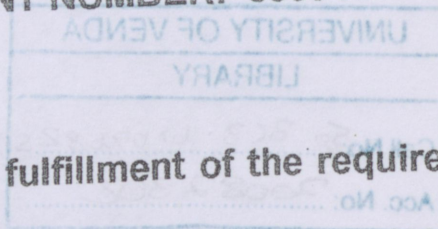


A CRITICAL ANALYSIS OF WATER SUPPLY SERVICE DELIVERY IN THE MUTALE MUNICIPALITY

by

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Research submitted in partial fulfillment of the requirement for the degree
of Masters in Public Management at the University of Venda

School of management sciences and law

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DECLARATION

I declare that everything in this study about services delivery in Mutale Municipality Area is my own responsibility and I have not previously submitted it to any University.

Phangulani.....
Signature

2006-04-18.....
Date

ACKNOWLEDGEMENT

I could not have completed my research without the generous support and intervention of my supervisor, Mr Khwashaba M.P. who encouraged me even when I was about to give up. He helped me unreservedly.

I also thank Dr. Kutama P. for guiding me on how to analyze the result of my study. When he told me to go and re-do the whole work, I thought that my dream of completing my research was not going to be realised. At the end I realized that it was worthwhile.

I cannot forget people from Mutale Municipality Area who helped me in collecting data and Mrs. Netshiumoni Agnes from khathu's Printers for typing my assignment.

Finally, I must give thanks to Rudzani , my husband who encouraged me to finish my research. He kept on asking when my research would be finalised. My children Rohula, Unarine and Phathu for not disturbing me while I was collecting and synthesizing data, I say thank you sons.

ABSTRACT

Declaration

1

This study is about water supply services in the Mutale Municipality Area. Data about how and the extent to which water supply services had been delivered in the Mutale Municipality is also provided in this study. The researcher found that, community members at Mutale Municipality do not pay for water supply services as they are supposed to because they do not have sufficient money to pay for water supply services. The municipality does not provide sufficient water supply services because of lack of resources to provide water supply services.

1.2 Aim of the research

4

The researcher recommends that the municipality should subsidize water supply services because the community members do not have sufficient money. The researcher further recommends that the municipality should allow the community to participate in drafting of the municipal budget and in planning of the water supply service delivery. The municipality should also improve their communication strategy so that the information can reach the majority of the community.

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A CRITICAL ANALYSIS OF THE WATER SUPPLY SERVICE DELIVERY IN THE MUTALE MUNICIPALITY

CHAPTER 1

1:1 INTRODUCTION

When the South African democratic government took office in 1994 it had as its objective vision of mobilizing the economic resources of the country towards the betterment of the lives of all people. The Constitution of the Republic of SA 1996 (Act 108 of 1996) encouraged local government to provide services to all the citizen of South Africa. This vision necessitated the South African government to set out the core principles, mechanisms and processes that give meaning to developmental local government. This was done in order to empower municipalities to move progressively towards the social and economic upliftment of communities. The constitution of the Republic of South Africa 1996 (Act 108 of 1996) also mandated municipalities to execute the provision of basic services to all the people and specifically the poor and the disadvantaged rural communities and to ensure universal access to essential services that are affordable to all (GCIS, 2002:2).

The decentralization of municipalities opened a new chapter in the history of South Africa especially in rural communities. According to GCIS (2002:1) the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996 provided for categories A, B, and C of municipality. The Local government: municipal structures Act 1998 (Act No 117 of 1998), contains criteria for determining the category of municipalities. The municipal structures act, Act No. 117 of 1998) municipalities are categorized as follow: 1. Category A is comprised of Metropolitan Municipalities. This category is only established in metropolitan areas. South Africa has six metropolitan municipalities namely: Johannesburg, Cape Town, Tshwane, Ekurhuleni, Nelson Mandela and Ethekweni as determined by the Municipal Demarcations Board. 2. Category B is comprised of Local Municipalities. South Africa has 231 local municipalities e.g. Thulamela, Musina, Makhado and Mutale: Category C is comprised of District municipalities, e.g. Vhembe. There are 47 District Municipalities in South Africa. The

local government published the Local government: Municipal Systems Act, 2000 (Act 32 of 2000) to establish a framework for planning, performance management systems, effective use of resources and organizational change in a business context (GCIS, 2002:2). The Local government municipal systems Act 2000 (No 32 of 2000) gave municipalities' powers to execute their services and establish utilities for service delivery or enters into partnership with other service providers.

1.2 BACKGROUND OF MUTALE MUNICIPALITY

Mutale Municipality was established in terms of the Local government: Municipal Structures Act, 1998 (Act 117 of 1998) which provides for the establishment of municipalities, their categories, competencies, power and functions. Mutale municipality is situated in the far North Eastern part of the Limpopo Province. With the population estimated at 78922, it is one of the four local municipalities which fall under Vhembe District Municipality. Mutale Local Municipality borders Musina Municipality and the Republic of Zimbabwe on the North, the Republic of Mozambique on the East, Makhado Municipality on the West and Thulamela Municipality on the South. Mutale municipality serves almost 100 percent of rural communities which are poverty stricken and the unemployment burden is very high.

It has 17 Councillors on its Municipal Council and has an executive committee. The Municipal Council has nine directly elected (Ward Councillors) councillors and eight proportionally elected Councillors. The political head of the Municipal council is the Mayor and the administrative head is the Municipal manager. The Mutale area of jurisdiction consists of 9 wards with a total of 34333 registered voters.

1.3 STATEMENT OF THE PROBLEM

According to Section 84 of the constitution of the Republic of South Africa, 1996 (Act 108 of 1996) gave mandate to the municipalities the right to govern, on their own initiative, the local government affairs of their community subject to national and provincial legislation.

1.3 According to the Local government: Municipal Systems Act 2000 (Act 32, 2000:20) some of the mandate given to municipalities include: the provision of services to communities in a sustainable manner, the promotion of social and economic development, the provision of a safe and healthy environment, the encouragement of the involvement of communities and community organizations in matters of local government.

1.4 Both the national and the provincial governments may not impede a municipality's right to exercise the mandate given by the constitution of the Republic of South Africa, 1996 (Act 108 of 1996).

1.5 Mutale municipality is trying its best to provide water supply services to its community. A practical example is that of Tshivaloni Village, a borehole was dug; a machine installed which is used to pump water for the community of Tshivaloni. Unfortunately, some members of the community stole parts of the machine used to pump water which left the Tshivaloni community with no water for some days (Phalaphala FM talkback show, 23 April 2005).

1.6 This and other problems to water supply services seem to affect the community although the extent of the problem is not clear. The municipality is faced with a problem of providing essential water supply to communities. It is important to understand the factors that could affect the water supply services delivered by the municipality to rural areas. The current study analyses the water supply services delivery in the Mutale municipality and assess the factors that could affect water supply services delivery by the municipality.

1.4 RESEARCH QUESTIONS

The researcher was guided by the following similar questions:

- Which strategies is Mutale Municipality applying to provide effective water supply services to its rural community?
- What is the perception of the community towards water supply service delivery in the Mutale Municipality?

1.5 AIMS OF THE RESEARCH:

The following aims were achieved:

- To investigate the conditions which affect the water supply service delivery in Mutale Municipality.
- To analyse the effect of strategies used by Mutale Municipality in delivering water to this previously disadvantaged community.

1.6 HYPOTHESIS

The researcher was guided by the following hypothesis:

- Inadequate capacity to deliver water supply services slows the pace of water supply service delivery in the Mutale Municipality.
- Lack of resources hinders the process of supply service delivery in Mutale Municipality
- Inadequate mechanisms to transmit information to communities resulted in poor knowledge on the plans of municipality.

1.7 SIGNIFICANCE OF THE STUDY

The study provides data about how and the extent to which water supply services had been delivered in the Mutale municipality. It is hoped that this study will help all the stakeholders to understand their roles in water supply service delivery and provide strategies that could be used effectively by Mutale Municipality in providing water supply services in its area of jurisdiction.

1.8 LIMITATION OF THE STUDY

The development of this study has been affected by lack of funds as it involved a lot of traveling which required large traveling expenses to collect information since the communities under Mutale municipality are scattered.

1.9 DELIMITATION OF THE STUDY

The research was conducted in Region Three of the Limpopo Province with special reference to Mutale municipality. The study was conducted from 2005 – 2006.

1.10 DESIGN AND METHODOLOGY

Empirical research of this study consisted of research design, population identification, sampling strategies, sample size, measuring instrument, data collection procedure and analysis techniques.

1.11 DEFINITION OF CONCEPTS

1.11.1 MUNICIPALITY

A municipality is an organ of state within the local sphere of government exercising Legislative and executive authority within an area determined in terms of the local government (Local Government, 200:20).

1.11.2 Empowerment means to enable people to take control over their own lives, for example in education, training, financial support access to opportunity (Local Government 200:10).

1.11.3 The municipalities are expected to provide basic services such as electricity, water, sanitation, refuse removal, municipal roads, parks and recreational facilities, in terms of the free basic service policy that came into effect in July 2001 (Hamel & Venter, 20004:8).

1.13 REFERENCE TECHNIQUES

In this research, Harvard method were followed. When quoting reference in the discussion, the research followed the following format: if quoting the author from the beginning of the sentence it is written as follows: According to Behr (1983:72), a questionnaire is the most techniques and methods used to get something in written

form. If quoting the author from the end of the sentence it is written as follows: A questionnaire is the most techniques and methods used to get something in written form (Behr, 1983:72).

1.14 ORGANISATION OF RESEARCH

Programme of the study will adhere to the following structure:

Chapter one

Background of the study

In this chapter introduction background of Mutale municipality statement of the problem, research questions, aims/ objectives of the study, hypothesis, significance of the study, delimitation of the study, limitation of the study, definition of concepts, reference techniques and organisation of the study are presented.

