

**THE ROLE OF PUBLIC PARTICIPATION IN THE IMPROVEMENT OF BASIC SERVICE
DELIVERY IN THE VHEMBE DISTRICT MUNICIPALITY, LIMPOPO PROVINCE**

By

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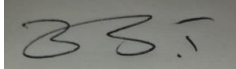
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DECLARATION

I, **MATLOGA SANAH TEBOGO**, Student Number: 9519649, declare that this thesis titled “The Role of Public Participation in the Improvement of Basic Service Delivery in the Vhembe District Municipality, Limpopo Province” is hereby submitted by me for the degree of Doctor of Administration at the Faculty of Management, Commerce and Law in the University of Venda has not been previously submitted for a degree at this or any other university, and that it is my own work in design and execution, and that all reference material contained, therein, has been duly acknowledged.



11 September 2023

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DEDICATION

This research project is dedicated to *Mazwale*, Dr. “H” Happy Takalani Ramakhanya, who was my pillar of strength when starting the research project and gave me guidance and support, though, through the will of God, he did not have the opportunity to see the final product. His love for education as a tool that liberates people from poverty motivated me to conduct this study. May his soul continue to rest in perfect peace.

ABSTRACT

The focus of this study is to investigate the role of public participation in the improvement of basic service delivery in the Vhembe District Municipality, Limpopo Province (LP). The study concentrates on matters of public participation and basic service delivery to discover how public participation in municipalities influences the improvement of basic service delivery. The study was conducted in Vhembe District Municipality. The mixed method approach that includes quantitative and qualitative research was used. The reason for using a mixed research method is that it can be integrated; such that quantitative and qualitative methods retain their original structures and procedures. Quantitative method is used because it enables the researcher to get results from many respondents through questionnaires, while the qualitative method allows flexibility, and therefore, the researcher becomes more innovative and has closer interaction with the respondents by way of observation and personal interview. A field study was used as the research design. A non-probability sampling technique was applied to purposively select respondents of the study who have an idea about public participation and the delivery of basic services in municipalities. Non-probability sampling was chosen because the units to be observed are selected on the basis of the researcher's judgment on which one is most useful or representative. Quantitative data collected were analyzed using International Business Machinery: Statistical Product and Service Solution (IBM: SPSS) latest version, while qualitative data were analyzed using thematic analysis in a narrative format. In the process of data collection, all forms of ethical considerations were followed to ensure that all respondents participated freely without force or intimidation.

The major findings of the study are:

- Members of the public are reluctant to attend meetings dealing with service delivery in the Vhembe District Municipality;
- Traditional leaders work hand in hand with the municipality to improve basic service delivery;
- Lack of public participation resulted in poor basic service delivery;
- Limited staff and appointment of unqualified personnel in strategic positions in the municipalities create challenges to public participation and the improvement of basic service delivery within the Municipality;
- Public participation can manage conflicts, increase accountability, promote democracy, and help the municipality in providing information and feedback to the community; and
- The implementation of *Batho-Pele* principles can be used as a strategy to address challenges facing basic service delivery.

The recommendations of the study are the following:

- Based on the findings, it is recommended that municipalities should encourage members of the public to attend public participation meetings to improve basic service delivery;
- Municipalities should continue to work hand in hand with the Traditional leaders to encourage public participation and to improve the delivery of basic services.
- Municipalities should continue to encourage public participation as it is revealed through the findings that lack of public participation results in poor service delivery.
- Municipalities should appoint qualified staff personnel in strategic positions for proper facilitation of public participation in improving basic service delivery.
- Municipalities should implement *Batho-Pele* principles to the latter as a strategy to address challenges facing basic service delivery through the Integrated Development Plan (IDP) and Service Delivery Budget Implementation Plan (SDBIP).

Keywords: Municipal Basic Services, Local Government, Public Participation, Vhembe District Municipality, Service Delivery.

LIST OF ABBREVIATIONS

CBO	-	Community Based Organisation
CBP	-	Community Based Program
CBPWP	-	Community Based Public Works Program
CDW	-	Community Development Worker
CFO	-	Chief Financial Officer
CHRA	-	Combined Harare Residents Association
COGHSTA	-	Cooperative Governance, Human Settlements and Traditional Affairs
CSOPP	-	Civic Society Organisation and Partnership program
DDC	-	District Development Committee
DPLG	-	Department of Local Government
DPSA	-	Department of Public Service and Administration
DWAF	-	Department of Water Affairs and Forestry
EIPP	-	European Institute for Public Participation
GEAR	-	Growth, Employment, and Redistribution
GIS	-	Geographical Information System
IBM: SPSS	-	International Business Machinery: Statistical Product and Service Solution
IAP2	-	International Association of Public Participation
ICT	-	Information and Communication Technologies
IDP	-	Intergraded Development Planning
LED	-	Local Economic Development
LP	-	Limpopo Province
MCP	-	Municipal Community Partnership

