the statement that community members are committed to participate in municipal affairs.

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Table 4.13: IDP Rep Forum plays an important role in public participation

	Response	Frequencies	Percentage
1	Strongly agree	45	30.0%
2	Agree	87	58.0%
3	Not Sure	12	8.0%
4	Disagree	05	3.3%
5	Strongly disagree	01	0.7%
	TOTAL	150	100%

From hundred and fifty, 150 respondents on the study, the majority at eighty-seven, 87 (58.0%) of the respondents agreed with the statement that IDP Rep forum plays an important role in the public participation, while five, 05 (3.3%) respondents in the study disagreed with the statement. Forty-five, 45 (30.0%) respondents in the study strongly agreed with the statement that IDP Rep forum plays an important role in public participation, while one, 01 (0.7%) respondent in the study strongly disagreed with the statement. Twelve, 12 (8.0%) respondents in the study were not sure whether IDP Rep forum plays an important role in public participation or not. In conclusion of the above information the majority of respondents at hundred and thirty-two, 132 (88.0%) agreed with the statement that IDP Rep forum plays an important role in public participation.

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Table 4.14: Municipality consult members of the public about council meetings

	Response	Frequencies	Percentage
1	Strongly agree	25	16.7%
2	Agree	77	51.3%
3	Not Sure	31	20.7%
4	Disagree	14	9.3%
5	Strongly disagree	03	2.0%
	TOTAL	150	100%

Table 4.14 shows that out of 150 respondents, the majority at seventy-seven, 77 (51.3%) of the respondents agreed with the statement that that the municipality consult members of the public about council meetings, while fourteen, 14 (9.3%) respondent in the study disagreed with the statement. Twenty-five, 25 (16.7%) respondents in the study strongly agreed with the statement that municipality consult members of the public about council meetings, while three, 03 (2.0%) respondents in the study strongly disagreed with the statement. Thirty-one, 31(20.7%) respondents were not sure whether municipality consult members of the public about council meetings or not. In conclusion of the above information the majority of the respondent at one hundred and two, 102 (68.0%) agreed with the statement that municipality consult members of the public about council meetings.

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Table 4.15: Traditional leaders work hand in hand with the municipality to improve basic service delivery

	Response	Frequencies	Percentage
1	Strongly agree	51	34.0%
2	Agree	86	57.3%
3	Not Sure	07	4.7%
4	Disagree	03	2.0%
5	Strongly disagree	03	2.0%
	TOTAL	150	100%

Table 4.15 reveals that out of 150 respondents in the study, eighty six, 86 (57.3%) respondents agreed with the statement that traditional leaders work hand in hand with the municipality to improve basic service delivery, while three, 03 (2.0%) of the respondents disagreed with the statement that traditional leaders work hand in hand with the municipality to improve basic service delivery. Fifty one, 51 (34.0%) of the respondents strongly agreed with the statement that traditional leaders work hand in hand with the municipality to improve basic service delivery, while three, 03 (2.0%) respondent strongly disagreed with the statement. Seven, 07 (4.7%) respondents were not sure whether traditional leaders work hand in hand with the municipality to improve basic service delivery or not. From the above statistic, a conclusion can be drawn that the majority of the respondents at 137 (91.3%) agreed with the statement that traditional leaders work hand in hand with the municipality to improve basic service delivery.

4.2.3.3 Lack of public participation in Thulamela Local Municipality

This section provide a description on the lack of public participation in Thulamela Local Municipality, and the information in this section are presented in graphical and tabular forms and followed by discussions.

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Table 4.16: Lack of consultation by the municipality causes poor service delivery

	Response	Frequencies	Percentage
1	Strongly agree	96	64.0%
2	Agree	45	30.0%
3	Not Sure	03	2.0%
4	Disagree	04	2.7%
5	Strongly disagree	02	1.3%
	TOTAL	150	100%

Table 4.16 reflects that out of 150 respondents, the majority of nighty-six, 96 (64.0%) respondents strongly agreed with the statement that lack of consultation by the municipality causes poor service delivery, while two, 02 (1.3%) respondents strongly disagreed with the statement that lack of consultation by the municipality causes poor service delivery. Forty-five, 45 (30.0%) respondents agreed with the statement that lack of consultation by the municipality causes poor service delivery, while four, 04 (2.7%) respondents disagreed with the statement. Three, 03 (2.0%) respondents were not sure whether lack of consultation by the municipality causes poor service delivery or not. In conclusion of the above information, the majority of the respondents at 96 (64.0%) strongly agreed with the statement that lack of consultation by the municipality causes poor service delivery.

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Table 4.17: Lack of public participation causes public protest and political instability

	Response	Frequencies	Percentage
1	Strongly agree	84	56.0%
2	Agree	44	29.3%
3	Not Sure	10	6.7%
4	Disagree	10	6.7%
5	Strongly disagree	02	1.3%
	TOTAL	150	100%

Table 4.17 reflects that out of 150 respondents, the majority at eighty-four, 84 (56.0%) of the respondents strongly agreed with the statement that lack of public participation causes public protest and political instability, while two, 02 (1.3%) respondents strongly disagreed with the statement that lack of public participation causes public protest and political instability. Forty-four, 44 (29.3%) respondents agreed with the statement that lack of public participation causes public protest and instability, while four, 10 (6.7%) respondents disagreed with the statement. Ten, 10 (6.7%) respondents were not sure whether lack of public participation causes public protest and political instability or not. In conclusion of the above information, the majority of the respondents at 84 (56.0%) strongly agreed with the statement that lack of public participation causes public protest and political instability.

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Table 4.18: Lack of public participation causes poor basic service delivery

	Response	Frequencies	Percentage
1	Strongly agree	88	58.7%
2	Agree	46	30.7%
3	Not Sure	06	4.0%
4	Disagree	08	5.3%
5	Strongly disagree	02	1.3%
	TOTAL	150	100%

Table 4.18 indicates that eighty-eight, 88 (58.7%) of the respondents strongly agreed with the statement that lack public participation causes poor service delivery, while two, 02 (1.3%) respondents strongly disagreed with the statement that lack of public participation causes poor basic service delivery. Forty-six, 46 (30.7%) respondents agreed with the statement that lack of public participation causes poor service delivery, while eight, 08 (5.3%) respondents disagreed with the statement. six, 06 (4.0%) respondents were not sure whether lack of public participation causes poor service delivery or not. In conclusion of the above information, the majority of the respondents at 88 (58.7%) strongly agreed with the statement that lack of public participation causes poor service delivery.

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Table 4.20: Lack of public participation put community on disadvantage with regard to basic service delivery

	Response	Frequencies	Percentage
1	Strongly agree	79	52.7%
2	Agree	55	36.7%
3	Not Sure	07	4.7%
4	Disagree	04	2.7%
5	Strongly disagree	05	3.3%
	TOTAL	150	100%

Table 4.20 indicates that seventy-nine, 79 (52.7%) of the respondents in the study strongly agreed with the statement that lack public participation put community on disadvantage when coming to basic service delivery, while five, 05 (3.3%) respondents strongly disagreed with the statement the statement that lack of public participation put community on disadvantage when coming to basic service delivery. Fifty-five, 55 (36.7%) respondents agreed with the statement that lack of public participation put community on disadvantage when coming to service delivery, while four, 04 (2.7%) respondents disagreed with the statement. Seven, 07 (4.7%) respondents were not sure whether lack of public participation put community on disadvantage when coming to service delivery or not. In conclusion of the above information, the majority of the respondents at 79 (52.7%) strongly agreed with the statement that lack of public participation put community on disadvantage when coming to basic service delivery.