Chapter two

Literature Review

Chapter two provides the theoretical framework within which the research was conducted as well as a systematic critical and integrated discussion of related studies.

Chapter three

Research Methodology

Chapter three contains the research methodology, which includes research design, population identification, sampling strategies, sample size, research instruments, and data collection procedure and data analysis techniques.

Chapter four

Data analysis and interpretation

Chapter four provides the presentation of results, analysis and interpretation of data.

Chapter five

Findings, recommendations and conclusion

Chapter five contained the main findings, recommendations and conclusion.

2.1. INTRODUCTION

Service delivery originated some 1 000 years before the birth of Christ. People were compelled to live in close proximity with others and be subject to a form of governing body. This gave rise to service delivery. Basic municipal service delivery means a municipal service that is necessary to ensure an acceptable and reasonable quality of life which, if not provided, would endanger public health or safety or environment (Municipal systems Act, 2000). This chapter will focus on the literature review on the basic service delivery. The legislative framework of service delivery, aspects that enhance service delivery and aspects that hinder service delivery. Lastly, this chapter will focus on the approaches or mechanisms of service delivery.

2.2. LEGISLATIVE FRAMEWORK REGARDING SERVICE DELIVERY

To help the municipality to provide effective service delivery to the community, the municipality must be guided by the following Acts:

2.2.1. The Constitution of the Republic of South Africa, 1996 (Act 108 of 1996)

According to Section 152 of the Constitution of the Republic of South Africa, 1996 (Act 108, 1996), one of the objectives of the local government is to ensure the provision of service to communities in a sustainable manner. This means that the municipality must utilise the resources in such a way that it ensures that the activities can be maintained over a long period.

2.2.2. White Paper on Local Government, 1998

During the apartheid era there was systematic under investment in municipal infrastructure especially in black areas. This deprived millions of people of access to basic services, including water, sanitation, refuse collection and roads. Municipalities

CHAPTER 2

LITERATURE REVIEW

2.1. INTRODUCTION

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2.2.2 White Paper on Local Government, 1998

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2.2.2 have to address this backlog. The central mandate of the development local government is to develop service delivery capacity to meet the basic needs of the communities (The White Paper on Local Government, 1998:92). The municipalities must plan and provide appropriate forms of service delivery for all people.

2.2.3 Local government: Municipal Systems Act, 2000 (Act 32 of 2000)

According to Section 73 of the Local government: Municipal Systems Act 2000, (Act 32 : 2000) municipalities must give effect to the provisions of the constitution of the Republic of South Africa, 1996 (Act 108, 1996) and ensure that all members of the local communities have access to at least the minimum level of basic municipal services. The municipality must provide services which are accessible to everyone. The municipality must also ensure efficient and effective use of available resources.

2.2.4 Local government: Municipal Structures Act 1998 (Act 117 of 1998)

According to Section 58 of the Local government: Municipal structures Act, 1998 (Act 117:1998) a district municipality must seek to achieve the integrated, sustainable and equitable social and economic development of its area as a whole. This can be done by promoting the equitable distribution of resources between the local municipalities in their areas to ensure appropriate levels of municipal services within their areas.

2.3. TYPES OF SERVICES

Ismail et al (1997:142) identifies seven types of services that must be delivered by the municipality: Community services, security services, subsidised services, Commercial services, environmental services, service of convenience and economic services which are briefly discussed in this sub-section.

2.3.1 Community Services

Community services are provided by the local authorities for which no direct service charges are levied on consumers (Ismail et al, 1997:68). Fees are collected indirectly from consumers through the payment of taxes. Community services includes services such as community hall, Municipal health care, storm water drainage, roads and streets.

2.3.2 Security Services

Security services are those services which are aimed at protecting the local inhabitants during or after local crises. Every municipality must have enough security to protect its community against any crime. Everybody has the right to freedom and security of the person which includes the right to be free from all forms of violence from either public or private sources (The Constitution of the Republic of South Africa, Act 108 of 1996(12)(c)). Security services include services such as civil protection, traffic control and law enforcement.

2.3.3 Subsidized Services

Subsidised services are those services which are provided as agency services on behalf of other levels of government (Ismail et al, 1997: 68). In these cases central or provincial government will make transfer payments to local municipalities for performing services on their behalf. E.g. the provincial government transfers money to the local municipality for building a library. Subsidised services may be in the form of Ambulance, Libraries and Museums.

2.3.4 Commercial Services

Commercial Services are rendered according to business principles with the aim of making a profit (Ismail et al, 1997, 69). Commercial services provide direct funds to the municipality. In other words, there is a direct payment from the consumers. Commercial services include services like electricity, gas supply, produce market, abattoirs, urban transport and water.

2.3.5 Environmental services

Environmental services are essential services since they deal with the protection of the environment. They are not restricted to pollution control, but they also include the protection of the physical environment and its natural resources within the local authority's area of jurisdiction (Ismail et al, 1997:69). For example, nobody is allowed to cut trees without the permission of the local municipality. It is not possible to levy a direct charge on local people because it is not simple to measure the consumption level.

Environmental services are services such as pollution control, nature conservation and refuse collection.

2.3.6 Services of convenience

Services of convenience are rendered for convenience purposes and include recreational facilities, nature reserves, swimming pools and ablution facilities. These services are aimed at creating a relaxed and comfortable living environment for citizens and they are open to the public as a whole. To be more productive, people need a relaxed body and mind. Every municipality must ensure that these types of services are provided so that the municipality can be successful.

2.3.7 Economic services

Economic services are services like housing, licencing, sewerage and cleaning. These economic services can be provided on a cost recovery basis without making profit or a deficit (Ismail et al, 1997, 69). The municipality provides service to the consumers and put a price on that particular service to be paid by the consumers.

2.4. ASPECTS THAT ENHANCE SERVICE DELIVERY

It is the duty of the municipality to provide effective basic services to the community. The following are some of the aspects that makes service delivery more attractive: Public participation, Batho Pele White Paper, White Paper on Local Government, 1998 and the Constitution of the Republic of South Africa 1990, (Act 108 of 1996).

2.4.1 Public Participation.

Public participation is the process by which individuals and families assume responsibilities for their own health and welfare and those of the community and develop the capacity to contribute to their community development (Meyer, 1914:155). Municipality is the closet sphere of government to the community. In order for a local municipality to provide good services, there must be Public participation. Public participation is the only way where the municipality can find out about the needs of the people. The municipality must encourage and create conditions for local community to

participate in the affairs of the municipality. (Government Gazette, Vol. 425, November 2002:30).

There are several ways in which the public can participate in service delivery, these are voting, planning, forming part of ward committees, imbizo, budgeting, drafting of by – laws and media talk-back show.

2.4.1.1 Voting

Every adult citizen has the right to vote in any legislative body established in terms of the constitution and to do so in secret (The constitution of the Republic of South Africa (Act 108 of 1996, Section 19(3)). The public may participate by voting for the political party of their choice and to vote for the councilor who is going to represent them in their local municipality. The community has the right to elect Civic Association members in their local areas that must look at their needs.

2.4.1.2 Participate in Integrated Development Plan

Integrated Development Plan is a document which serves as a five year strategic plan for the municipality which assist in addressing the service backlogs.

The municipal council, or a committee of council may not exclude the public, including the media, when considering or voting for the municipality's draft integrated development plan, or any other amendments of the plan, tabled in the council (Municipal systems Act 32 of 2000, 20(2)). Integrated development plan is a five-year plan of the municipalities which indicates what or which service will be delivered within that period of time. The municipality cannot draft an integrated development plan without the participation of the public. The public must first submit their needs to the municipality so that the needs can be prioritized. The most important needs must be satisfied first and then other needs satisfied later.

2.4.1.3 Ward committees

A ward committee is a committee which is elected by the community of that particular ward. A ward committee works with a councillor of that ward to assess the needs of the community. Public participation through ward committees is the most effective way because a ward committee is composed of a wide range of diverse interests. Apart from ward councillor, the ward committee has representatives from youth, women, religious groupings, business forums, education, traditional leaders, informal traders, disabled and unemployed people. According to Section 59 of the Local government: municipal systems Act, 2000 (Act 32; 2000) a ward council has duties such as creating formal unbiased communication channels between the community and the council by assisting the ward councillor in identifying conditions, challenges and needs of the residents, drafting of the budget, drafting IDP, drafting service delivery options and making municipal priorities.

2.4.1.4 Imbizo

Imbizo refers to a gathering that is called by senior officials from any level of government with the view of getting information from the community in connection with service delivery. Imbizo is another way of public participation in government activities. It is based on giving further effect and concrete expression to participatory democracy so that communities can exercise their rights to be heard.

The government's Imbizo programme was launched in 2001 as a period of intensified activities where all spheres of government, that is national, provincial and local government interact with people across the country. The Imbizo initiative plays an important role as an interactive style of governance, which creates more space for public participation and involvement around interactive implementation of service delivery (Sowetan, Friday, 4 February 2005:4). Imbizo is an unmediated communication between government and people. Imbizo enhances service delivery because the government receives first hand information on the needs and grievances of the communities.

2.4.1.5 **Municipal budget**

According to Section 20(b) of the Local government: Municipal Systems Act 2000 (Act 32, 2000) the municipality must not exclude the public when drafting a budget. The main aim of the municipality is to provide good service delivery to the community. If the municipality does not consult the public, the municipality cannot provide good service which can satisfy the needs of the community. The municipality must know the needs of the community before the municipal budget is drawn. After the drafting of the municipal budget, it must be communicated to the community before the final budget can be drawn.

The ward councillor must discuss the draft budget with the community. The community must make contributions (inputs) to the draft budgets. The ward councillor must then submit the inputs to the municipal council. The community's inputs must then be taken into consideration when the final budget is drawn.