MDG	-	Millennium Development Goals
MEC	-	Member of Executive Committee
MFMA	-	Municipal Finance Management Act
MIP	-	Municipal Indigent Policy
MTEF	-	Medium-Term Expenditure Framework
MTSP	-	Medium-Term Strategic Plan
NA	-	National Assembly
NCOP	-	National Council of Provinces
NFMIP	-	National Framework for Municipal Indigent Policies
NGO	-	Non-Governmental Organisation
PFMA	-	Public Financial Management Act
PMS	-	Performance Management System
PPP	-	Public- Private Partnership
PR	-	Proportional Representatives
PSC	-	Public Service Commission
RDP	-	Redistribution and Development Program
SA	-	South Africa
SADC	-	Southern Africa Development Community
SALGA	-	South African Local Government Association
SANCO	-	South African National Civic Organisation
SANRAL	-	South African National Roads Agency
SASSA	-	South African Social Service Agency
SCDG	-	Staff Capacity Development Grant
SDBIP	-	Service Delivery Budget Implementation Plan

SDSSA	-	Service Delivery Survey Self-Assessment
SSC	-	Social Sector Cluster
SONA	-	State of Nation Address
TVET	-	Teaching Vocational Education and Training
OAU	-	Organisation of African Unity
UCA	-	Urban Council Act
UNECE	-	United Nations Economic Commission for Europe
UNIVEN	-	University of Venda
USA	-	United States of America
UK	-	United Kingdom
VDC	-	Village Development Committee
VDM	-	Vhembe District Municipality
WADCO	-	Ward Development committee
ZIMCODD	-	Zimbabwe Coalition on Debt and Development
ZANU-PF	-	Zimbabwe African National Union-Patriotic Front

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CHAPTER 1

INTRODUCTION OF THE STUDY

1.1 INTRODUCTION

The study focusses on the role of public participation in the improvement of basic service delivery in the Vhembe District Municipality. Public participation depends on the seriousness of members of the public to make things happen to everyone's satisfaction. Public participation is a process which empowers citizens by allowing them to develop their knowledge and skills in negotiating their basic needs from those in power and who always becomes a stumbling block and distract them to lose focus and discourage them on what they want (Mahole, 2012:01). Kuye (2011:46) maintains that the South African government has bind themselves to a form of public participation that is truly empowering, and not a symbol of engagement or misleading. This includes among others; the creation of democratic representative structures such as ward committees, South African National Civic organisation (SANCO), Community Development Workers (CDW's) and Integrated Development Plan (IDP) forums to assist and maintain the means of public participation and service delivery.

Buccus (2007:04), indicates that, "public participation is about the assumption that those members touched by a situation are best placed to determine how to change it, and make implementation work". Buccus (2007:04) further indicates that currently, people and institutions globally demand the right to participate in local government and municipal decision-making processes. According to Siphuma (2009:53), the focus of development has shifted from modernization to sustainability, to macro-economic success, to a broad view of human well-being and to the roles of states and public in the development process. Siphuma (2009:52) argues that "good development policy and practice must do more to ensure economic efficiency, promote human well-being and equity". For municipalities to deliver basic services effectively, they must consider the different needs, values, and of the public they serve.

1.2 BACKGROUND TO THE STUDY

The importance of public participation is preserved in the Constitution of the Republic of South Africa, 1996 Section 152 (1), that mandates all municipalities to inspire the commitment of public and public organisations in matters of local government and to ensure the provision of basic services to the public in a sustainable manner. Section 16 (1) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), states that, a municipality must thrive for a

culture of municipal governance that embrace the delegation government with a system of inclusive and consultative governance, and through this the municipalities must restore and come up with the good setting for the public to engage in the matters of the municipality. Fortuin maintains that (2010: 18), delivery of basic services to the public is the core function of every municipality, and as for the municipality to deliver efficient and effective services within the public, the municipality must involve members of the public through public participation and inform them about the services they are going to offer including the period and method to be followed.

Fortuin (2010:18) further indicates that one of the primary roles of the local government is to engage with members of the public in finding reliable ways of encountering their requirements and improve their quality of life. Nzimakwe (2010:506) defines local government as the level of government which is nearby people mandated with the responsibility to deliver basic services such as water and sanitation, electricity and housing including primary health care, community policing and refuse removal to the members of the public. Mahole (2012:02) indicates that public participation plays a significant position in the improvement of accountability by Ward Councilors, municipal structures, and the public they serve, and improves the linkages between the municipality and public structures such as traditional leaders. Furthermore, the process of public participation in rural areas is seen as a major challenge, which is both time-consuming and costly as members of the public are more concerned about their daily tasks than coming up with solutions and ideas on how to deal with issues that concern them within the municipality and other government sectors (Mahole, 2012:02). Local government together with municipalities must come up with applicable methods and mechanisms to encourage public participation.