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4.2.3.4 Mechanisms to address the challenges of public participation in Thulamela Local Municipality

This section provide a description on the mechanisms to address the challenges of public participation in Thulamela Local Municipality, and the information in this section is presented in graphical and tabular forms and followed by discussions.

Table 4.21: There are resources to capacitates community members in order to participate actively in municipal affairs

	Response	Frequencies	Percentage
1	Strongly agree	24	16.0%
2	Agree	87	58.0%
3	Not Sure	25	16.7%
4	Disagree	11	7.3%
5	Strongly disagree	03	2.0%
	TOTAL	150	100%

Table 4.21 reflects that eigthy-seven,87 (58.0%) respondents in the study agreed with the statement that there are resources to capacitates community members in order to participate actively in municipal affairs, whereas eleven, 11 (7.3%) respondent in the study disagreed with the statement that there are resources to capacitates community members in order to participate actively in municipal affairs. Twenty-four, 24 (16.0%) respondents strongly agreed with the statement that there are resources to capacitate community members in order to participate actively in municipal affairs, while three, 03 (2.0%) respondents strongly disagreed with the statement. Twenty-five, 25 (16.7%) respondents in the study were not sure whether there are resources to capacitate community members in order to participate actively in municipal affairs or not. In conclusion of the above information, the majority of respondents at 111 (74%) agreed with the statement that there are resources to capacitates community members in order to participate actively in municipal affairs.

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Table 4.22: There is openness and transparency to participation towards decision making process

	Response	Frequencies	Percentage
1	Strongly agree	17	11.3%
2	Agree	91	60.7%
3	Not Sure	31	20.7%
4	Disagree	09	6.0%
5	Strongly disagree	02	1.3%
	TOTAL	150	100%

Table 4.22 indicates that ninety-one, 91 (60.7%) respondents in the study agreed with the statement that there is openness and transparency to participation towards decision making process, whereas nine, 09 (6.0%) respondents disagree with the statement. Seventeen, 17 (11.3%) of respondents in the study strongly agreed with the statement that there is openness and transparency to participation towards decision making process. Thirty-one, 31 (20.7%) respondents in the study were not sure whether there is openness and transparency to participation towards decision making process or not. In conclusion from the statistics above, the majority of respondents at 108 (72%) agreed with the statement that there is openness and transparency to participation towards decision making process.

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Table 4.23: Community complaints are attended to the satisfaction by the municipality

	Response	Frequencies	Percentage
1	Strongly agree	24	16.0%
2	Agree	65	43.3%
3	Not Sure	38	25.3%
4	Disagree	19	12.7%
5	Strongly disagree	04	2.7%
	TOTAL	150	100%

Table 4.23 shows that sixty five, 65 (43.3%) respondents constituting the majority of the study out of 150 agreed with the statement that community complaints are attended to the satisfaction by the municipality, while nineteen, 19 (12.7%) respondents in the study disagreed with the statement that community complaints are attended to the satisfaction by the municipality. Twenty-four, 24 (16.0 %) respondents in the study strongly agreed with the statement that community complaints are attended to the satisfaction by the municipality, whereas four, 04 (2.7%) respondents strongly disagreed with the statement that community complaints are attended to the satisfaction by the municipality. Thirty eight, 38 (25.3%) respondents in the study were not sure whether community complaints are attended to the satisfaction by the municipality or not. In conclusion of the above information, majority of respondents at 89 (59.3%) agreed with the statement that community complaints are attended to the satisfaction by the municipality.

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Table 4.24: Basic service delivery is done in accordance with the IDP and Service Delivery and Budget Implementation plan (SDBIP)

	Response	Frequencies	Percentage
1	Strongly agree	52	34.7%
2	Agree	81	54.0%
3	Not Sure	12	8.0%
4	Disagree	04	2.7%
5	Strongly disagree	01	0.7%
	TOTAL	150	100%

Table 4.24 indicates that out of 150 respondents in the study, the majority at eighty-one, 81 (54.0%) of the respondents in the study agreed with the statement that basic service delivery is done in accordance with the IDP and Service Delivery and Budget Implementation plan (SDBIP), while four, 04 (2.7%) respondents disagreed with the statement. Fifty two, 52 (34.7%) respondents strongly agreed with the statement that basic service delivery is done in accordance with the IDP and SDBIP, while only one, 01 (0.7%) respondent in the study strongly disagreed with the statement. Twelve, 12 (8.0%) respondents in the study were not sure whether basic service delivery is done in accordance with the IDP and SDBIP or not. In conclusion of the above information, majority of respondents at 133 (88.7%) agreed with the statement that basic service delivery is done in accordance with the IDP and SDBIP.

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Table 4.25: Municipality ensures that communities are aware of IDP meetings

	Response	Frequencies	Percentage
1	Strongly agree	38	25.3%
2	Agree	90	60.0%
3	Not Sure	12	8.0%
4	Disagree	07	4.7%
5	Strongly disagree	03	2.0%
	TOTAL	150	100%

The table above indicates that majority of the respondents at 90 (60.0%) agreed with the statement that the municipality ensures that communities are aware of IDP meetings, while seven, 07 (4.7%) of the respondents disagreed with statement. Thirty eight, 38 (25.3%) of the respondents strongly agreed with the idea that the municipality ensures that communities are aware of IDP meetings, while three, 03 (2.0%) of the respondents strongly disagreed that the municipality ensures that communities are aware of IDP meetings. Twelve, 12 (8.0%) respondents in the study were not sure whether the municipality ensures that communities are aware of IDP meetings or not. From the above statistics, a conclusion can be drawn that the municipality ensures that communities are aware of IDP meetings.

4.3 ANALYSIS OF DATA COLLECTED THROUGH INTERVIEW

This section presents data collected through interviews. The data will be presented in narrative form.

4.3.1 Question 1: What are the major challenges of public participation in the improvement of basic service delivery in Thulamela local municipality?

Respondent A:

With regard to the question of, what are the major challenges of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondent indicated that the challenge is when stakeholders are invited in public participation meetings, the attendance is very low in such a way that they fail to get progress report in terms of service delivery issues.

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Respondent B:

With regard to the question of, what are the major challenges of public participation in the improvement of basic service delivery in the municipality? Respondent replied that the major challenge of public participation in the improvement of basic service delivery is the issue of language, as most documents are written in English. No alignment between community needs and the Integrated Development Plan projects. Sector department project who fail to deliver to their promises to the community; for example, Department of Education promise to build school, but end up not building.

Respondent C:

With regard to the question of, what are the major challenge of public participation in the improvement of basic service delivery in the municipality? Respondent replied that the challenge is causation of anger and mistrust by not putting theory into practice and scarcity of major stakeholders in the decision making process. The respondent further mentioned that the other challenge is the creation of unnecessary criticism by opposition parties and politicising of government programmes by derailing communities from the main objective of public participation.

Respondent D:

With regard to the question that, what are the major challenges of public participation in the improvement of basic service delivery in the municipality? Respondent replied that the major challenge of public participation is poor attendance by the community members, especially those who have knowledge about public participation and service delivery and also politicising of public participation meetings by the ruling party.

Respondent E:

With regard to the question that, what are the major challenges of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondent replied that the major challenges are poor attendance by literate community members and there is no alignment between community needs and the IDP projects.

Respondent F:

With regard to the question that, what are the major challenges of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondent replied that

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the major challenges are lack of information by community members and lack of consultation by the municipality and also poor attendance by the community on public participation meetings.

Respondent G:

With regard to the question that, what are the major challenges of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondent replied that poor attendance by the stakeholders and educated people who understand the meaning of public participation becomes a major challenge.