2.4.1.6 **Drafting of By-laws**

Another way of public participation is during the process of making by-laws. A municipal council must adopt by-laws to give effect to the implementation and enforcement of its tariff policy (Municipal Systems Act, Act 32, 2000, 75). By-laws may differentiate between different categories of users, service providers, services, service such differentiation does not amount to unfair discrimination.

After the drafting of the by-laws by the municipal council, the ward councillor must go and discuss the draft by-laws with the community. The community must give their opinions about the by-laws. After that the ward councillor must give the report back to the municipal council. It is then that the final by-laws can be drawn.

2.4.1.7 **Media talk-show**

Media talk-show is about the media program that is delivered live through the Radio or TV, where people discuss about the service delivery. The community is allowed

to phone in and raise their opinions and their problems. Everybody has the right to freedom of expression, which includes freedom of the press and other media (The Constitution of the Republic of South Africa Act, (Act 108; 2000:16). The talk show must be done in local languages so that everybody may participate.

2.4.2 The Batho Pele White Paper

Batho Pele is a Sotho saying which means people first. Batho Pele White Paper also enhances service delivery because it identifies eight principles that must be followed to ensure proper service delivery to the communities. This White Paper is aiming at transforming the public service so that it must be effective in delivering services which meet the needs of all South African citizens.

There are eight principles of Batho Pele as identified by the Batho Pele White Paper, 1997. These are Consultation, Service Standards, increasing access, ensuring courtesy, provide more and better information, redress, openness and transparency and best value for money, and they are briefly discussed in this subsection.

2.4.2.1 Consultation

This principle demands that the people, and not any party leaders or any other influential persons should decide which public policies would best serve to advance the common welfare. Two requirements are essential with regard to this principle.

- the democratic system which provides some kind of institutional machinery that can inform the public officials and other bodies involved of the decisions and policies that the public want adopted and enforced,
- after having ascertained what the public wishes and demands are, the governing officials bring them to fruition irrespective of whether they question the wisdom of the demands (Bekker 1996:54).

According to Bekker (1996:55), most decisions taken are views supported by different groups or parties. One group will be satisfied at the expense of the other groups. The solution as to which group will win is determined by the principle of majority rule which requires that as long as 50% + 1% determine and approves the

2.4.2.3 procedures taken. When people are encouraged to take part in the preparation of the budget, in the review of the integrated development plan, when they are asked for opinion in the provision of municipal service, this is consultation. Councillors must encourage people under their jurisdiction to participate fully in the activities of the municipality.

2.4.2.2 **Service Standards**

The citizens must be told about the level and quality of the service they will receive. This is done for citizens to be aware of what they should expect. People must receive standardised services e.g. hospital-the number of people who visit the hospital must determine the number of workers on duty. Municipality must tell the citizens when they will get feedback. Section 15 of the Local government: Municipal Systems Act, 2000(Act 32:2000) prescribes that the municipality must draw a code of conduct. The municipal code of conduct must be constantly updated and it must be kept at the municipality's official records of all applicable by-laws. At the request of any member of the public the municipality must provide such a person with a copy of the municipal code against payment of a reasonable fee.

Section 73 of the Local government: Municipal Systems Act, 2000 (Act 32: 2000) prescribes that a municipality must give effect to the provision of the constitution. Municipality must give priority to the basic needs of the community. It must promote the development of local community. It must make sure that the local community have access to at least the minimum level of basic municipal services. It must also make sure that services are equitable and accessible and provided in a manner that is conducive to economic, efficient and effective use of available resources and the improvement of standards of quality. A municipality must be financially sustainable, be environmentally sustainable and be regularly reviewed with a view to upgrading extension and improvement.

Municipal council must adopt by-laws to give effect to the implementation and enforcement of its tariff policy. By-laws may differentiate between different categories and geographical areas as long as such differentiation does not amount to unfair discrimination.

2.4.2.3 Increasing Access

According to Section 5 of the Local government: Municipal Systems Act, 2000 (Act 32:2000), it is the right of every citizen to have access to services which they are entitled. Municipalities must increase pay points for the pensioners to make service accessible to everyone. Their services must cater for all the people irrespective of whether one has disability or not.

A municipal council has the right to govern the local government affairs of the local community. They have the right to exercise the executive and legislative authority without interference. They can finance the affairs of the municipality by charging fees for services and imposing such charges on fees and rates on property. The council of municipality has authority to use the resources of the municipality in the interest of the local community. It has the duty to provide democratic and accountable government, to encourage them.

2.4.2.4 Ensuring Courtesy

Citizens should be treated with courtesy and consideration. Everyone has inherent dignity and the right to have their dignity respected and protected The constitution of the Republic of South Africa, 1996,(Act 108 of 1996). The way in which public servants respond to people must show respect and they must be polite. According to section 9 of the Constitution of the Republic of South Africa Act, 1996 (Act 108 of 1996) everybody has the right to equality. Citizens must not be discriminated against, but must be treated equally irrespective of their gender, sex, race, age or religion.

Every municipality must have a code of conduct which must among others include: how to greet customers, How to deal with complaints, how to treat people with disability, the tone of voice when answering telephone and how to communicate with the community.

2.4.2.5 Provide more and better information

According to Section 6 of the Local government: Municipal Systems Act, 2000 (Act 32 of 2000), citizens should be given full, accurate information about the public

service they are entitled to receive. A municipality's administration must give members of the local community full and accurate information about the level and standard of municipal services they are entitled to receive (Municipal systems Act 32, 2000:6). When communicating the information, a municipality must take into consideration the language preferences and usage in the municipality and the special needs of people who cannot read or write. If there is something that must be notified by the municipality through the media to the local community, it must be done in the local newspaper of its area or by means of radio broadcast covering the area of the municipality. The municipality must always put name and address or contact number for obtaining further information in all correspondence and at the point of delivery.

2.4.2.6 Redress

If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy. Example, If the Municipality promises citizens that the community will get clean water during a specific period of time, and fail to provide water, the municipality must apologise to the community. According to Section 95 of the Local government: Municipal Systems Act, 2000 (Act 32:2000) the municipality must provide accessible mechanisms for the people to query or verify accounts and metered consumption, and appeal procedures that allow such persons to receive prompt redress for inaccurate accounts. The municipality must review and improve the complaints system in line with accessibility, speed, fairness, confidentiality, responsiveness, review and training. Complaints must be listened to with sympathy.

2.4.2.7 Increase openness and transparency

According to Section 160 of the Constitution of the Republic of South Africa 1996, (Act 108 of 1996) citizens should be told how national and provincial departments are run, how much they cost and who is in charge. A municipal council must conduct its business in an open manner and may close its sittings, or those of its committees, only when it is reasonable to do so having regard to the nature of the business being transacted. The community must be told if by-laws are made and they must be allowed to give their opinions. Openness builds confidence to the

community. The municipality must invite the public to visit its delivery point to meet all officials and discuss how service can be delivered.

2.4.2.8 Getting the best value for money

Public services should be provided economically and efficiently in order to give citizens the best possible value for money (Batho Pele White Paper, 1997, 4). The municipality must provide services of the improved standard of quality every time. Available resources must be used efficiently and effectively to ensure financial sustainability. According to Section 74 of the Local municipality: municipal systems Act, 2000 (Act, 32, 2000) when the municipality decides on the tariff policy, the municipality must ensure that the amount paid must be in proportion to the service delivered. The municipality must eliminate waste. When the municipality decides on the mechanism to provide services, it must first assess the direct and indirect costs and the benefits associated with the project.

2.4.3 White Paper on Local Government, 1998

The White Paper on Local Government was approved by the cabinet during March 1998. The White Paper was drawn with the aim of transforming the institutions of the South African State on the fact that the new state has a specific mission; that of meeting the new developmental objectives which will help to create a better life for all. Section F of the White Paper on Local Government, 1998 focuses on service delivery systems, and a wide range of approaches to transforming municipal service delivery systems are put forward. The White Paper on Local Government, 1998 listed the following principles of service delivery. In delivering basic services to the communities the municipalities must be guided by the principles which are briefly described below.

2.4.3.1 Accessibility of services.

According to Section 43 of the White Paper on Local Government, 1998 municipalities must ensure that all citizens regardless of race, gender or sexual orientation have access to at least a minimum level of services. Accessibility is not only about making services available, but also about making services easy and

convenient to use. Municipality should particularly aim to ensure that people with a disability are able to access municipal services and amenities.

2.4.3.2 Affordability of services

The municipality cannot provide services to the communities unless they are financially affordable to the municipality. This can be done if by determining appropriate service level. Service levels which on to a high may jeopardize continued service provision. The municipality must also set tariffs which balance the economic viability of continued service provision. According to the Local government: Municipal Systems Act (Act 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).

2.4.3.3 Quality of products and services

Quality of service includes attributes such as sustainability for purposes, timelines, safety, convenience, continuity and responsiveness to service users. It also includes professional relationships between service providers and service-user (White Paper on Local government 1998.93).

2.4.3.4. Accountability for services

It is the responsibility of municipal councils to ensure the provision of quality services which are affordable and accessible by the service users.

2.4.3.5. Integrated development and services

Municipalities should adopt an integrated approach to planning and ensuring the provision of municipal services. They should take into consideration the economic and social impacts of service provision in relation to municipal policy objectives e.g. poverty eradication and job creation through public works (White Paper on Local Government, 1998, 94).

2.4.3.6 Sustainability of Services

Continuous service provision is dependant on financial and organisational systems which support sustainability. These include both financial viability and environmentally sound and socially just use of resources (White Paper on Local Government, 1998, 94).

2.4.3.7 Value for money

Value for money refers to the cost of inputs and of the quality and value of the results. This implies that the best use is made of public resources to ensure universal access to affordable and sustainable services (white Paper on Local Government: 1998, 94).