1.3 PROBLEM STATEMENT

The Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) and Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), are pieces of legislation which supply a broader framework for a participatory local democracy. According to Vhembe District Municipality IDP (2021/22), municipalities in Vhembe is mostly comprised of rural areas wherein there is still a need for the delivery of basic services. To improve the delivery of basic services in a sustainable way, the Vhembe District Municipality needs full public participation of all structures which represent the public within the municipality. However, according to Mahole (2012) members of the public sees public participation as waste of time. Municipalities and all other public representatives do no longer provide services as enshrined in the Constitution of the Republic of South Africa, 1996 which states that one of the objectives of Local Government is to inspire the commitment of the public and public organisations in the

affairs of local governance, though policies and legislations are there to provide guidance to the situation. Nyalunga (2006:02) argues that the new democratic government has taken public participation as the most important factor at all levels of government, and it must be more inclusive at a local level where municipalities are charged with a huge responsibility of providing basic services to the disadvantaged communities. The example of the problem is when the community resorts to public protest and riots demanding the delivery of basic services. This study focuses on the improvement of basic service delivery in strengthening participation of all stakeholders including Integrated the Development Plan (IDP) representative's forum for effective delivery of basic services. The VDM is facing the following challenges which prevent them to provide basic service delivery: lack of public participation and consultation; poor basic service delivery; and poor infrastructure maintenance plan (Vhembe District Municipality IDP 2021/22). Mahole (2012:354) indicates that service delivery in VDM is hindered by poor consultation and communication by and suggests that the government should assist by developing efficient and effective communication strategies.

1.4 JUSTIFICATION OF THE STUDY

The study is expected to benefit all communities of Vhembe District Municipality, on how public participation can be conducted and how to deliver basic services. Through the study, it is anticipated that the municipality can find ways in which all members of the public and IDP Representatives forum will participate in the affairs of local government, especially at a municipal level to build better municipalities. The study will also assist in educating the public on how to take part in matters that affect them. According to Bekink (2008:286), for municipalities to ensure a developmental role effectively and to improve its responsibilities of delivering basic service, their need to develop a capacity to become more strategic focused in their day-to-day orientation. Municipal council needs to come up with strategies to communicate and consult with the public to pinpoint basic public demands and preferences.

The study, therefore, sought to investigate the role of public participation in the improvement of basic service delivery in VDM. Nnadodzi (2013:84) maintains that public participation is intended to support the ideals of good governance and human rights. Moreover, many people in South Africa are not only denied access to basic services, but also sidelined from the mainstream activities such as IDP forum meetings and processes which lead to the provision basic service (Nnadodzi, 2013). This study is undertaken to add more knowledge to other researchers in similar research domain.

1.5 AIM OF THE STUDY

The aim of this study was to investigate the role of public participation in the improvement of basic service delivery in the Vhembe District Municipality, Limpopo Province (LP), and to recommend strategies that can be used by the municipality to improve basic service delivery.

1.6 OBJECTIVES OF THE STUDY

The following objectives benchmarked the realization of the aim of the study:

- To identify the role of public participation in the improvement of basic service delivery in Vhembe District Municipality.
- To determine the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality.
- To recommend the strategies that can be used to improve basic service delivery in Vhembe District Municipality.

1.7 RESEARCH QUESTIONS

The research questions of this study were:

- What is the role of public participation in the improvement of basic service delivery in Vhembe District Municipality?
- What are the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality?
- What are the strategies that can be used to address the challenges facing basic service delivery in Vhembe District Municipality?

1.8 SIGNIFICANCE OF THE STUDY

The finding of the study will benefit municipalities in the VDM on how to involve members of the public and other public structures in the improvement of basic service delivery through public participation. Local Government: Municipal Structures Act, 1998 (Act No.117 of 1998) indicates that, a municipality must try within its capacity to carry out the objectives set out in section 152 of the Constitution of the Republic of South Africa, 1996 which indicates that, a municipal council must annually evaluate the demands of the public by giving them first preferences at all the time. Creighton (2005:06) indicates that through public participation, public concerns and needs are incorporated into governmental decisions through

communication and interaction with members of the public. The White Paper on the Transformation of the Public Service (1997) supports the development of the potential of each individual citizen for self-reliance and sustainability as a priority. Through public participation, members of the public are afforded more opportunities to execute vigorous task in decision making and by doing so, it builds trust and strong relationship between government and public. This study is expected to provide the VDM an opportunity to find ways in which the public will be involved on matters of local government, especially at a municipal level to build and improve the greater life for all. The study will assist in educating members of the public on how to take part in matters of their concern, especially in local municipal level. It will also contribute on literature that will educate municipalities on how and when to consult and involve different public organisations when providing services to them to avoid public protest.