Respondent H:

With regard to the question of, what are the major challenges of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondent replied that the major challenge is when the literate people do not attend meetings of public participation which is mostly attended by pensioners and school children.

Respondent I:

With regard to the question that, what are the major challenges of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondent replied that the major challenges are lack of consultation by the municipality when planning the public participation meetings. Poor attendance by the community members, especially the educated people as in most cases pensioners and school children are ones who attend public participation meetings.

Respondent J:

With regard to the question, what are the major challenges of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondent replied that the challenges of public participation in the municipalities are poor attendance by community members. Lack of coordination of responses by the municipality on issues raised by community during community outreach and *imbizo.* Respondent further indicated that budget constraints is also a major challenge of public participation as community expect their needs to be delivery immediately after the meeting.

In conclusion on the question, what are the major challenges of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondents replied that

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poor attendance by community members and different stakeholders and literate people on public participation meetings, lack of consultation, empty promises by sector departments, lack of coordination and non-alignment on IDP projects and basic service delivery.

4.3.2 Question 2: What are the roles of public participation in the improvement of basic service delivery in Thulamela local municipality?

Respondent A:

With regard to the question that, what are the roles of public participation in the improvement of basic service delivery in Thulamela local municipality? The respondent replied that the role of public participation in the municipality is to get correct reflection on the perception that stakeholders are receiving in terms of services that government is rendering.

Respondent B:

With regard to the question, what are the roles of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondent replied that the role of public participation is to make people or community aware of their needs and prioritise them according to the municipality IDP, and also to make people aware of the services they are entitled to get.

Respondent C:

With regard to the question, what are the roles of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondent replied that the role of public participation is to bring government closer to the people. It creates an improved climate for future service delivery actions. It creates localised improved partnership and participation which is the building block of modernasation, and also identify values, interests and concerns about decision taken.

Respondent D:

With regard to the question, what are the roles of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondent replied that the role of public participation is to bring government closer to the people and deliver public wishes.

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Respondent E:

With regard to the question, what are the roles of public participation in the improvement of basic service delivery? Respondent replied that the role of public participation is to identify the needs of the community. To deliver public wishes and helps the municipality to prioritise community basic needs according to the IDP.

Respondent F:

In response of the question, what are the roles of public participation in the improvement of basic service delivery in Thulamela local municipality? The respondent replied that the role of public participation is to deliver public wishes. To help people understand the plans of the municipality according to the IDP and how basic services will be delivered to the people.

Respondent G:

With regard to the question that, what are the roles of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondent replied that the role of public participation is to get public complaints directly from the complainant and understand public needs.

Respondent H:

In response of the question, what are the roles of public participation in the improvement of basic service delivery in Thulamela local municipality? The respondent replied that the role of public participation is to bring relevant information about the municipality to the community, and also to promote the spirit of ownership in the municipal community projects.

Respondent I:

With regard to the question that, what are the roles of public participation in the improvement of basic service delivery in Thulamela local municipality? The respondent replied that the role public participation is to bring community and the municipality together discussing the challenges, and come with the method or mechanisms of solving those challenges.

Respondent J:

In response of the question that, what are the roles of public participation in the improvement of basic service delivery in Thulamela local municipality? The respondent replied that the role of

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public participation is to help community to get feedback on the raised issues. To remind municipality to continuously involve community in all municipal decisions based on basic service delivery.

In conclusion of the question that, what are the roles of public participation in the improvement of basic service delivery in Thulamela local municipality? Respondents replied differently according to their views and knowledge stressing the fact that the role of public participation is to bring government closer to the people and make communities to be aware of their basic needs that they are entitled to get from the government.

4.3.3 Question 3: Which types of public participation are found in Thulamela local municipality?

Respondent A:

With regard to the question that, which types of public participation are found in Thulamela local municipality? The respondent replied that types of public participation in Thulamela local municipality are; *Imbizo,* Mayor *Tihosi Mahosi* Traditional Leaders Forum, IDP consultation meetings, Pastors Forum, Disaster Forum, Gender Forum, Moral Regeneration Forum. Youth Forum and people living with disability forum.

Respondent B:

In response of the question that, which types of public participation are found in Thulamela local municipality? The respondent replied that the types of public participation in Thulamela local municipality are; Mayoral *Imbizo*, IDP representatives Forum, Nodal point visits and Mayor *Mahosi Tihosi* Traditional Leaders Forum.

Respondent C:

With regard of the question that, which types of public participation are found in Thulamela local municipality? Respondent replied that they are; the Mayoral Outreach Programmes, *Imbizo*, Tribal Authority visits, IDP Consultation, Mayor *Mahosi Tihosi* traditional leaders forum, Revenue Collection Enhancement Campaign and Disaster Management Awareness Campaign.

Respondent D:

In response of the question that? Which types of public participation are found in Thulamela local municipality? Respondent replied that the types of public participation in Thulamela local

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municipality are; Mayor *Mahosi Tihosi* Traditional leaders forum, Mayoral *Imbizo*, Pastors Forum and IDP consultation meetings.

Respondent E:

In response of the question that, which types of public participation are found in Thulamela local municipality? Respondent replied that types of public participation in Thulamela local municipality are; Mayor *Mahosi Tihosi* Traditional Leaders Forum, Mayoral *Imbizo*, Extended Council meetings, IDP Forum, Youth and People with Disability Forum.

Respondent F:

With regard of the question that, which types of public participation are found in Thulamela local municipality? Respondent replied that types of public participation that found in Thulamela local municipality are; Mayoral *Imbizo*, Mayor *Mahosi Tihosi* Traditional Leaders Forum, IDP Forum, Pastors Forum and Extended Council meeting.

Respondent G:

With regard of the question that, which types of public participation are found in Thulamela local municipality? Respondent replied that Mayoral *Imbizo*, Pastors Forum, IDP Forum and Traditional Forum are the types of public participation found in Thulamela local municipality.

Respondent H:

In response of the question, which types of public participation are found in Thulamela local municipality? Respondent replied that types of public participation in Thulamela local municipality are; Mayoral I*mbizo*, Extended Council meetings, Mayor Mahosi Tihosi traditional leaders forum, IDP Forums and Pastors Forum.

Respondent I:

In response of the question that, which types of public participation are found in Thulamela local municipality? The respondent replied that types of public participation that are found in Thulamela local municipality are; Mayoral *Imbizo*, Mayor *Mahosi Tihosi* traditional leaders forum, IDP Forum, Pastors Forum, Extended Council meeting, Youth and People with Disability Forum.

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Respondent J:

With regard to the question that, which types of public participation are found in Thulamela local municipality? Respondent replied that types of public participation that are found in Thulamela local municipality are; Mayoral *Imbizo*, Ordinary council meeting, IDP consultative meetings, Local communication forum and annual budget report for public hearing conducted by Municipal Public Account Committee (MPAC).

In conclusion of the question, which types of public participation are found in Thulamela local municipality? All respondents interviewed replied that in TLM there is types of public participation which are, mayoral *imbizo,* Pastors forum, IDP forum, Mayor *Mahosi Tihosi* traditional leaders forum, extended council meetings, Youth and people with Disability forum. The respondent j make addition by replying that local communication forum and annual budget report for public hearing conducted by MPAC is also included as types of public participation in TLM.

4.3.4 Question 4: What are the importance of public participation in Thulamela local municipality?

Participant A:

In response of the question that, what are the importance of public participation in Thulamela local municipality? Respondent replied that the importance of public participation is to give better understanding of what government is doing in terms of services, planning legislation, adoption of IDP, budget and the formulation of by-laws.