2.4.3.8 Ensuring and promoting competitiveness of local commerce and industry

The job generating nature of commerce and industry must not be affected by higher rates and service charges on industry and commerce in order to subsidise domestic users. Greater transparency is needed to boost investor confidence in local areas. (White Paper on Local Government, 1998, 94).

2.4.3.9. Promoting democracy

According to Section 195 of the Constitution of the Republic of South Africa 1996 (Act 108 of 1996) the Local Government must be governed by the democratic values and principles enshrined in constitution. Efficient, economic and effective use of resources must be promoted. Some of the visible democratic activities that must be available to the municipalities are: Elections refuse removal and water supply.

2.4.4 The Constitution of the Republic of South Africa 1996, (Act 108 of 1996)

Section 152 of the constitution of the Republic of South Africa, 1996 (Act 108 of 1996) indicates that the objectives of the local government are to provide democracy and accountable government for local communities. The municipalities must ensure the provision of services to communities in a sustainable manner, to promote a safe and healthy environment and to encourage the involvement of communities and community organizations in the matters of local government.



2.5.1.2 The Constitution of the Republic of South Africa 1996, (Act 108 of 1996) enhances service delivery because it encourages community involvement in service delivery. Section 16 of the constitution of the Republic of South Africa, 1996 (Act 108 of 1996) indicates that everyone has the right to freedom of expression. This enhances service delivery because the communities are allowed to report everything to the media. They are allowed to report even the services which are not delivered. This encourages the municipality to provide good quality services to the community in fear of being published by the media.

2.5.1.3 Patronage

2.5. ASPECTS THAT HAMPER SERVICE DELIVERY

Whereas promotion is narrowed down to the appointment of relatives, Patronage is There are aspects that hinder or prevent effective delivery of services. The following aspects will be discussed: corruption, Lack of training expertise and lack of resources.

2.5.1. Corruption

Corruption can be described as an act of immoral behaviour, to ruin morality, to destroy, to pervert, marked by guilty of dishonesty, especially bribery, to cause to become rotten. Corruption in general could mean the promotion of private gains or selfish interests against the overall objectives of the government, by whoever is in charge and responsible within the area of work (Mafunise, 2000:11). Corruption is one of the factors that hampers service delivery in any organization. Corruption has different forms which are briefly described in this sub-section.

2.5.1.1 Embezzlement

Embezzlement is the coming process of taking money, goods for own use in violation of trust (Botes, 1994:227). Embezzlement is regarded as a white collar crime. This type of corruption is mostly practiced by people with higher positions. They tend to use goods or monies that belong to the municipality for their own benefit.

2.5.1.2 Nepotism

Nepotism is understood in administrative terms as the practice of appointing relatives to senior positions (Marais, 1990:86). This process of hiring relatives hampers service delivery because sometimes unskilled or uneducated person may be employed. If the person employed does not have the skills to perform that particular service, no service or poor service will be delivered to the community.

2.5.1.3 Patronage

Whereas nepotism is narrowed down to the appointment of relatives, Patronage is based on the appointment of any person as long as they belong to the same organization. Instead of employing capable candidates with suitable qualifications, incapable patrons are employed even when they lack the relevant qualifications (Mafunise, 2000:15). The side effects thereof are red tape and personnel turnover, which ultimately lead to the inefficient use of government resources. The result will thus, be poor service delivery.

2.5.1.4 Bribery

This is a common law as well as statutory crime of offering, giving, receiving or soliciting something of value with the intention of influencing someone to act in favour of you. Both the giver and the receiver are guilty of offence known as bribery. Bribery lowers the standard and quality of service delivery.

2.5.1.5 Theft

Theft means using of office property for personal gains. Theft can be practiced in different ways in the public service. The following types of theft will be discussed:

- **Diversion of public resources**

Theft of public property ranges from petty stealing such as using office phone for personal calls to the stealing of large amount of public funds and valuable property. E.g. public servants who sometimes are used as workers in political campaigns while on duty (Cameron; 1995:70). Sometimes money transferred by the central or

provincial government to the municipality for providing a specific service may be diverted to another project or may be used for private individuals.

- **Delivering of low quality materials**

Delivering low quality materials, than specified in the contract is another way of stealing from the government. Higher prices for higher quality products are being paid for lower quality materials worth much less. (Soweto, 6 May 2005).

- **Ghosting of employees**

Ghosting occurs when one receives payment for resources or services not actually delivered. This can happen if a person receives salary from an employer whereas that person is no longer working for that particular employer (Soweto, 12 September 2003). Sometimes ghosting occurs when a supplier receives money for the products he did not deliver. E.g. a person may claim money from the government for stationery which was not delivered.

- **Bid Rigging**

According to Section 89 of the Local government: Municipal Systems Act, 2000 (Act 32 of 2000) the municipality may decide to provide service through external service providers. The municipality must select the service provider through the selection processes which must be fair, competitive, transparent, equitable and cost effective. The municipality must also allow all prospective service providers to have equal access to information relevant to bidding process. It may happen that one of the procurement committee members may leak the information about the bid to one of the service providers. That particular service provider will get the bid as he has more information about the bid. In return he will pay kickback to that member. Public officials use advantage of confidential information to make profit for themselves.

2.5.2. Control of Corruption

It is not possible to root out corruption, but corruption can be minimized by using Public Protector, Auditor General, Adherence to Christian principles, free press and media, Imposing severe penalties, Independent judiciary and whistle blowing.

2.5.2.1 Public Protector

Section 182(1) of the Constitution of the Republic of South Africa Act, 1996 (Act 108 of 1996) authorizes the Public Protector to investigate according to his or her initiative or on receipt of a complaint, any alleged maladministration improper or dishonest act, or omission or corruption with respect to public funds, improper or unlawful enrichment or receipts of any improper advantage or promise of such enrichment or advantage by a person in the employ of any sphere of government. This helps to minimize corruption because it is expected that public officials will act ethically and as effectively and efficiently as possible, with the knowledge that the public protector may investigate unethical practices and make his or her findings known to the public.

2.5.2.2 Auditor General

According to section 188(1) of the Constitution of the Republic of South Africa Act, 1996 (Act 108 of 1996), the function of the Auditor General is to ascertain, investigate and audit all accounts and financial statements of all the departments of the central, provincial and local levels of government and any statutory body or other institution that is financed by wholly or partly by public funds. The Auditor General has access to all books, record and all documents with information relating to that accounts and financial statements of public in institution.

All incidents of mismanagement reported to the Auditor General must be highlighted by the media. This report is the powerful instruments for enforcing accountability at all levels of government. This can minimize corruption. Government auditors should forecast, areas where inefficiency could occur, report timeously to parliament, and ensure that remedial steps are taken to prevent such inefficiency from occurring (Hanekom & Thornhill 1994:156).

2.5.2.3 Adherence to Christian principles

It is said that some countries, such as South African public institutions are at present, predominantly staffed by people of Christian faith. According to Gildenhuys (1991:17) 78 percent of all South Africans, profess to adhere to Christianity. This helps to minimize corruption because laws written on heart rather than on paper will

2.5.2.7 be a decisive factor in preventing corruption. Unfortunately, some of these peoples seem to have only nominal allegiance to churches, and therefore have not yet developed an appropriate religious ethics or culture. It is naive to assume that because a country professes Christian, it will necessarily eradicate corruption (Bayat et al 1994:225).

2.5.2.4 Free press and other media

2.5.3 Lack of training expertise
According to Section 16 of Constitution of the Republic of South Africa, 1996 (Act 108 of 1996) everyone has the right to freedom of expression, which includes freedom of the press and other media. The mass media serve as the watchdog of the public; they are the mouth piece of the public at large and as an essential ingredient in unraveling or exposing corruption and other kind of public irregularities. Free press helps in clubbing corruption because the public will be afraid of being exposed by the media.

2.5.2.5 Imposing severe penalties

The public has become too complacent about, and too accustomed to commit so-called white collar crime with the results that insufficient pressure is extended on the courts and other judicial institutions to impose stringent penalties. Sometimes no sentences are passed on guilty officials. Such leniency, lack of public outrage, and failure to condemn corruption out right, could actually be the result of the so-called "sleaze factor" a lack of carrying about public morality (Bayat et al, 1994:227). If severe punishments are imposed, it can minimize corruption.

2.5.2.6 Independent Judiciary

2.5.4 Separation of powers
Separation of governmental powers into legislative, executive and judicial power is the best to eradicate corruption. This tripartite separation of powers must continue to be practiced even today so that the legislature does not trespass on the work of the judiciary, and so that officials do not make laws of the country (Bayat et al, 1994:226).

2.5.2.7 Whistle –Blowing

Anti–corruption campaigns must be established and conducted with the aim of rooting out corruption. A population that is sufficiently alert, consciously organized and self –confident to blow the whistle is needed to control corruption. It is the duty of the public to blow a whistle if there is any form of corruption.

2.5.3 Lack of training expertise

Inefficiency and ineffectiveness in the public service are relatively high, particularly when judged in terms of the ability to deliver services that are responsive to the needs of members of the public (Mafunisa, 2000:5). Inefficiency and ineffectiveness create a public service climate that has destructive influence on positive ethics in the work place. Inefficiency results, in part, from the lack of education and training for the majority of public service officials.

A national local government training system, able to capacitate municipal administration to meet their development challenges, must be a key feature of the new system. The training system has until now been fragmented and inefficient and unresponsive to new training needs of local government (White Paper on Local Government, 1998:103). A complete overhaul of national local government training is clearly needed. A new system must be designed which is flexible, decentralised, demanded and structured to ensure continuous evaluation and improvement (White Paper on Local Government 1998:104). Service providers must be trained so that they provide excellent services which can satisfy the needs of the community. Municipality’s employees or officials must be trained so that they know how to study the needs of consumers and how to select tenders. The community must also be trained on how to participate and the importance of participation in the affairs of their local municipalities.