1.9 DELIMITATION OF THE STUDY

This study focused on the role of public participation in the improvement of basic service delivery in Vhembe District municipalities. These include Thulamela Local Municipality, Collins Chabane Local Municipality, Musina Local Municipality and Makhado Local Municipality. Hornby (2010:873) defines location as a place where something happens or exists. Simon (2013:05) indicated that delimitation of the study is the characteristics that arise from limitations in the scope of the study. The findings of this study will be populated to all other municipalities in Limpopo and to all South African municipalities in rural areas that have similar conditions as VDM.

1.10 DEFINITION OF OPERATIONAL CONCEPTS

The following sub-section presents the definition of operational concepts in aphetically order.

- **Local government**

Reddy (1999:09) defines the concept local government as the third level of government to bring government closer to the people and give citizens a sense of belonging through participation in political processes that affect their daily lives. Societies were also formed to provide goods and services to the public when the central government was unable to provide all these goods and services to the people.

According to Bekink (2008:61), local government is the level of government that functions nearer to the people or constituency a specific area, and it is involved in rendering a variety of services that usually affect the lives of all people living within the jurisdiction. Van der Waldt (2010:04), defines local government as a local level of government that directly serves the needs of the public at grassroots levels. In this study, local government is the government

which is nearest to the public with all the required capacity and ability of supplying basic services to the people. It is described as “an important sphere of government to facilitate sustained accountability and confidence in governance by engaging with the public in a participatory manner to effect improved service delivery” (Draai & Taylor, 2009:112).

- **Municipal basic services**

According to the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) the concept municipal service means that municipality in terms of authority and duty provided to them must provide basic services to the public through an internal mechanism stipulated in Section 76 of the Act. The Act further proclaims that a municipality should provide a municipal basic service in its area or part of its area of jurisdiction through all mechanism, which may be a department, or any other administrative unit given by the municipality to provide such basic services, which is clean water, electricity, health, housing, basic sanitation and refuse removal. Naidoo (2017:27) avers that municipal services are those services obtained from the public money by paying rates and taxes on the land they own for basic services such as water, electricity, refuse removal and sanitation, including the streets, firefighters, and healthcare services.

- **Public Participation**

Cloete (2012:91) defines public participation as the involvement of community, to persuade the result of the actions and attain as many interests as possible feasible from the result of those actions. Additionally, public participation can be described as a mechanism in which participant persuade the self-control of development drive of decision and liabilities which affect their daily lives, and participation is also an important ingredient for a good governance (Buccus, 2007). Creighton (2005:07) views public participation as the mechanisms in which public demands, distress and benefits are consolidated into governmental and business decision-making. Creighton (2005:08) further indicates that public participation is a voluntary mechanism whereby members of the public, individually or through organised groups exchange information, express opinions and articulate interest which have potential to influence decision or the outcomes of the matter at hand. In this study, public participation is described as a means of involvement and engagement by groups or individuals in the matters that affect them within all spheres of government and other government institutions.

Rafkin (2013:05) defines public engagement as "a complex and challenging approach to improving the lives of people, especially the poor and disadvantaged". Nzimakwe & Reddy (2008:672) see participation as active engagement, where all public stakeholders are tangled in the decision-making procedure as part of developing solutions to problems and within local

government structures, and they should be involved in. for this study public participation is the involvement of ordinary people in the matters that affects them in local government.

- **Community**

Swanepoel (2010:43) defines community as a team of humans living collectively in the same vicinity and exercising the identical belief, faith in their way of social lifestyles to fulfil and satisfy the full range of their everyday fundamental needs. According to Homan (2008:98), neighborhood capacity is a quantity of humans who share a wonderful location, beliefs, interests, activities, and other traits that absolutely perceive their commonality and differentiate them from these now not sharing those elements. Van der Waldt (2010:26) describes a community as the commune or dominion where humans live, and which is occupied mainly by private residents, local residents, local government officials, community-based organisations, professionals, enterprise associations, media, private institutions, and government institutions. The community can be viewed as group of people living together sharing common ideas, beliefs, and religions, depending on municipality for provision of services.

- **Municipality**

According to Section 2 of the Local Government: Municipal Systems Act,2000 (Act No. 32 of 2000) the municipality is ministry of state within the local level of government exercising legislative and management powers within the place dedicated in terms of the Local Government: Municipal Demarcation Act,1998. It is the mini-government closest to the people, with the responsibility of taking care of their daily needs.

1.11 ORGANISATION OF THE STUDY

The research is divided into five chapters as presented below:

Chapter 1: Introduction and Background of the Study: The first chapter of this study covers the introduction to the study, background to the study, problem statement, the rationale, aim and objectives, research questions, the significance, delimitation of the study and definition of operational concepts as well as organisation of the study.