Respondent B:

With regard to the question that, what are the importance of public participation in Thulamela local municipality? Respondent replied that public participation gives community ownership to each and every project that the municipality introduced from the ground, which limits the municipal property vandalism.

Respondent C:

With regard to the question that, what are the importance of public participation in Thulamela local municipality? Respondent replied that the role public participation is to make government process more central and create a shift from more accountability to the development of policies

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Respondent D:

In response of the question that, what are the importance of public participation in Thulamela local municipality? Respondent replied that the importance of public participation is to create a good relationship between government and the community when dealing with basic service delivery.

Respondent E:

In response of the question that, what are the importance of public participation in Thulamela local municipality? Respondent replied that the importance of public participation is to encourage community ownership of the municipal service project introduced from the ground and it also limits public protests and vandalisation of public property.

Respondent F:

With regard to the question that, what are the importance of public participation in Thulamela local municipality? Respondent replied that the importance of public participation in Thulamela local municipality is to encourage community ownership to each and every project that is being introduced from the ground. It also encourage community members to be actively involved in the municipality projects that brings services to them.

Respondent G:

With regard to the question that, what are the importance of public participation in Thulamela local municipality? Respondent replied that with public participation people are given better understanding of what government is doing concerning basic services and other matters of the municipality.

Respondent H:

With regard to the question that, what are the importance of public participation in Thulamela local municipality? Respondent replied that the importance of public participation in Thulamela local municipality is to create a good relationship between the community and the municipality, which helps to improve municipal basic service delivery.

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Respondent I:

In response of the question that, what are the importance of public participation in Thulamela local municipality? Respondent replied that the importance of public participation is to give better understanding of what are the municipality projects, and also serves as the platform of listening to community problems.

Respondent J:

In response of the question that, what are the importance of public participation in Thulamela local municipality? Respondent replied that the importance of public participation is to strengthen democracy and community members to engage with their leaders.

In conclusion the respondents replied that the importance of public participation in the municipality is to encourage community ownership in every project that are being introduced from the ground by the municipality, public participation encourages community members to be actively involved in the municipality projects, and helps to create a good relationship between communities and the municipality to improve basic service delivery.

4.3.5 Question 5: What are the mechanisms that are used to promote effective public participation in Thulamela local municipality?

Respondent A:

In response of question that, what are the mechanisms that are used to promote effective public participation in Thulamela local municipality? Respondent replied that Thulamela local municipality use mechanisms such as Radio interviews, municipality newsletter and municipality website to promote effective public participation.

Respondent B:

With regard to the question that, what are the mechanisms that are used to promote effective public participation in Thulamela local municipality? Respondent replied that municipality website, municipality newsletter, local newspapers and radio stations are the mechanisms that used in Thulamela local municipality to promote effective public participation.

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Respondent C:

With regard to the question that, what are the mechanisms that are used to promote effective public participation in Thulamela local municipality? Respondent indicated that mechanisms such as community outreach programmes, constant follow-up on issues raised during mayoral *imbizo* and holding of feedback sessions during the end of each financial years are mechanisms used to promote effective public participation.

Respondent D:

In response of the question that, what are the mechanisms that are used to promote effective public participation in Thulamela local municipality? Respondent replied that Thulamela local municipality use municipal website, municipal newsletter and community outreach programmes to promote effective public participation.

Respondent E:

In response of the question that, what are the mechanisms that are used to promote effective public participation in Thulamela municipality? In this question respondent replied that Thulamela local municipality uses municipality website, municipality newsletter, local radio stations and implementation of integrated development plan to promote effective public participation.

Respondent F:

In response of the question that, what are the mechanisms that are used to promote effective public participation in Thulamela local municipality? Respondent replied that Thulamela local municipality uses radio station, newspapers, municipality website and municipality newsletter to promote effective public participation.

Respondent G:

With regard to the question that, what are the mechanisms that are used to promote effective public participation in Thulamela local municipality? In this question respondent replied that municipality website, municipality newsletter, council meetings, IDP forums and radio stations are used in Thulamela municipality to promote effective public participation.

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Respondent H:

With regard to the question that, what are the mechanisms that are used to promote effective public participation in Thulamela local municipality? Respondent replied by saying that Thulamela local municipality use radio interviews, newspapers, municipality website, municipality newsletter and community outreach programmes to promote effective public participation within the municipality.

Respondent I:

In response of the question that, what are the mechanisms that are used to promote effective public participation in Thulamela local municipality? In this question respondent replied that Thulamela local municipality uses mechanisms such as municipality website, municipality newsletter, newspapers and radio station to promote effective public participation.

Respondent J:

With regard to the question that, what are the mechanisms that are used to promote effective public participation in Thulamela local municipality? In this question respondent replied by saying that Thulamela municipality is one of the biggest municipality in Vhembe district, and as such it uses mechanisms such as Facebook, twitter , short message service (SMS), radio stations, municipality website and municipality newsletter to promote effective public participation.

In conclusion on the question, what are the mechanisms that are used to promote effective public participation in Thulamela municipality? Majority of respondents replied by agreeing that Thulamela local municipality uses mechanisms such as media, municipality website and municipality newsletters to promote effective public participation. Respondent D included community outreach programmes as one of the mechanism to promote effective public participation. Respondent J replied that Thulamela municipality as one of the biggest municipality in Vhembe District uses Facebook, twitter and SMS to promote effective public participation

4.4 CONCLUSION

In this chapter, data obtained from the respondents through questionnaires were presented, analysed and interpreted in tabular. The data collected through interview schedule were presented in a narrative form. The next chapter presents discussions of findings, conclusion and recommendations for further research studies and recommendations for municipalities similar to

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that of Thulamela local municipality to engage actively in public participation for the improvement of basic service delivery of our municipalities.

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CHAPTER 5

FINDINGS, RECOMMENDATIONS AND CONCLUSION

5.1 INTRODUCTION

The chapter present the major findings of the study, recommendations that are brought forward as measures that can be used by Thulamela Local Municipality to overcome the challenges of public participation on the improvement of basic service delivery. The conclusion will also be drawn from the findings and the recommendations that are put forward from the research study

5.2 MAJOR FINDINGS OF THE STUDY

The major findings of the study will arose from the research objectives of the study are; challenges of public participation in Thulamela Local Municipality (TLM); the role of public participation in TLM; lack of public participation in TLM; and mechanisms to address the challenges of public participation in TLM.

5.2.1 Major findings on the challenges of public participation in Thulamela Local Municipality

The first objective of the study sought to identify major challenges of public participation in Thulamela local municipality. The research findings revealed out that 141 respondents which constitutes 94% of the total sample of the study, showed on table 4.5 agreed with the statement that community members in TLM participate in the municipal affairs. This shows good relationship between the community and the municipality.

Seventy-nine, 79 respondents of the study which constitutes 52.7% of the study disagreed with the statement that community members are reluctant to attend meeting of service delivery, which clearly indicates that community members do attend meetings of service delivery as shown on table 4.7.

With regard to consultation of community members by the municipality on the development Projects, the majority of respondents at 87 which constitutes 58% of the total sample of the study agreed with the statement that municipality consult members of the public in any process or development, while two, 02 (1.3%) of the respondents disagreed with statement that the municipality consult community members in any process of development activities.

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Hundred and thirty-four, 134 (89.3%) of the respondents who took part in the study agreed that the municipality consult members of the public in any development processes, while two, 02 (1.3%) respondents who took part in the study disagreed with the statement. Eleven, 11 (7.3%) of the respondents were not sure whether the municipality consult members of the public in any development processes or not, which shows lack of coordination within the municipality as the majority of respondents were constituted by managers and assistants managers of the municipality.