2.5.4 Lack of resources

Most municipalities generate revenue by trading services like water, sanitation and electricity. Another revenue is from property tax and funds transferred from central or provincial governments (White Paper on Local Government 1998, 111). It is the

duty of the municipality to provide services to the community. Because of insufficient resources, the municipality must make policy on how to use the available resources efficiently and effectively. The following policy principles must be taken into consideration:

2.5.4.1 **Revenue adequacy and certainty**

Municipalities need to have access to adequate sources of revenue to enable them to carry out the functions that have been assigned to them. For example, function of providing services to the community. Municipalities should be encouraged to fully exploit these sources of revenue to meet their developmental objectives (White Paper on Local Government, 1998:111).

2.5.4.2 **Sustainability**

Financial sustainability requires that municipality must ensure that their budgets are balanced (White Paper on Local Government, 1998:111). Given reference constraints, this involves ensuring that services are provided at levels which are affordable, and that municipality are able to recover the costs of service delivery. It is the responsibility of the political leaders to ensure that they set realistic budgets (White Paper on Local Government, 1998:111).

2.5.4.3 **Effective and efficient resource use**

Economic resource use are scarce and should be used in the best possible way to reap the maximum benefit for local communities. It is important that local communities provide necessary checks and balance to ensure that municipal decisions will indeed lead to an effective allocation of resources. The communities can do this checks and balances by participating in the budgeting process to ensure that resources are being put to their best use. (White paper on local government, 1998:111)

2.5.4.4 **Accountability, transparency and good governance.**

Municipalities should be held responsible and accountable to local taxpayers for the use of public funds. The fiscal system should be designed to encourage

accountability, municipal budgeting and financial affairs should be open to public scrutiny, and communities should have a greater voice in ratifying decisions about how revenue is raised and spent (White Paper on Local Government, 1998:112). Accounting and financial reporting procedures should minimize opportunities for corruption and malpractice.

2.5.4.5 Equity and redistribution

According to section 9(1) of the constitution of the Republic of South Africa, 1996 (Act 108 of 1996), everyone is equal before the law and has the right to equal protection and benefit of the law. The municipality must redistribute resources equally to the community. Local government cannot be solely responsible for redistribution, and national government has a critical role to play in this regard, particularly with respect to subsidising the provision of basic services (white paper on local government 1998:112).

2.6. APPROACHES TO SERVICE DELIVERY

According to the White paper on Local Government (1998, 112), municipalities must seek an appropriate mix of service delivery options. In order to realize its objectives, the municipality must choose from the following options:

2.6.1 Outsourcing (contracting out)

According to the Municipal Systems Act, 2000 (Act 32:200), when the municipality has to decide on the mechanism to provide municipal service, it must first look at the direct and indirect costs and the benefit associated with the project. The Local government: Municipal Systems Act, 2000 (Act 32:200) further indicate that the municipality must also look at its capacity and its potential in providing the services. The municipality may choose to outsource the project. This can be if the municipality does not have the capacity to provide service on its own.

Contracting out is most effective when municipalities are both clear and specific about the nature of the service they are seeking from a contractor, and have capacity to manage the process of tendering and contract development and

monitoring in a manner which ensures that municipal objectives are met (White paper on Local Government. 1998, 99) When the municipality contracts out, it must protect the standard and promote quality by making evaluation and monitoring. The cheapest contractor is not always the best one.

2.6.2 Leases and concessions

Leases and concessions are forms of public – private partnerships that are most common for services when large-scale capital investment is required. They differ from contracting out because the duration is relatively longer and the contractor takes full responsibility for the quality and management of that particular service. The contractor may also be given permission to collect user charges. E.g the municipality may contract someone to build road and give them permission to collect money for the toll gate (The White Paper on Local Government, 1998:99).

2.6.3 Privatisation

Privatisation means the systematic transfer of appropriate functions, activities or property from the public to private sector, where services, production and consumption can be regulated more efficiently by the market and price mechanism (MC. Gregor, 1978, 107). It is where the municipality transfers its ownership to private individuals. In current South African circumstances, the transfer of ownership is not an option for core municipal services, particularly water, electricity and solid waste collection and disposal (White Paper on Local government. 1998, 101).

2.6.4. Building on existing capacity

According to Section 71 of the Local government: Municipal Systems Act, 2000 (Act 32 of 2000) municipalities in S. A. have different level of administrative capacity. It is the responsibility of municipalities to assess existing capacity based on an evaluation of the skills, capacity and potential of the existing administration. The bulk of the workforce in municipalities comprises semi or unskilled black workers, who were denied access to training and personal development opportunities by the apartheid laws. They become alienated from the communities they served. Management of municipalities remained predominantly whites.

There are two approaches for improving internal efficiency: Managerial reform and worker empowerment.

2.6.4.1 Management Reform

Management reform involves building a culture and commitment to results and value for money. It also involves a service – orientation where labour is a partner in delivering service to the community. (White Paper on Local Government, 1998,95). White Paper on Local Government further indicate the following options for management reform:

The following are some options for management reform:

- **Introduction of performance-based contracts for senior staff:**

This can improve accountability and responsibility and which make the staff remain focused on results. These systems should be introduced to the first two or three reporting levels of senior officials. Renewal of official contracts will be based on the assessment of performance against specific targets. This option should be in line with fair labour practice (White Paper on Local Government, 1998, 95).

- **Revising or developing codes of conduct:**

Existing codes of conduct put emphasis on the prohibition of actions, like corruption and financial misconduct. Codes of conduct should also bind employees to proactive action. Codes of conduct should bind management to act in the interest of the community, to consult stakeholders and to develop staff within their departments. Codes of conduct should also deal with sexual harassment, and provide for investigation, disciplinary and grievance procedures. (White Paper on Local Government, March, 1998:95).

- **Affirmative Action**

Municipalities must ensure that the gender and racial composition of management reflects the composition of the South African society. They should develop

affirmative action programmes and develop mechanisms to support and monitor the implementation of their programmes. (White Paper on Local Government, March, 1998:95).

2.6.4.2 Worker empowerment

Workers must be empowered through human resource development and the decentralisation operational responsibility. In most municipalities, the hierarchical grading systems and narrow job definitions have deskilled jobs at the front levels. According to White Paper on Local Government 1998,96), inadequate training, the lack of opportunities to influence job content, and poor management practices result in a demoralised and inefficient work force.

White Paper on Local Government further shows the following mechanisms to improve worker performance.

- **Empowering and enhancing the skills of the frontline**

Frontline workers should be empowered to provide information, services and advice to the community. They need be re-skilled and encouraged to play an active role in building co-operative relations between municipalities and the communities. If capacitated and empowered frontline workers can use the knowledge and expertise of those who perform delivery functions to enhance effective operations.

- **Decentralisation of operational management responsibility**

Any organisation must specify clear objectives results and performance standards. Decentralisation of work encourages innovations, commitment and can take the form of increasing the discretion of operational management to the creation of self managed work teams and should be accompanied by training (White paper on Local Government. 1998,96).

- **Developing strategies together**

Continuous consultation and communication ensures that the workforce is informed about the strategies, mission and vision of the organisation. When there is

communication and consultation the workforce feels part and parcel of the organisation. Regular meetings between organised labour, management and councilors should be facilitated to discuss specific issues.

Training and capacity building should be seen as an essential part of both management reform and worker empowerment. Joint programmes should be developed for managers and the workforce so that the two would understand each other (White paper on Local Government. 1998, 96).

2.6.4.3 Public – public partnerships

Public joint ventures allow for horizontal co-operation between municipalities to exploit economies of scale and for vertical co-operation to improve co-ordination at the point of delivery. In South Africa, municipalities are starting to explore partnership agreements e.g. with the post office for the collection of municipal revenue, which makes it easier for the communities to pay their municipal bills (White Paper on Local Government. 1998.97).

2.7 Conclusion

This chapter provides literature review about service delivery. It includes types of services that must be delivered by the municipality, how service delivery can be enhanced and how effective service delivery can be disrupted. If the community can be involved in planning the delivery of services it can help the municipality to deliver effective services. Adequate resources are also needed together with training for skills and knowledge. The municipality must also try to minimise corruption because it is one of the factors that hamper effective service delivery.

CHAPTER 3 SURVEY

RESEARCH METHODOLOGY

3.1 INTRODUCTION

This chapter provides a detailed picture on how the study was conducted. In particular, it includes population identification, sampling procedure and sample size, measurement instrument, pilot survey data collection procedure, presentation and analysis of data and ethical consideration.

3.2 POPULATION IDENTIFICATION

In this study all Mutale municipality's managers, councilors, municipality's employees and community members were targeted for inclusion in the survey.

3.3. SAMPLING PROCEDURE AND SAMPLE SIZE

The researcher personally selected the sample. The sample was chosen randomly using a table of random numbers with a set of randomly assorted digits. The sample consisted of 10 Municipality managers, 11 municipal employees 10 councilors and 30 community members.

3.4 MEASUREMENT INSTRUMENT.

In this study, the researcher has used self-designed questionnaire consisting of 20 questions. The questions are arranged in two sections. Demographic information on section A and issues related to supply of water services in section B. The questionnaire is arranged in five point likert type scale where 1 indicates strongly agree and 5 strongly disagree.

3.5. PILOT SURVEY

The researcher has selected five people for pilot survey. All pilot questionnaires were answered and returned. After considering comments, the questionnaire was corrected and administered.

3.6. DATA COLLECTION PROCEDURE

The researcher has asked for permission from the municipality manager to conduct a research in the area under his jurisdiction. The researcher has also asked the consent of the participants to be part of the study and explains to them the purpose of the study. The researcher has personally visited the municipality to distribute the questionnaires to the Municipality and officials. The questionnaires were distributed during lunchtime. Respondents were given two days to complete the questionnaires after which the researcher personally collected them.