Chapter 2: Literature review: This chapter presents the review of relevant literature of the study focusing on the role of public participation in the improvement of basic service delivery in Vhembe District municipalities, which includes Thulamela, Collins Chabane, Musina Municipality and Makhado local Municipalities. The chapter also includes theoretical framework of public participation in municipal basic service delivery, public participation and basic service delivery in the municipalities, public participation and budget, public participation,

democracy and basic service delivery, public participation as the foundation of democracy and legal structure on public participation in the municipalities.

Chapter 3: Research Methodology and Design: This chapter provides details with regard to the research methodologies that was used to investigate the role of public participation in the improvement of basic service delivery in VDM. Research paradigm, research design, study area, population of the study, sampling, data collection, data analysis and moral applications are addressed in this chapter.

Chapter 4: Data presentation, Analysis, and Interpretation: This chapter confer data collected through structured questionnaire and interview schedule. The chapter further presents an analysis and interpretation of the data collected through questionnaire and interview. The data collected through questionnaire were analyzed the using International Business Machinery: Statistical Product and Service Solution (IBM: SPSS) latest version and the that collected through interview were analyzed and presented in a narrative form.

Chapter 5: Findings, Recommendations and Conclusions: This chapter present a summary of the study, major discussion, study findings and recommendations for public participation in the improvement of basic service delivery in VDM. It also provides the main results and conclusions of the research.

CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

The initially chapter provided the prelude and history to the study. This chapter presents the review of appropriate and suitable literature on the role of public participation on the improvement of basic service delivery. The conceptual framework and theoretical framework of public participation in municipal basic service delivery were highlighted. The chapter also reviewed the literature on public participation and the challenges of public participation in municipalities, public development, Integrated Development Plan (IDP) and participation, democratic theory, and participation. Local government democracy and public participation, the advantages and disadvantages of public participation, mechanisms to improve basic service delivery, empirical evidence, and the role of public participation in basic service delivery in the VDM. Mahole (2017:13) cited Thornhill (2008:02), that Public Administration is seen around the globe as central to good governance which is seen by the people of the world as central to good life.

The historical background of public participation in South Africa, theories and legal structure is based on participation and the supply of basic services within the municipalities (Crous,2002). This is done on the backdrop that public participation plays an important role in the improvement of basic service delivery within the municipality. The Department of Public Service and Administration (DPSA) (2014:04) indicated that good governance is about creating transparency, accountability and strong relation and partnership with members of the public. Through this partnership and relation of government and members of the public, public participation is seen as central element of good governance and the South African Government has dedicated itself to the creation of better life for all its citizens based on the Constitution of the Republic of South Africa, 1996 and other policies such as the Reconstruction and Development Plan (RDP),1994 and the White Paper on the Transformation of the Public Service of 1995 which advocated for the members of the public to be afforded the chance to execute vigorous responsibility in decision making and other policy making mechanisms, and by so doing, build the desired trust and strong relationship between government and its citizen.

2.2 THEORETICAL FRAMEWORK OF PUBLIC PARTICIPATION IN MUNICIPAL BASIC SERVICE DELIVERY

This section of the literature survey presents a theoretical framework for public participation in basic services local government in the field of public administration. According to Van der Waldt (2017:184), the concept of theory derives from the Greek word theory, which means contemplation or conjecture, and is generally a predictable, logical, and verifiable systematic and A formalized view. Van der Waldt (2017:185) further points out that previous scholars have developed taxonomies or levels of theory, starting from the simplest to the more difficult and complex levels of theory. Lamidi (2015:07), outlined that theory is a systematic grouping of interdependent concepts and principles that give a framework to tie together a significant area of knowledge. Abend (2008:173), described theory as one of the most important words in the lexicon of contemporary sociology constantly and consequently used by sociologists. In this study, the researcher chose the structural-functional theory as a framework that can investigate the functionality of the organisation, citizen participation, and service distribution in local government.

2.2.1 Structural-functional Theory

Structural functionalism theory is a theoretical perspective that focuses on the functions performed in society by social structures such as institutions, hierarchies, and norms (Gómez-Diago, 2020). The theory emerged in the early 20th century and is associated with authors such as Émile Durkheim, Talcott Parsons, Herbert Spencer, and Robert Merton, who dominated American social theory in the 1950s and 1960s. Van der Waldt (2017:185) view structural-functional as a set of theories generalizations from the borders of discipline of public administration to explain relationships among phenomena. While Jipson (2011:25) indicated that structural-functional theory, is a formal structure of plan with the whole concept based on certain fundamental principles in which an organisation can be built up to meet the specific purpose. According to Subedi (2019:01), structural-functional theory regards organisation as a machine wherein the human beings are made to fit like cogs based on the broad perspective of sociology and anthropology interpreting the society.