On the involvement of traditional leaders on issues of the municipality as shown on table 4.8. The research findings revealed that 137 of respondents constituting 91% of the total sample of the study agreed with the statement that traditional leaders are involved on the issues of the municipality.

eighty four, 84 respondents constituting 56.0% of the total sample of the study agreed with the statement that councillors encourages public participation in the local municipality, while there was no respondent who disagreed with the statement. Fifty eight, 58 (38.7%) strongly agreed with the statement that councillors encourages public participation in the municipality, whereas two, 02 (1.3%) of the respondents in the study strongly disagreed with the statement that councillors encourages public participation in the municipality. Six, 06 of the respondents constituting 4.0% of the total sample of the study were not sure whether councillors encourages public participation in the municipality or not, which shows that some of the managers and councillors and CDW's are ignorant to know details matters that are happening within the municipality.

In view of the above, the researcher found that though there was a good relationship between the municipality and the community and the involvement of traditional leaders on issues of the municipality. There are still major challenges of public participation on the improvement of basic service delivery in the municipality as indicated by respondent A on the interview schedule that, in public participation meetings the attendance of stakeholders are very low in such a way that the municipality fails to get progress report in terms of service delivery issues.

Respondent B on question 1 of the interview schedule indicated that the other major challenge of public participation in the municipality is the use of English language in most municipality documents which becomes difficult for some community members to read, as in Thulamela local municipality Tshivenda and Xitsonga are the most common languages. Respondent further indicated that there were no alignment between community basic needs and the integrated development plan projects.

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5.2.2 Major findings on the role of public participation in Thulamela Local Municipality

The second objective of the study sought to identify the role of public participation in Thulamela Local Municipality and the research findings revealed that public participation plays an important role in the improvement of basic service delivery. Table 4.11 revealed that the majority of respondent at 145 constituting 96.67% of the total sample of the study agreed with the statement that public participation plays an important role in the improvement of basic service delivery. There were no respondents who disagreed with the statement that public participation plays an important role in the improvement of basic service delivery. Three, 03 respondents constituting 2.0% of the total sample of the study strongly disagreed that public participation plays an important role in the improvement of basic service delivery. While two, 02 respondents constituting 1.3% of the total sample of the study were not sure whether public participation plays an important role in basic service delivery or not. This was a clear indication that the majority of respondent in the study agreed with the statement.

Hundred and thirteen, 113 (75.3%) respondents agreed with the statement that community members are committed to participate in municipal affairs, while two, 02 (1.3%) respondents disagreed with the statement. Twenty two, 22 (14.7%) respondent in the study strongly agreed with the statement that community members are committed to participate in municipal affairs, while only one, 01 (0.7%) respondent in the study strongly disagreed with the statement. Twelve, 12 (8.0%) respondent in the study were not sure whether community members are committed to participate in municipal affairs.

Eighty-seven, 87 (58.0%) of the respondents agreed with the statement that IDP Rep forum plays an important role in the public participation, while five, 05 (3.3%) respondents in the study disagreed with the statement. Forty-five, 45 (30.0%) respondents in the study strongly agreed with the statement that IDP Rep forum plays an important role in public participation, while one, 01 (0.7%) respondents strongly disagreed with the statement. Twelve, 12 (8.0%) respondents in the study were not sure whether IDP Rep forum plays an important role in public participation or not, which left the question of whether councillors and managers are actively involved in matters of IDP or not.

Seventy-seven, 77 (51.3%) of the respondents agreed with the statement that that the municipality consult members of the public about council meetings, while fourteen, 14 (9.3%) respondent in the study disagreed with the statement. Twenty five, 25 (16.7%) respondents in the study strongly agreed with the statement that municipality consult members of the public about

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council meetings, while three, 03 (2.0%) respondents in the study strongly disagreed with the statement. Thirty one, 31(20.7%) respondents were not sure whether municipality consult members of the public about council meetings or not. The fact that 20.7% of the total sample of the study didn't know whether municipality consult members of the public in council meetings, clearly indicates that most councillors, municipal managers and assistant managers were ignorant or have no idea about the invitations of council meetings.

Eighty six, 86 (57.3%) respondents agreed with the statement that traditional leaders work hand in hand with the municipality to improve basic service delivery, while three, 03 (2.0%) of the respondents disagreed with the statement that traditional leaders work hand in hand with the municipality to improve basic service delivery. Fifty one, 51 (34.0%) of the respondents strongly agreed with the statement that traditional leaders work hand in hand with the municipality to improve basic service delivery, while three, 03 (2.0%) respondent strongly disagreed with the statement. Seven, 07 (4.7%) respondents were not sure whether traditional leaders work hand in hand with the municipality to improve basic service delivery or not.

5.2.3 Major findings on the lack of public participation in Thulamela Local Municipality

The third objective of the study sought to find out if lack of public participation causes poor basic service delivery, and the research findings revealed that lack of public participation causes basic service delivery as majority of respondents at 88 which constitutes 58.7% as shown on table 4.18 strongly agreed that lack of public participation causes poor basic service delivery, while only two (02) respondent constituting 1.3% of the total sample of the study strongly disagreed with the statement that lack of public participation causes poor basic service delivery.

Forty-six, 46 respondents constituting 30.7% of the total sample of the study agreed that lack of public participation causes poor service delivery, while eight, 08 (5.3%) respondent disagreed with the statement. Six, 06 (4.0%) respondents were not sure whether lack of public participation causes poor basic service delivery or not, which indicates that there is a lot ignorance by councillors, stakeholders and municipal employees in knowing the programmes that are being run by their municipality.

Nighty-six, 96 (64.0%) respondents strongly agreed with the statement that lack of consultation by the municipality causes poor service delivery, while two, 02 (1.3%) respondents strongly disagreed with the statement that lack of consultation by the municipality causes poor service

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delivery. Forty-five, 45 (30.0%) respondents agreed with the statement that lack of consultation by the municipality causes poor service delivery, while four, 04 (2.7%) respondents disagreed with the statement. Three, 03 (2.0%) respondents were not sure whether lack of consultation by the municipality causes poor service delivery or not.

Eighty-four, 84 respondents constituting 56.0% of the total sample of the study strongly agreed with the statement that lack of public participation causes public protest and political instability, while two, 02 (1.3%) respondents strongly disagreed with the statement that lack of public participation causes public protest and political instability. Forty four, 44 (29.3%) respondents agreed with the statement that lack of public participation causes public protest and instability, while four, 10 (6.7%) respondents disagreed with the statement. Ten, 10 (6.7%) respondents were not sure whether lack of public participation causes public protest and political instability or not.

Eighty-six, 86 (57.3%) respondents in the study agreed with the statement that community members are informed about IDP meetings, while nine, 09 (6.0%) respondents disagreed with the statement that community members are informed about IDP meetings. Thirty two, 32 (21.3%) respondents in the study strongly agreed with the statement that community members are informed about IDP meetings, while four, 04 (2.7%) respondents strongly disagreed with the statement. Nineteen, 19 (12.7%) respondents in the study were not sure whether community members are informed about IDP meetings or not, which could be lack of information by some councillors and Thulamela Local Municipality employees with regard to IDP meetings.

Seventy-nine, 79 (52.7%) respondents strongly agreed with the statement that lack public participation put community on disadvantage with regard to basic service delivery, while five, 05 (3.3%) respondents strongly disagreed with the statement the statement that lack of public participation put community on disadvantage with regard to basic service delivery. Fifty-five, 55 (36.7%) respondents agreed with the statement that lack of public participation put community on disadvantage with regard to basic service delivery, while four, 04 (2.7%) respondents disagreed with the statement. Seven, 07 (4.7%) respondents were not sure whether lack of public participation put community on disadvantage with regard to basic service delivery or not.