3.7. PRESENTATIONS AND ANALYSIS OF DATA

Sixty-five questionnaires were distributed to the respondents but only 61 (93.8%) questionnaires were collected. Data was captured into a computer loaded with SPSS. 13.0 Programme for social science data analysis.

3.8. ETHICAL CONSIDERATION

Respondents were assured that the survey was anonymous and that their information could be strictly confidential. The information would be used for academic purpose only.

3.9. CONCLUSION

This chapter has given on overall picture on how the research was conducted. The methods used to collect data was also indicated. It also indicated how the data that was collected was analyzed and presented.

CHAPTER 4

DATA ANALYSIS AND INTEGRATION

4.1 INTRODUCTION

This chapter presents the questionnaire results and analyses. Demographic results are presented first followed by results showing community satisfaction about water supply services, financial implications and water supply services by the municipality, the quality of water supply by the municipality, accessibility of information about water supply services, determination of community needs by the municipality, community participation and assistance from other spheres of government.

4.2 DEMOGRAPHIC RESULTS

This section gives the most important demographic characteristics of the respondent, who took part in the survey. The following variables were included in the analysis: gender, age, marital status, number of dependents and employment record.

Table 4.1 to 4.5 presents demographic results.

4.2.1 Gender

Table 4.1 presents results indicating gender of respondents.

Table 4.1 Gender

GENDER	FREQUENCY	PERCENT
Female	35	57.4
Male	26	42.6
Total	61	100.00

The majority (57,4%) of the respondents are female while 42, 6% are male, previously offices were male dominated but because of democracy, there is affirmative action

4.2.2 Age

Results showing the age group of respondents are presented in Table 4.2.

Table 4.2 Age

AGE	FREQUENCY	PERCENT
15-20 Years of Age	3	4.9
21-39 Years of Age	38	62.3
40-59 Years of Age	18	29.5
60 and above	2	3.3
Total	61	100.0

The results in Table 4.2 show that the majority of respondents (62, 3%) are between 21 – 39 years of age while 29, 5% are those who are between 40-59 years of age. Only 3, 3% of the respondents are 60 years of age and above, indicating that the majority of the respondents in Mutale Municipality area are still young.

4.2.3 Marital status.

Respondents were requested to show their marital status. Results are given in Table 4.3

Table 4.3 Marital status.

MARITAL STATUS	FREQUENCY	PERCENT
Single	22	36.1
Married	32	52.5
Divorced	4	6.6
Separated	1	1.6
Widow	2	3.3
Total	61	100.0

More than half the respondents (52, 5%) are married while 36, 1% are not married. Only 6.6% of the respondents are divorced, 1, 6% of the respondents are separated and 3, 3% widowed. This indicates that the majority of the respondents stay with their partners.

4.2.4 Number of dependants.

Respondents were requested to indicate the number of their dependants. The results are shown in Table 4.4.

Table 4.4 Dependants

DEPENDANTS	FREQUENCY	PERCENT
0-2	29	47.5
3-4	17	27.9
5-6	11	18.0
7-8	3	4.9
9 and above	1	1.6
Total	61	100.0

Just a little less than half (47, 5%) of the respondents have between 0–2 dependants while 27, 9% of the respondents have between 3–4 dependants. The results indicate that most of the respondents have fewer dependants. These results suggest that because Mutale is a rural area, the community probably believe that having few dependants would benefit them as they do not have the means to maintain many dependants. Only 1, 6% of the respondents have more than 8 dependants.

4.2.5 Employment record.

Respondents were asked to show their employment record. Results are presented in Table 4.5.

Table 4.5 Employment record

EMPLOYMENT RECORD	FREQUENCY	PERCENT
Employed	38	62.3
Unemployed	21	34.4
Pensioner	2	3.3
Total	61	100.0

More than half of the respondents (62, 3%) are employed while only 34, 4% of the respondents are unemployed. A further 3.3% of the respondents are pensioners. The results indicate that

most of the people at Mutale municipality area are employed and should therefore be able to pay for services

4.3. FINANCIAL IMPLICATION AND WATER SUPPLY SERVICES BY THE MUNICIPALITY.

Respondents were requested to indicate their financial implications about the water supply services by the municipality. Results are presented in Table 4.6 to 4.12.

4.3.1 Payment for water supply services

Respondents were requested to indicate whether they pay for water supply services in their area. Results are presented in Table 4.6.

Table 4.6 Payments for water supply services

PAYMENT FOR WATER SUPPLY SERVICES	FREQUENCY	PERCENT
Strongly Agree	1	1.6
Agree	26	42.6
No Opinion	26	42.6
Disagree	4	6.6
Strongly Disagree	4	6.6
Total	61	100.0

A little less than half (44,3%) of the respondents agreed that the community members pay for water supply services while only 13.2% indicate that the community do not pay for water supply services in their Municipality area. The results suggest that most of the respondents know that water supply services are paid for by the community. However 42,6% of the respondents have no opinion, probably because they do not know whether what they pay for it is for water supply services or for other services.

4.3.2 Ability to pay for water supply services

Results showing the ability of respondents were requested to indicate their ability to pay for water supply services are given in Table 4.7 below.

Table 4.7 Ability to pay for water supply services

ABILITY TO PAY FOR WATER SUPPLY SERVICES	FREQUENCY	PERCENT
Strongly Agree	2	3.3
Agree	6	9.8
No Opinion	23	37.7
Disagree	19	31.1
Strongly Disagree	11	18.0
Total	61	100.0

A little less than half (49.1%) of the respondents indicate that community members do not have sufficient money to pay for water supply services, while only 13.1% of the respondents indicate that the community members have sufficient money to pay for water supply services. These results suggest that the community probable get insufficient money to be able to pay for water supply services. Results on Table 4.5 above suggest that the majority are employed.

4.3.3. Discount offers to regular payments

Respondents were requested to indicate whether the municipality should offer discount to community members who pay on time for water supply services. Results are presented in Table 4.8.

Table 4.8 Discount offers to regular payments

DISCOUNT OFFERS TO REGULAR PAYMENTS	FREQUENCY	PERCENT
Strongly Agree	33	54.1
Agree	15	24.6
No Opinion	7	11.5
Disagree	4	6.6
Strongly Disagree	2	3.3
Total	61	100.0

More than three quarters (78,7%) of the respondents indicate that the Municipality should offer discount to the community members who pay for water supply services promptly. Only 9,9%

of the respondents indicate that the municipality should not offer discount to community members who pay for water supply services on time. Table 4.9 indicates that community members do not have sufficient money to pay for water supply services. It could be the reason why the respondent felt that the community members should be offered discount because of insufficient money to pay for water supply services.

4.3.4 Municipality water subsidise

Results showing whether the municipality should subsidise water supply services or not are presented in Table 4.9.

Table 4.9 Municipality water subsidise

MUNICIPALITY WATER SUBSIDIES	FREQUENCY	PERCENT
Strongly Agree	35	57.4
Agree	22	36.1
No Opinion	2	3.3
Disagree	1	1.6
Strongly Disagree	1	1.3
Total	61	100.0

An overwhelming majority (93,4%) of the respondents felt that the Municipality should subsidise water supply services while only 1.6% of the respondents felt that the Municipality should not subsidise water supply services. These results suggest that the Municipality should subsidise water supply services because the community members do not have sufficient money to pay for water supply services as shown in Table 4.7.

4.3.5 Creation of jobs by municipalities

Results showing whether the municipality should create jobs to help the community to pay for water supply services are presented in Table 4.10.

Table 4.10 Creation of jobs by municipality

CREATION OF JOBS BY MUNICIPALITY	FREQUENCY	PERCENT
Strongly Agree	31	50.8
Agree	19	31.1
No Opinion	8	13.1
Disagree	2	3.3
Strongly Disagree	1	1.6
Total	61	100.0

More than three quarters shows that (82, 0%) of the respondents indicate that the Municipality should create jobs in order to help the community to pay for water supply services while only 4.9% of the respondents indicate that the municipality should not create jobs to help the community to pay for water supply services. These results suggest that, because the community do not have sufficient money to pay for water supply services (Table 4.7) the municipality should create jobs for them to help them to pay for water supply services. Only further 13.1% of the respondents are not sure whether the municipality should create jobs.

4.3.5 Municipality's free water supply services

Results showing whether the municipality should offer free water supply services are given in Table 4.11.

Table 4.11 Municipality's free water supply services

MUNICIPALITY'S FREE WATER SUPPLY SERVICES	FREQUENCY	PERCENT
Strongly Agree	37	60.7
Agree	17	27.9
No Opinion	2	3.3
Disagree	3	4.9
Strongly Disagree	2	3.3
Total	61	100.0

supply service to the unemployed while only 8.2% of the respondents felt that the municipality should not offer free water supply services to the unemployed. The results of (Table 3.12)

suggest that, because those who are not employed do not have sufficient money to pay for water supply services, they should be offered free water supply services.

4.3.6 Municipality's free water supply services to the pensioners

Respondents were requested to indicate whether the municipality should offer free water supply services to the pensioners. Results are presented in Table 4.12.

4.3.7 Table 4.12 Municipality's free water supply services to the pensioners

MUNICIPALITY'S FREE WATER SUPPLY SERVICES TO PENSIONER	FREQUENCY	PERCENT
Strongly Agree	34	55.7
Agree	22	36.1
No Opinion	1	1.6
Disagree	2	3.3
Strongly Disagree	2	3.3
Total	61	100.0

The majority (91,8%) of the respondents argue that the municipality should offer free water supply services to the pensioners while few respondents (6,6%) felt that even pensioners should pay for water supply services. These results are a clear indication that nearly everybody understands that pensioners do not have sufficient money to pay for water supply services. The municipality should help the pensioners with free water supply services. Since Mutale Municipality is in a rural area, suggestion is that most of the pensioners receive only pension grants which is too little to maintain their families.