Structural-functional theory provides a framework for understanding how different parts of society work together to meet the needs of individuals and society (Gómez-Diago, 2020). The theory promotes solidarity and stability by instilling a Sense of Belonging to the Community. The strengths of structural functionalism are that it can accurately model many aspects of society and shows how various organizations meet the individual's and society's needs and how these organizations are interrelated. According to Henslin (2006), the importance of

structural-functional theory is that the relationships between members of society are organized in terms of rules and values that provide general guidelines for behaviour in terms of roles and norms. The structural–functional theory perspective sees society as an organized network of cooperating groups or an interrelated system in which each group plays a part, and each function or practice helps the system operate (Archibong & Christiana, 2014).

The theory uses the organism analogy to explain that society exists in structures with interrelated and interdependent functions for the survival of society. In critics, Macionis (2012) holds that structural-functional theory tends to talk about individual actors as decision-makers, although functionalist theorists treat individuals as puppets, whose decisions are a predictable result of their location in the social structure and of the norms. At the same time, Bauman and Skitka (2009) argued that structural-functional theory has often pictured individuals as having little or no control over their own actions, rather than being directed by the system in order to survive. According to Sam-Duru (2012), the theory is mostly criticized for confusing “function” with “cause, even though it may be possible to demonstrate that municipalities, as part of local government families, perform certain functions that are necessary to society. Structural-functional theory is relevant to this study as it consists of organisations that interpret the society by providing a good understanding of what needs to be carried out in the short run and long run. The theory has been deemed useful for understanding society on the grounds (public members) and that it successfully demonstrates that institutions are connected to, and dependent on one another to achieve the goal. In this study, the researcher has used the structure-function theory as it relates to organisations and society, including providing the needs of the society at large.

2.3 CONCEPTUAL FRAMEWORK OF PUBLIC ADMINISTRATION

According to Passey (2020:01), the conceptual framework is more flexible and descriptive because it typically identifies the factors that affect a particular field within a number of key characteristics, e.g., social learning, discovery learning, or experiential learning. Adom, Hussein & Agyem (2018: 01) pointed out that theoretical and conceptual frameworks guide research and provide a basis for establishing its reliability. Although these terms are similar, they differ in their concept and role in research studies. However, many students find it difficult and confusing to distinguish between these two closely related frameworks when determining their roles in their studies.

Ngulube *et al.*, (2020:05) argued that a conceptual framework is a “network, or “a plane,” of interlinked concepts that together provide a comprehensive understanding of a phenomenon or phenomena. Sebola (2015:02) indicated that, to understand local government in the context of locating it in a disciplinary space within that of public administration, one needs to

understand Public Administration as both the discipline and practice. According to Kivunja (2018:47), a conceptual framework is the logical orientation associated with everything that forms the underlying thinking of structures, plans and practices for the implementation of the whole research project. Kivunja (2018:48) further indicated that the conceptual framework is thus the umbrella term relating to all the concepts and ideas that occupy your mind as you contemplate, plan, implement and conclude your research project.

2.3.1 Definitions of Public administration

Gladden (1972:12) can be defined Public Administration as the process of stages of taking decision and fulfil the core of administration, while Gildenhuis (1988:14) view Public Administration as the “detailed and systematic execution of public law”. According to Lamidi (2015:02), Public Administration is a combination of both theory and practice, however its practice is old as human civilization. Public Administration as a field of study that reflects various research traditions and approaches entails a broad and often interdisciplinary field of enquiry. According to Van der Waldt (2017:189), public administration field comprises of the government and governance systems such as regulatory, institutional, administrative, political, and economic system.

“Public Administration as a discipline and as an exertion has developed from stage to stage and can be seen as a perpetration of government policy and as an academic discipline that prepares civil retainers working in the public service” (Mahole, 2017:15). Henry (1986:26) indicated that the development of public administration is grounded on a lesser contestation in scholars encyclopedically with the contention of chancing the grounds and principles of public administration. The European Institute for Public Participation (EIPP) (2009:06) indicates that public participation is the mechanism that the interested public members, civil society organisations and government structures are involved in policymaking before any political decision is taken. Public participation is the most important platform for public engagement and information is changed between different stakeholders and government.

According to EIPP (2009:07), public consultation and public participation have a common goal of improving the quality of life to citizens by providing opportunities for public policy formation. Public participation involves the conscious use of collaboration and dialogue to share information between both parties for effective and efficient community participation. Paul (2011:06) noted that civic administration performs a significant function in the field of leadership and command. Paul (2011: 06) further noted that public administration has greatly increased in number, diversity and complexity, and its methodology has also evolved from a trial-and-error stage to a customized discipline with organized knowledge and experience.