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5.2.4 Major findings on the mechanisms to address the challenges of public participation in Thulamela Local Municipality

The fourth objective sought to find out whether there are resources to capacitate community members in order to participate actively in municipal affairs. The research findings revealed out that the majority of respondent at eighty-seven, 87 constituting 58.0% of the total sample the study agreed with the statement that there are resources to capacitates community members in order to participate actively in municipal affairs, whereas eleven, 11 (7.3%) respondent in the study disagreed with the statement that there are resources to capacitates community members in order to participate actively in municipal affairs. Twenty four, 24 (16.0%) respondents strongly agreed with the statement that there are resources to capacitate community members in order to participate actively in municipal affairs, while three, 03 (2.0%) respondents strongly disagreed with the statement. Twenty five, 25 (16.7%) respondents in the study were not sure whether there are resources to capacitate community members in order to participate actively in municipal affairs or not, which shows ignorance on part of the respondents as managers and assistants managers of the municipality.

Ninety-one, 91 respondents constituting 60.7% total sample of the study agreed with the statement that there is openness and transparency to participation towards decision making process, whereas nine, 09 (6.0%) respondents disagree with the statement. Seventeen, 17 (11.3%) of respondents in the study strongly agreed with the statement that there is openness and transparency to participation towards decision making process. Thirty-one, 31 respondents which constitute 20.7% of total sample the study were not sure whether there is openness and transparency to participation towards decision making process or not, which shows ignorance of respondents as they are categorised as the management of the municipality.

Sixty-five, 65 (43.3%) respondents in the study agreed with the statement that community complaints are attended to the satisfaction by the municipality, while nineteen, 19 (12.7%) respondents in the study disagreed with the statement that community complaints are attended to the satisfaction by the municipality. Twenty-four, 24 (16.0 %) respondents in the study strongly agreed with the statement that community complaints are attended to the satisfaction by the municipality, whereas four, 04 (2.7%) respondents strongly disagreed with the statement that community complaints are attended to the satisfaction by the municipality. Thirty-eight, 38 respondents constituting 25.3% of the total sample of the study were not sure whether community

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complaints are attended to the satisfaction by the municipality or not and this could be based on failure of the municipality on issues of *batho pele*, as more than 25% of total respondents which are councillors, managers and assistants failed to answer the question with satisfaction.

Majority of respondent at eighty, 81 (54.0%) agreed with the statement that basic service delivery is done in accordance with the IDP and Service Delivery and Budget Implementation Plan (SDBIP), while four, 04 (2.7%) respondents disagreed with the statement. Fifty-two, 52 (34.7%) respondent in the study strongly agreed with the statement that basic service delivery is done in accordance with the IDP and Service Delivery and Budget Implementation Plan (SDBIP), while only one respondent strongly disagreed with the statement. The finding of the study revealed that the majority of respondent constituting (88.6%) of the total sample of the study agreed with the statement, as there was only five, 05 respondents constituting (3.33%) of the total sample of the study who disagreed with the statement.

Nighty, 90 (60.0%) respondents in the study agreed with the statement that municipality ensures that communities are aware of IDP meetings, while seven, 07 (4.75%) respondents disagreed with the statement. Thirty-eight, 38 (25.3%) respondents strongly agreed with the statement that municipality ensures that communities are aware of the IDP meetings, while three, 03 (2.0%) respondents in the study strongly disagreed with the statement that basic service delivery is done in accordance with the IDP and SDBIP. The findings of the study is that the majority of respondents at 138, which constitutes (85.33%) of the total sample of the study agreed with the statement that municipality ensures that communities are aware of IDP meetings, whereas only ten, 10 respondents who constitutes (6.7%) of the total sample of the study disagreed with the statement.

5.2.5 Major findings on the types of public participation in Thulamela Local Municipality

The last objective of the study sought to find out the types of public participation in Thulamela Local Municipality and the research findings revealed out that in Thulamela there are types of public participation such as mayoral *imbizo*, community outreach programmes, IDP consultation meetings, pastors forum, mayor *tihosi mahosi* traditional leaders forum, tribal authority visits, extended council meetings and annual report public hearing conducted by MPAC.

Thulamela local municipality has introduced mayoral public participation programme, which is done every quarter to meet members of Thulamela community to discuss all municipal matters

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including service delivery. Public participation at Thulamela municipality starts at the villages where different structures which is South African National Civic Organization (SANCO), Traditional leaders, Pastors forum, Community Organizations and Ward Councilor meet together and discuss issues of their community at Ward Committee meeting and all community representatives will take all information back to the community through Ward Councilor and community representatives.

5.3 CONCLUSION

The study was about the role of public participation in the improvement of basic service delivery in the municipality, a case study of Thulamela Local Municipality. The orientation, the background, and the problem statement of the study were clearly outlined. The objectives of the study were to describe the challenges of public participation in Thulamela local municipality, the role of public participation in Thulamela Local Municipality, the lack of public participation in Thulamela Local Municipality, the mechanisms to address challenges of public participation in Thulamela Local Municipality and to find out which types of public participation are found in Thulamela Local Municipality.

The literature review, together with the legal framework related to the role of public participation on the improvement of basic service delivery in the municipalities has been documented. The historical background of public participation in south Africa, advantages and disadvantages of public participation, the importance of public participation in basic service delivery, public participation and community development, challenges of public participation in the municipalities, participation mechanisms, integrated development plan and public participation, local government democracy and public participation and the empirical evidence of basic service delivery in Thulamela Local Municipality were explicitly presented.

Public participation and basic service delivery are most complicated with many challenges faced by municipality and this suggest that the only way to address this challenges is when local municipalities and communities work together in the Integrated Development Plan. The research methodologies and design used in the study, population of the study, sampling and sampling techniques, data collection and data analysis, followed by the ethical consideration of the research respondents were outlined.

In the study Thulamela employees, ward committee, CDW, and councillors participated in the study except the chairperson of the IDP Rep forum who were not available to participate. The

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majority of respondents agreed with the major objectives of the study and as such, it can be concluded that public participation in municipal affairs plays an important role in the improvement of basic service delivery within the municipalities and other government structures. The researcher hopes that the study will assist Thulamela Local Municipality and other similar municipalities to overcome challenges of public participation to improve basic service delivery within their municipalities.

5.4 RECOMMENDATIONS OF THE STUDY

The following are recommendations of the study that are made based on the findings of the study from the challenges of public participation in Thulamela Local Municipality, the role of public participation in Thulamela Local Municipality, lack of public participation in Thulamela Local municipality, the mechanisms to address challenges of public participation in Thulamela Local municipality and the types of public participation found in Thulamela Local Municipality.

5.4.1 Recommendations on the challenges of public participation in Thulamela Local Municipality.

Based on the findings of the study, it is recommended that stakeholders should be capacitated about the importance of attending public participation meetings so that, when there are invited they will attend in a high numbers which can improve the reporting systems in terms of basic service delivery issues. The municipality should also consult its residents on the issues of public participation. The municipality document must be written in a language that all residents can be able to read; for example, Tshivenda and Xitsonga can be used in Thulamela Local Municipality.

Based on the findings of the study public participation meetings or government programmes of community are derailed from their main objective of giving the community platform to address their grievances and turned into political meeting. Therefore it is recommended that government department or municipality must not turn community meetings into political meetings for all community members to participate freely.