4.4. THE QUALITY OF WATER SUPPLY SERVICES BY THE MUNICIPALITY

Respondents were requested to indicate whether they are satisfied with the water supply services by the municipality. Results are shown by Table 4.13-4.18.

4.4.1 Sufficient water supply services

Table 4.13 Sufficient water supply services.

SUFFICIENT WATER SUPPLY SERVICES	FREQUENCY	PERCENT
Strongly Agree	1	1.6
Agree	13	21.3
No Opinion	17	27.9
Disagree	19	31.1
Strongly Disagree	11	18.0
Total	61	100.0

Less than a quarter (23.0%) of the respondents indicate that the municipality is offering sufficient water supply services while nearly half (49.1%) of the respondents felt that the water supply services offered by the municipality is not sufficient. These results suggest that the municipality is not offering sufficient water supply services to the community. A further 27.9% of the respondents are not sure whether the water supply services offered by the municipality are sufficient.

4.4.2. Water supply services satisfaction

Results showing whether the community is satisfied with the water supply services by the municipality are presented by Table 4.14.

Table 4.14 Water supply services satisfaction

WATER SUPPLY SERVICES SATISFACTION	FREQUENCY	PERCENT
Strongly Agree	1	1.6
Agree	6	9.8
No Opinion	16	26.2
Disagree	26	42.6
Strongly Disagree	12	19.7
Total	61	100.0

Table 4.15 indicates that only 11.5% of the respondents agreed that the community is satisfied with the water supply services offered by the municipality while 62.3% of the respondents did

not agree that the community is satisfied with the water supply services by the municipality. These results suggest that the community is not satisfied with the water supply services because the municipality is not offering sufficient water supply services as indicate by Table 4.13.

4.4.3. Resources to provide sufficient water supply services

Table 4.15 presents results indicating whether the municipality has adequate resources to provide water supply services

Table 4.15 Resources to provide sufficient water supply services.

RESOURCES TO PROVIDE WATER SUPPLY SERVICES	FREQUENCY	PERCENT
Strongly Agree	3	4.9
Agree	5	8.2
No Opinion	11	18.0
Disagree	29	47.5
Strongly Disagree	13	21.3
Total	61	100.0

More than half (68.8%) of the respondents disagreed that the municipality has adequate resources to provide sufficient water supply services while only 13.1% of the respondents agreed that the municipality has adequate resources to provide water supply services. These results (Table 4.15) indicates that the municipality does not have adequate resources to provide water supply services. These results are in agreement with results in Table 4.13 which indicate that the municipality is not offering sufficient water supply services. The municipality is not offering sufficient water supply services because of lack of adequate resources. The results suggest that the municipality should make resources available if it has to provide sufficient water services to its community.

4.4.4. Training for water supply services



Results showing whether the municipality needs training to provide sufficient water supply services are presented in Table 4.16.

Table 4.16 Training for provision of water supply services

TRAINING OF WATER SUPPLY SERVICES	FREQUENCY	PERCENT
Strongly Agree	38	62.3
Agree	13	21.3
No Opinion	4	6.6
Disagree	3	4.9
Strongly Disagree	3	4.9
Total	61	100.0

Table 4.17 indicates that more than three quarter (83.6%) of the respondents agreed that the municipality needs adequate training in order to provide sufficient water supply services while only 9.8% of the respondents disagreed that to provide sufficient water supply services, the municipality needs training. These results suggest that the municipality is not offering sufficient water supply services because of lack of training. These results are in consistent with what Mafunisa said about lack of training.

4.4.5 Skills to provide water supply services

Table 4.17 presents results indicating whether the municipality need adequate skills to provide water supply services.

Table 4.17 Skills to provide water supply services

SKILLS TO PROVIDE WATER SUPPLY SERVICES	FREQUENCY	PERCENT
Strongly Agree	36	59.0
Agree	15	24.6
No Opinion	6	9.8
Strongly Disagree	4	6.6
Total	61	100.0

More than three quarters (83.6%) of the respondents indicate that the municipality needs adequate skills in order to provide sufficient water supply services while only 6.6% of the respondents felt that the municipality does not need adequate skills in order to provide sufficient water supply services. These results indicate that there is need for adequate skills by the municipality. Results in Table 4.17 agree with Table 4.16 which indicates that the municipality needs training in order to provide sufficient water supply services. The municipality must train people so that they get skills needed to provide sufficient water supply services.

4.4.6. Knowledge to provide sufficient water supply services.

Respondents were requested to indicate whether the municipality need adequate knowledge to provide water supply services. Results are presented in Table 4.18

Table 4.18 Knowledge to provide water supply services

KNOWLEDGE TO PROVIDE SUFFICIENT WATER SUPPLY SERVICES	FREQUENCY	PERCENT
Strongly Agree	37	60.0
Agree	14	23.0
No Opinion	7	11.5
Strongly Disagree	3	4.9
Total	61	100.0

The majority (83.6%) of the respondents indicate that the municipality does not need adequate knowledge in order to provide sufficient water supply services while only 4.9% of the respondents indicate that the municipality needs adequate knowledge to provide sufficient water supply services. These results indicate that the municipality needs adequate knowledge to provide sufficient water supply services. The municipality is not offering sufficient water supply services because of lack of adequate training (Table 4.16) adequate skills (Table 4.17) and lack of adequate knowledge (Table 4.18).

4.5 ACCESSIBILITY OF INFORMATION ABOUT WATER SUPPLY SERVICES

Respondents were requested to indicate how they get information about the water supply services from the municipality. Results are presented in Table 4.19– 4.22.

4.5.1 Access to information about water supply services

Results showing whether community members have access to information about the municipality's water supply services are presented in Table 4.19.

Table 4.19 Access to information about water supply services

ACCESS TO INFORMATION ABOUT WATER SUPPLY SERVICES	FREQUENCY	PERCENT
Strongly Agree	2	3.3
Agree	17	27.9
No Opinion	25	41.0
Disagree	9	14.8
Strongly Disagree	8	13.1
Total	61	100.0

There were 31.1% of the respondents who agreed that the community has access to information about the water supply services while 27.9% of the respondents disagreed that community members have access to information about the municipality's water supply services. These results indicate that the community has access to information about the water supply services by the municipality. A further 41.0% of the respondents had no opinion on whether the community has access to information about the municipality's water supply services. Results suggest that there are many people who are not interested in knowing about the water supply services by the municipality.

4.5.2 Talk-back show about water supply services

Table 4.20 present results showing whether the municipality uses talk-back show to relay information about water supply services.

Table 4.20 Talk-back show about water supply services

TALK-BACK SHOW ABOUT WATER SUPPLY SERVICES	FREQUENCY	PERCENT
Strongly Agree	5	8.2
Agree	17	27.9
No Opinion	31	50.8
Disagree	5	8.2
Strongly Disagree	3	4.9
Total	61	100.0

The results of Table 4.20 shows that 36.1% of the respondents shows that the municipality relays information about its water supply services to the community through talk-back show while only 13.1% of the respondents disagreed. These results shows that the municipality use talk- back show to relay information regarding water supply services to the community. A little more than half (50.8%) of the respondents had no opinion on whether the municipality relays information about the water supply services through talk-back show or not. The results suggest that information through the radio does not reach all people as some people may not be having radios.

4.5.3 Meetings about water supply services

Results showing whether the municipality communicate with the community about water supply services through community meetings are presented in Table 4.21.

Table 4.21 Meeting about water supply services

MEETINGS ABOUT WATER SUPPLY SERVICES	FREQUENCY	PERCENT
Strongly Agree	34	55.7
Agree	22	36.1
No Opinion	1	1.6
Disagree	2	3.3
Strongly Disagree	2	3.3
Total	61	100.0

More than three quarters (77.0%) of the respondents agreed that the municipality relays information about its activities to the community with regard to water supply services through meetings while only 4, 9% disagreed. These results show that the meetings are mostly used by the municipality to relay information to the community. Few respondents (4.9%) disagreed. This could be an indication that they do not attend meeting called by the municipality.

4.5.4 Notices about water supply services

Table 4.22 present results showing whether the municipality uses notices to relay information about water supply services to the community.

Table 4.22 Notices about water supply services

NOTICES ABOUT WATER SUPPLY SERVICES	FREQUENCY	PERCENT
Strongly Agree	6	9.8
Agree	39	63.9
No Opinion	11	18.0
Disagree	1	1.6
Strongly Disagree	4	6.6
Total	61	100.0

There were nearly three quarters (73.8%) of the respondents who indicated that the municipality relays information with regard to water supply services to the community through the issuing of notices. Only 8.2% of the respondents disagreed that the municipality uses notices to relay information. From these results deduction is made that the municipality relays information with regard to water supply services through issuing of notices. These results indicate that the municipality uses all three mechanisms to relay information to the community. The municipality relays information through talk-back show (Table 4.20), through meeting (Table 4.21) and through issuing of notices (table 3.22).

4.6 DETERMINATION OF COMMUNITY NEEDS BY THE MUNICIPALITY

Respondents were asked to indicate how the municipality determine the water supply needs of the community. Results are indicated in Table 4.23- 4.25

4.6.1 Talk back show and water supply services needs

Respondents were requested to indicate whether the municipality determine community's needs about water supply services through talk back show. Results are presented in Table 4.23.