2.3.2 Theory of public administration

According to Lamidi (2015:03), public administration is a combination of theory and practice since there is no clear point in history where the history of participatory theory begins in the same way as its practice. Lamidi (2015:07) further pointed out that there are three main reasons why we should study public administration theory: firstly, public administration theory provides a stable focus for understanding what we experience; secondly, the theory allows us to communicate effectively and thus enter into increasing complex relationships with other people, and thirdly, the theory allowed us to further explore our world.

According to Van der Waldt (2017: 183), public administration theory supported the efforts of social science by proposing philosophical assumptions about the aspects that make up social reality and accepting it as valid evidence of this reality and the way evidence is collected in both positivism and interpretivism is a consistent general theory that plays a central role in the scientific study of the social world. Public administration is an activity carried out to achieve development goals and important component of governance that carries out the executive functions of the state and has become a useful mechanism for developing plans and programs for the effective and efficient performance of this function (Paul, 2011:5-6).

Quick & Bryson (2016:06) noted that the main theoretical concerns of public administration on governance are related to legitimacy, role coverage and the challenges of processes designed for governance. Quick & Bryson (2016:06) further emphasised that in all areas of democratic governance, public administration negotiates so that society, public institutions, and elected officials achieve the defined goals of good governance. Jacobs (2014) noted that in countries like the United States with high inequality, public opinion on many issues, especially politics, is strong and embedded in the system, despite increasing public participation as part of government policy. Thomas (2012:56) argues that participation has been neglected for a long time and there are social concerns to exclude forms of participation in the community, and society should engage public administration to build renewal and focus on social inclusion, empowerment, equity, and governance to do. The theory is desirable and works to gain popularity and momentum among the majority of the population to work with the government to achieve simple solutions instead of creating problems in society.

Kisby (2010:490) look at public administration as the system of governance that creates opportunities for government structures to deliver through the new public management to relocate delivery services to members of the public through volunteers and Non-Governmental Organisations. Bryson *et al.*, (2014:445) stipulated that the movement of governance to the new public service is necessary to add value to the approach of good governance and new approach of governing and managing effectively and efficiently in the democratic government.

The change in governance has possibilities to enhance opportunities of public participation to shape the public policies and its implementation. However, the shift raises concern on whether public participation can endure accountability, transparency, and responsibility in government. Hilling (1966:320) argues that public administration came as an independent theory of the study based on the university education. Henry (1986:27) pointed out that the study of public administration in the field of political science before it becomes an independent field of study and allows the nation to know what the government is capable of and how it achieves its tasks to do. Henry (1986:27) further noted that the study of public administration was first mentioned by the philosopher Woodrow Wilson, whose ideas were published in America in 1887 as the Father of Public Administration in the Political Science Quarterly.

Littlejohn & Foss (2005) as cited in a study by Van der Waldt (2017:185) indicated that theory generally consists of philosophical assumptions, which can be classified in terms of categories; which are epistemology (question of knowledge), ontology (question of existence; and axiology which is (question of values). According to Van der Waldt (2017:184), the concept theory is originated from the Greek “theoria” meaning contemplation and it is generally systematic and formalized expression of previous observations which is predictable, logical, and testable. Van der Waldt (2017:185), further indicated that ancient scholars develop the classifications of theories starting from the simplest to more sophisticated and complicated. Lamidi (2015:07), indicated that theory is a systematic grouping of interdependent concepts and principles that give a framework to bring together a significant area of knowledge. Abend (2008: 173), described theory as one of the most important lexicons of modern sociology in continuous and continuous use by sociologists.

2.3.3 The purpose, scope, and nature of public administration

Public administration and public management require that public sector professionals serve the best interests of society without discrimination or greed. Therefore, special knowledge and skills should not be used in a way that hinders public participation in public administration issues (Wessels & Pauw, 1999: 141). Professionals in the ground of public administration and governance should refrain from elitism and arrogance based on their professional knowledge and technical experience, because such behavior makes them unapproachable and uninteresting in the eyes of society. This leads to the fact that they respond to the pretended needs and not to the real public interest and their main purpose, which is to serve the public interest. Selepe (2009:47) noted that the direct goal of public administration is the useful and powerful use of available capability of society. Selepe (2009:47) further noted that public administration is the highest goal of the state to maintain peace and tranquility, achieve justice

and protect against disease and insecurity, adapt and balance conflicting groups and interests of the state. are kept by the state. the audience