5.4.2 Recommendations on the role of public participation in Thulamela Local Municipality.

It is recommended that municipalities must encouraged public participation as it brings governance closer to the people and creates an improved climate for future service delivery actions. The researcher recommends that municipalities must provide resources to enhance

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public participation to assist community to be aware of their needs and prioritise them according to the municipality Integrated Development Plan (IDP).

The researcher further recommends that municipalities should make provision of budget to improve public participation in order to bring community and government together in working towards the improvement of basic service delivery.

Therefore, based on the findings of the study, it is recommended that municipalities must encourage public participation by equipping their staff who deals with public participation and also made resources (funds) available specifically for public participation matters. Furthermore the researcher recommends that IDP rep forum and traditional leaders must be educated about the processes of IDP and public participation for their involvement in the improvement of basic delivery to be for a good cause.

5.4.3 Recommendations on lack of public participation in Thulamela Local Municipality.

The research findings revealed that lack of public participation causes poor basic service delivery, put community on disadvantage when coming to basic service delivery, causes public protest and political instability. Based on the findings on the study, the researcher recommends that municipality must make it a point that there are public participation in all community development projects which are being run by them, as it encourages ownership of projects by community members.

Based on the findings of the research, it is recommended that community members must be encouraged to participate in the municipal affairs to limit public protest and political instability. By participating people will be knowing the IDP and how their basic needs are going to be delivered to them, as lack of participation will put them on disadvantage when coming to basic service delivery.

5.4.4 Recommendations on mechanisms to address challenges of public participation in Thulamela Local Municipality.

The findings of the research revealed that resources are not enough as Twenty-five, 25 respondents constituting 16.7% of the total sample of the study were not sure whether there are resources to capacitates community members in order to participate actively in municipal affairs or not. Based on the research findings it is recommended that the municipality must make funds

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available in their financial budget to capacitate community members to actively participate in the municipal affairs.

The research findings revealed that 31 respondents constituting 20.7% of total sample of the study were not sure whether there is openness and transparency to participation towards decision making process or not, Thirty-eight, 38 respondents constituting 25.3% of the total sample of the study were not sure whether community complaints are attended to the satisfaction by the municipality or not, while nineteen, 19 (12.7%) respondents in the study disagreed with the statement that community complaints are attended to the satisfaction by the municipality, which clearly reveals that openness and transparency towards decision making process is still lacking behind. And community complaints are not attended to satisfaction by the municipality.

Based on the findings of the study, the researcher recommends that the municipality should made provision on the budget for training, to train managers and assistant managers on decision making processes. On the complaints which are not attended to the satisfaction, the recommendation is that the municipality must appoint full-time customer service personnel to work directly with community complaints, as presently the post of customer service personnel is vacant in Thulamela Local Municipality which can be the cause of failure to attended community complains properly. The researcher recommends that basic service delivery must be done in accordance to integrated development plan and service delivery and budget implementation plan to provide efficient and effective basic services to the community.

It is further recommended that municipality must involve all managers, assistance managers and councillors to the matters of IDP, as the findings revealed that there are some managers and councillors who are not sure whether the municipality ensures that communities are aware of the IDP meeting or not. Which shows ignorance on the part of managers and assistance managers.

5.4.5 Recommendations on the types of public participation found in Thulamela local municipality.

The research findings revealed out that in Thulamela Local Municipality there are types of public participation such as mayoral *imbizo*, community outreach programmes, IDP consultation meetings, pastors forum, mayor *tihosi mahosi* traditional leaders forum, tribal authority visits, extended council meetings and annual report public hearing conducted by MPAC. Based on the findings of the study, the researcher recommends that Thulamela Local Municipality should

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maintain their ways of public participation to improve their basic service delivery within the community.

Thulamela Local Municipality has introduced mayoral public participation programmes every quarter to meet members of Thulamela community to discuss all municipal matters including service delivery. Based on the findings of the study, it is recommended that municipalities must ensure that all channels of communications must be improved to enhance public participation effectively through councilor and traditional leaders.

5.5 RECOMMENDATIONS FOR FUTURE STUDIES

The aim of the study was to investigate the role of public participation in the improvement of basic service delivery in the municipalities, a case study of Thulamela Local Municipality at Vhembe district, Limpopo province. The research was based only on Thulamela Local Municipality and not on other local municipalities within Vhembe district.

The researcher recommends that the same research should also be conducted in other municipalities with the very same topic to get more information about the role of public participation in the improvement of basic service delivery in the municipalities. The findings will assist the municipalities to realise challenges, strength and weaknesses of public participation and basic service delivery.

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Annexure A

RESEARCH PROPOSAL APPROVAL LETTER

UNIVERSITY OF VENDA

OFFICE OF THE DEPUTY VICE-CHANCELLOR: ACADEMIC

TO : MR/MS ST MATLOGA
SCHOOL OF MANAGEMENT SCIENCES

FROM: PROF J.E. CRAFFORD
DEPUTY VICE-CHANCELLOR: ACADEMIC

DATE : 21 AUGUST 2015

DECISIONS TAKEN BY UHDC OF 07 MAY 2015

Application for approval of Master's research proposal in Management Sciences: **S.T Matloga 9519649**

Topic: "The role of public participation in the improvement of basic service delivery in the municipalities: A case study of Thulamela Local Municipality, Limpopo Province."

Supervisor:	UNIVEN	Prof. M.P Khwashaba
Co-supervisor:	UNIVEN	Mr. E Mahole

UHDC approved Master's proposal

Prof J.E. CRAFFORD
DEPUTY VICE-CHANCELLOR: ACADEMIC

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Annexure B

ETHICAL CLEARENCE CERTIFICATE

RESEARCH AND INNOVATION
OFFICE OF THE DIRECTOR

NAME OF RESEARCHER/INVESTIGATOR:
Ms ST Matloga

Student No:
9519649

PROJECT TITLE: **The role of public participation in the improvement of basic service delivery in the municipalities: A case study of Thulamela local municipality, Limpopo Province.**

PROJECT NO: SMS/15/PDN/03/0812

SUPERVISORS/ CO-RESEARCHERS/ CO-INVESTIGATORS

NAME	INSTITUTION & DEPARTMENT	ROLE
Prof MP Khwashaba	University of Venda	Supervisor
Mr E Mahole	University of Venda	Co-Supervisor
Ms ST Matloga	University of Venda	Investigator - Student

ISSUED BY:
UNIVERSITY OF VENDA, RESEARCH ETHICS COMMITTEE

Date Considered: December 2015
Decision by Ethical Clearance Committee Granted
Signature of Chairperson of the Committee: .....
Name of the Chairperson of the Committee: Prof. G.E. Ekosse

University of Venda
PRIVATE BAG X5050, THOHOYANDOU, 0950λ LIMPOPO PROVINCEλ SOUTH AFRICA
TELEPHONE (015) 962 8504/8313 FAX (015) 962 9060
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Annexure C

RESEARCH PERMISSION LETTER FROM UNIVERSITY OF VENDA

SCHOOL OF MANAGEMENT SCIENCES
OFFICE OF THE DEAN

To: The Municipal Managers
Thulamela Local Municipality
P/Bag X5066
Thohoyandou
0950

REF 15/11/1
ATTENTION MHR
2015 -11- 09
THULAMELA MUNICIPALITY
COMMENTS / INFORMATION

09.11.15

REQUEST FOR PERMISSION TO COLLECT INFORMATION FOR STUDIES OF MISS MATLOGA S.T. STUDENT NUMBER: 9519649.

The above matter refers.