Table 4.23 Talk back show and water supply services needs

TALK BACK SHOW AND WATER SUPPLY SERVICES NEEDS	FREQUENCY	PERCENT
Strongly Agree	8	13.1
Agree	21	34.4
No Opinion	25	41.0
Disagree	5	8.2
Strongly Disagree	2	3.3
Total	61	100.0

The results of Table 4.24 indicates that a little less than half (47.5%) of the respondents agreed that the municipality determines the water supply needs of the community through talk-back show while less than a quarter (11.5%) of the respondents disagreed that the municipality determines the community needs with regard to water supply services through talk-back show. From these results we can suggest that the Municipality uses talk-back show to determine the water supply need of the community. A further 41% of the respondents had opinion about that. Forty one percent of the respondents who did not have opinion suggest that they do not participate in talk-back show. They could probably be staying at a place where there are no channel waves. These results suggest that communication between the municipality and members of the community is considerably effective for essential water supply services. For effective water supply communication needs to be maximally sound

4.6.2 Community meetings and water supply services needs

Table 4.24 presents the results indicating whether the municipality uses community meetings to determine community needs about water supply services.

Table 4.24 Community meetings and water supply services needs

COMMUNITY MEETINGS AND WATER SUPPLY SERVICES NEEDS	FREQUENCY	PERCENT
Strongly Agree	17	27.9
Agree	33	54.1
No Opinion	6	9.8
Disagree	4	6.6
Strongly Disagree	1	1.6
Total	61	100.0

Table 4.25 indicates that the majority (82.20%) of the respondents show that the municipality uses community meetings to determine the needs of the community with regard to water supply needs while only 8.2% of the respondents disagreed. These results suggest that the municipality strategy of using meetings to communicate with community members is effective. This strategy allow (face to face) contact between municipal official and community members.

4.6.3 Determinaton of water supply needs through notices

Results about wether the municipality determine the community's needs about water supply services though notices are presenteed in Table 4.25.

Table 4.25 Determination of water supply needs through notices

DETERMINATION OF WATER SUPPLY NEEDS THROUGH NOTICES	FREQUENCY	PERCENT
Strongly Agree	9	14.8
Agree	33	54.1
No Opinion	6	9.8
Disagree	6	9.8
Strongly Disagree	7	11.5
Total	61	100.0



More than half (68.9%) of the respondents indicate that the municipality determines the water supply needs of the community through issuing of notices while only 21.3% of the respondents disagreed. This indicates that the municipality issues notices to the community to determine their needs. Results show that some do not get these notices and therefore would know little regarding supply water services.

4.7 COMMUNITY PARTICIPATION

Respondents were requested to indicate their participation in the municipal activities to improve water supply services. The results are presented in Table 4.26 – 4.27.

4.7.1 Participation in integrated development plan

Respondents were requested to indicate whether they participate in drafting of integrated development plan to improve water supply services. Results are shown in Table 4.26.

Table 4.26 Participation in integrated development plan

PARTICIPATION IN INTEGRATED DEVELOPMENT PLAN	FREQUENCY	PERCENT
Strongly Agree	34	55.7
Agree	22	36.1
No Opinion	1	1.6
Disagree	2	3.3
Strongly Disagree	2	3.3
Total	61	100.0

The majority of the respondent 85.2% in Table 4.28 felt that the community should participate in drafting of integrated development plan if the municipality intends improving water supply services. Few respondents (8.2%) felt that the community should not be involved in drafting of the integrated development plan. This is an indication that more and more people want to be part and parcel of the municipality by engaging themselves in its activities. It was only 6.6% of the respondents who showed no opinion as to whether the community should participate in drafting of integrated development plan.

4.7.2 Participation in municipal budget

Table 4.27 shows the results on whether the community are allowed by the municipality to participate in drafting of the municipal budget to improve water supply.

Table 4.27 Participation in municipal budget

PARTICIPATION IN MUNICIPAL BUDGET	FREQUENCY	PERCENT
Strongly Agree	33	54.1
Agree	12	19.7
No Opinion	8	13.1
Disagree	8	13.1
Total	61	100.0

The percentage of the respondents who disagreed that the community should be involved in drafting of the municipal budget is 13.1%. The majority (73.8%) of the respondents agreed that the municipality should allow the community to participate in the drafting of the municipal budget. This participation would allow those responsible for drawing budget to realistic budget. Again this shows that communities want to associate themselves with their local municipality which is a positive sign that communities do not want to distance themselves from their municipality.

4.8 ASSISTANCE FROM OTHER SPHERE OF GOVERNMENT

Respondents were requested to indicate whether the municipality receive assistance from other spheres of government. Results are shown in Table 4.28.

4.8.2 District municipality's assistance

Results showing whether the municipality received assistance from district municipality are presented in Table 4.28.

Table 4.28 District Municipality' assistance

DISTRICT MUNICIPALITY'S ASSISTANCE	FREQUENCY	PERCENT
Strongly Agree	33	54.1
Agree	20	32.8
No Opinion	4	6.6
Strongly Disagree	4	6.6
Total	61	100.0

Table 4.29 shows that 86.8% of the respondents agreed that the municipality receives assistance from the district municipality while only 6.6% of the respondent disagreed. This indicates that the majority of the respondents know that local municipalities need help from district municipality in order to survive. This strategy ensures maximum supply of resources for essential water supply services delivery. Where the municipality fails to deliver due to lack of resources, they are assisted by their district.

4.8.3 Provincial government's assistance

Table 4.29 indicate whether the municipality receives assistance from the provincial government.

Table 4.29 Provincial government's assistance

PROVINCIAL GOVERNMENT'S ASSISTANCE	FREQUENCY	PERCENT
Strongly Agree	34	55.7
Agree	17	27.9
No Opinion	5	8.2
Disagree	1	1.6
Strongly Disagree	4	6.6
Total	61	100.0

Table 4.30 shows that 83.6% of the respondents agreed that local municipality receives help from the provincial government while only 8.2% disagreed that the municipality receives help from the provincial government. This is a clear indication that the municipality is receiving assistance from the provincial government, further ensuring effective service delivery. The municipality can never lack resources if they are assisted by both provincial and national government

4.8.3 National government's assistance

Respondents were requested to indicate whether the municipality receives assistance from the national government results are presented to Table 4.30.

Table 4.30 National government's assistance

NATIONAL GOVERNMENT'S ASSISTANCE	FREQUENCY	PERCENT
Strongly Agree	34	55.7
Agree	22	36.1
No Opinion	1	1.6
Disagree	2	3.3
Strongly Disagree	2	3.3
Total	61	100.0

Almost all the respondents (82%) indicate that the municipality receives help from the national government, while only 8.2% disagreed that the municipality receives help from the national government. In all Table 4.29 to 4.31 it is clear that the majority of the respondents felt that the municipality receive assistance from all spheres of government. This municipality is in rural area and does not have sufficient resources.

4.9 Conclusion

This chapter presents the results and analysis of the data that was collected. The results show that community members do not have sufficient money to pay for water supply services, therefore they need to be offered subsidies and discounts. Training is also needed in order for the municipality to provide sufficient water supply services. Results also indicate that community members should participate in budgeting and planning of the municipality's activities.

CHAPTER 5

FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 INTRODUCTION

This chapter provides the main findings of this study, conclusion and recommendations about the water supply services in Mutale Municipality.

5.2 FINDINGS

The main findings of this study includes financial implications, quality of water supply services, Accessibility of information, determination of community needs, community participation and assistance from other spheres of government.

5.2.1 FINANCIAL IMPLICATIONS

- Community members should pay for water supply services.
- Most of the people in Mutale Municipality area are employed, however they indicated that they do not have sufficient money to pay for water supply services.
- Results suggest that the Municipality should offer free water supply services to the unemployed and to the pensioners.
- Results further suggest that the Municipality should offer discounts and subsidies for water supply services.
- Although results indicate that most people are employed, the majority indicates that the Municipality should create jobs to help the community to pay for water supply services.

5.2.2 QUALITY OF WATER SUPPLY SERVICES.

- The community is not satisfied with the delivery of water supply services by the Municipality because the Municipality is not providing sufficient water supply services.
- The Municipality does not have adequate resources to provide water supply services.

- Results indicate that water supply services in Muntale Municipality is poor and suggest that there should be training for employees to provide sufficient water supply services.
- Results further indicate that in order to provide sufficient water supply services, the municipality needs adequate skills and knowledge. These could be provided by training as indicated earlier on.

5.2.3 ACCESSIBILITY OF INFORMATION

- Results show that the Municipality relays information about the water supply services through talk-back show, community meetings and through issuing of notices.

5.2.4. DETERMINATION OF COMMUNITY NEEDS

- Results show that the Municipality uses several methods to determine the water supply services needs of the community, talk-back show, community meeting and notices.
- Community meetings were regarded as the most effective methods.
- These results suggest that face to face is an effective strategy of communicating with the community.

5.2.5 COMMUNITY PARTICIPATION

- Results indicate that the Municipality should allow the community to participate in drafting of the Municipality budget and integrated development plan.
- This participatory strategy could allow effective supply of water supply services by the Municipality as community members would have taken part in decision making about the budget and integrated development plan.

5.2.6 ASSISTANCE FROM OTHER SPHERES OF GOVERNMENT

- Results of this study indicate that the municipality receives assistance from the district Municipality, provincial government and national government.

- These results suggest that there should be effective management by the Municipality to ensure further assistance by the district municipality, Provincial government and National Government.

5.3 CONCLUSION

- Community members in the Mutale Municipality do not pay for water supply services in the manner they are required to, and this affect the effectiveness of the Municipality to supply water services.
- However, the communication strategies used by the Municipality are effective, and this should help the Municipality to give sufficient water supply services to the community.
- Results show that involvement in budgeting and planning of community members by the Municipality could improve the delivery of water supply services.

5.4 RECOMMENDATIONS

- The Municipality should subsidise water supply services because Mutale Municipality is in rural area and the community does not have sufficient money to pay for water supply services.
- Municipality should create jobs for those who are not employed to help them to pay for water supply services.
- The researcher recommends that the Municipality should improve their communication strategy in order to reach the majority of the community for effective water supply services.
- The researcher further recommends that the Municipality should allow the community to participate in drafting of the integrated development plan and Municipality budget so that the budget should be realistic and that the integrated development plan should address the real needs of the community.

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