We hereby wish to confirm that Miss. Matloga S.T (Student No.: 9519649, a registered Master of Administration (MADMIN) student at the University of Venda is researching on the following topic: **"The role of Public Participation in the improvement of basic service delivery in the municipalities: A case study of Thulamela Local Municipality"**. In order for her to complete her studies, we request your Municipality to provide her with the information that she might need for her study project. As an Institution of Higher Learning, we believe that the research she is undertaking will yield the results that might also assist your Municipality. We therefore encourage your Municipality to assist her with the necessary information that will be collected through questionnaires and interviews. We undertake that the information that will be provided to her will be solely used for this study.

We hope that you find this to be in order and therefore, anticipate your assistance. If any queries, please feel free to contact me at Cell: 079 422 7369 or Email: Matodzi.Khwashaba@univen.ac.za

Prof. M.P Khwashaba
Promoter: Department of O.R Tambo Institute of Governance and Policy Studies

University of Venda
SCHOOL OF MANAGEMENT SCIENCES
PRIVATE BAG X5050, THOHOYANDOU, 0950.
LIMPOPO PROVINCE. SOUTH AFRICA
TELEPHONE 015 962 8707/ 015 962 8969/ 015 962 8706
FAX 015 962 4749

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Annexure D

ACCEPTANCE LETTER FROM THULAMELA LOCAL MUNICIPALITY

Private Bag X5066
Thohoyandou
0950
Limpopo Province
Tel: 015 962 7500
Fax: 015 962 5328
015 962 4020

THULAMELA MUNICIPALITY

Ref	: 4/3/4/1
Enquiries	: Ramugondo R.R
Tel	: 015 962 7643
Fax	: 015 962 4020
Email	: ramugondorr@thulamela.gov.za
To	: Matloga ST
From	: THULAMELA MUNICIPALITY
Date	: 11 November 2015
Subject	: REQUEST FOR PERMISSION TO CONDUCT RESEARCH IN THULAMELA LOCAL MUNICIPALITY.

1. The above matter refers.
2. Kindly note that your permission to conduct research has been granted.
3. Contact Human Resource Section for more information.
4. Hoping that this will reach your favorable consideration

ACTTING MUNICIPAL MANAGER
MALULEKE H.E

1

No: 0028868

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Annexure E

LETTER TO RESPONDENT

04 Crescent Street
Eltivillas
MAKHADO
0920
22 January 2016

Dear Sir/Madam

I' am a registered student at the University of Venda doing Masters of Administration (MADMIN). My research topic is **"The role of Public Participation in the improvement of Basic Service delivery in Thulamela Local Municipality, Limpopo Province."**

Kindly assist in completing the attached questionnaire as a part of my research project and I assure that the survey is anonymous and it is conducted only to obtain an overall statistical data. I undertake that whatever information shall be given to me shall only be used for this study.

I highly appreciate your assistance in this matter

Kind regards

MATLOGA SANAH TEBOGO
STUDENT NO: 9519649
Mobile no: 072 318 4024

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Annexure F

RESPONDENT CONSENT FORM

CONSENT FORM

I,....., hereby agree to participate in the research study, titled " The role of public participation in the improvement of basic service delivery". By signing this consent form, you indicate that you understand the information provided to you by the researcher regarding the study, your question about the research has been answered to your satisfaction, and you voluntarily agree to participate in this study. A copy of this signed consent form can be provided upon request.

- The study aim is to analyse the role of public participation in the improvement of basic service delivery in the municipalities.
- The information provided by the respondent will only be used for the purpose of the study.
- The participation in the study is voluntary and that I can withdrew at any time without any penalty if I feel like doing so.
- All questionnaire and interview data will be handled with confidentiality.
- Participants can refuse to answer certain questions if they feel uncomfortable during the process of collecting data.

I understand that the information I give may not be used for any other purpose except to help the researcher to meet the scholastic expectations. For more information, respondents can contact Prof. M.P Khwashaba, my supervisor at o15 962 8440 and at Matodzi.khwashaba@univen.ac.za

.....
SIGNATURE

.....
DATE

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Annexure G

INSTRUMENT

QUESTIONAIRE

THE ROLE OF PUBLIC PARTICIPATION IN THE IMPROVEMENT OF BASIC SERVICE DELIVERY IN THULAMELA LOCAL MUNICIPALITY

The main aim of this study is to investigate the roles of public participation in the improvement of basic service delivery in Thulamela Local Municipality (TLM), Limpopo Province. This is an opportunity for Thulamela municipality employees, councilors and Thulamela community to give their perception about public participation and basic service delivery by their municipality. For each statements below place an **x** in the box that applies to you

SECTION A: BIOGRAPHICAL DETAILS

1. Gender

Male	1
Female	2

2. Age

Less than 30 years	1
31-40 years	2
41-50 years	3
51-60 years	4
61 years and older	5

3. Position

TLM IDP Rep forum Chairperson	1
TLM employees (Managers and Assistant Managers)	2
TLM Councilor(EXCO Members)	3
Ward Committee (Chairperson)	4

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4. Educational Qualifications

Grade 0-grade 11	1
Grade 12 – Diploma	2
Bachelor's Degree	3
Postgraduate Degree	4

SECTION B: PUBLIC PARTICIPATION IN THULAMELA LOCAL MUNICIPALITY

Item No	Challenges of public participation in TLM	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
5.	Community members participate in the municipal affairs.	1	2	3	4	5
6.	Municipality consult members of the public in any process or development.	1	2	3	4	5
7.	Community members are reluctant to attend meetings of service delivery.	1	2	3	4	5
8.	Traditional leaders are involved in the issues of municipality.	1	2	3	4	5
9.	Councilors encourages public participation in Thulamela.	1	2	3	4	5
10.	Community leaders encourages public participation.	1	2	3	4	5

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Item no	The role of public participation in TLM	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
11.	Public participation plays an important role in the improvement of basic service delivery	1	2	3	4	5
12.	Community members are committed to participate in municipal affairs (projects)	1	2	3	4	5
13.	IDP Rep forum plays an important role in public participation	1	2	3	4	5
14.	Municipality consult members of public about council meetings	1	2	3	4	5
15.	Traditional leaders work hand in hand with the municipality to improve basic service delivery	1	2	3	4	5

Item No	Lack of public participation in TLM	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
16.	Lack of consultation by the municipality causes poor service delivery	1	2	3	4	5
17.	Lack of public participation causes public protest and political instability	1	2	3	4	5
18.	Lack of public participation causes poor basic service delivery.	1	2	3	4	5
19.	Community members are informed about IDP meetings	1	2	3	4	5
20.	Lack of public participation put community on disadvantage when coming to basic service delivery	1	2	3	4	5

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Item No	Mechanisms to address challenges of public participation in TLM	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
21	There are resources to capacitates community members in order to participate actively in municipal affairs	1	2	3	4	5
22	There is openness and transparency to participation towards decision making process	1	2	3	4	5
23	Community complaints are attended to satisfaction by the municipality	1	2	3	4	5
24	Basic service delivery is done in accordance with IDP and Service Delivery and Budget Implementation (SDBIP)	1	2	3	4	5
25	Municipality ensures that communities are aware of IDP meetings	1	2	3	4	5

Thank you for your contribution.

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ANNEXURE H

INSTRUMENT

INTERVIEW SCHEDULE

1. What are the major challenges of Public Participation in the improvement of basic service delivery in Thulamela Local Municipality?

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2. What are the roles of Public Participation in the improvement of basic service delivery in Thulamela Local Municipality?

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3. Which types of Public participation are found in Thulamela local municipality?

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4. What are the importance's of Public Participation in Thulamela Local Municipality?

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5. What are the mechanisms that are used to promote effective public participation in Thulamela Local Municipality?

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Thank you for your contribution.

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