2.3.3.1 Professionalism

A study by Wessels & Pauw (2009:140), outlined that corruption and other ethical pathologies in government are perpetrated not by career public servants, but by the political appointees who have no experience in public service. Wessels & Pauw (2009:140) further indicated that this political appointment implies that professional competence in government can serve as a buffer against unethical and immoral conduct. Professional training should not only provide the professionals with technical skills and discernment but should also impart the ability to manage contextual complexity. Cloete, Wissink & De Coning (2006:64) maintained that in the 20th century a fundamental redirection in the production of policy-relevant information occurred with the professionalism of political science, public administration, sociology, economics, and related disciplines. Van der Waldt & Du Toit (2002:52) maintained that civil service is not a place for the amateurs and public administration must be filled by men and women who are truly professional. Professionalism in the public sector is necessary to ensure mobility of personnel; between different spheres of government, to improve knowledge and skills and to realize the aims and standards of profession to the advantage of members of the public. Van der Waldt & Du Toit (2002:53) further outlined the characteristics of professionalism in public service.

According to Wessels & Pauw (2009:140), most of the corruption and other ethical pathologies in government are perpetrated not by career public servants, but by the political appointees who have no experience in public service. Political appointment implies that professional competence in government can serve as a buffer against unethical and immoral conduct. Professional training should not only provide the professionals with technical skills and discernment but should also impart the ability to manage contextual complexity. Cloete, Wissink & De Coning (2006:64) indicated that in the 20th century a fundamental redirection in the production of policy-relevant information occurred with the professionalism of political science, public administration, sociology, economics, and related disciplines. Van der Waldt & Du Toit (2002:52) argued that civil service is not a place for the amateurs and public administration must be filled by men and women who are truly professional. Cooperation in the public sector is necessary to ensure the movement of personnel; between different branches of the government to improve knowledge and skills and implement professional goals and standards for the benefit of society. Van der Waldt & Du Toit (2002:53) further described the professional characteristics of public service. Which is:

- Understanding the dignity of public service;
- Belief in honest service to society;
- Compliance with the Code of Conduct;
- Sets the standards of competence for admission and promotion to public service and makes efforts for the general acceptance of these standards;
- Responsible for developing training opportunities for current and prospective professionals;
- Sensitivity to the values, traditions, culture and norms of society;
- Necessary respect for political (constitutional) sovereignty and recognition of democratic principles; and
- Justice and rationality.

For this study, professionalism is related to ethical behaviour and guidance to leaders and officials on how to act or behave in the workplace.

2.3.3.2 Ethical codes in the public administration

Codes of conduct in public administration are mechanisms employed to inform and guide the morals and the way in which public officials perform their duties. Wessels & Pauw (1999:142), highlighted that a public official is presumed to serve the public, therefore as public servants they should apply his or her personal morality towards the achievement of this goal in an optimal fashion as the ethical code of conduct provides necessary institutional basis. According to Naidoo (2017:37), public administration must be subjected to some form of order and be more accountable and responsive to improve the public perception about government performance and the values that public receives from government. Van der Waldt & Du Toit (2002:122) indicated that public institutions such as municipalities is a product of larger system and for the community and such institutions are run by individuals who are also members of the communities which comply with certain ethical norms. Van der Waldt & Du Toit (2002:122) further indicated that it is expected that such ethical norms will be applied within an institution and apart from ethical norms, there are also ethical guidelines that public managers in government institutions must follow in public administration. These ethical guidelines include aspects of appropriateness, fairness, respect for community values, and social responsibility.

2.3.3.3 Policy implementation and execution in public administration

A study by Mahole (2017:52) highlighted that public administration includes various functions, including public policy and the policy-making process as a central element of public administration. Mahole (2017:59) further noted that the political process is a model of activity that includes several functional categories of activity. Public administration is a difficult and

complex process, as scholars debate whether a particular approach is linear or integrative. This is guided by the fact that this policy learning process is a process in which a series of decisions are made about the plan of action by public and private institutions to achieve certain goals.

In the South African policy context, democratisation led to a major national policy review from 1995. Cloete, Wissink & De Coning (2006:205) maintained that policy and strategy in the public domain have always been associated with strategic and business planning in the private sector, whilst the latter concepts are also in use in the public institution. It is very useful to note that the specific usage of public administration and other concepts has developed in public and development management and its diverse opinions exist as to the most appropriate approaches to implementation in the South African context (Cloete, *et al.*, 2006). Cloete, Wissink & De Coning (2006:208) further maintained that many departments have now developed sectoral and functional strategies to give effect to policy implementation and valuable lessons of experience that exist in various national and provincial departments, agencies, and services in accordance with the medium-term expenditure framework (MTEF). Government departments have come a long way in instilling a culture in their institutions where the Public Finance Management Act, 1999 (Act 29 of 1999) (PFMA) and MTEF planning method principles are now widely accepted and practiced.

2.3.4 The functions and principles of public administration

Mahole (2017:51) cited Cloete's argument that public administration consists of six generic functions, which are policymaking, organising, financing, staffing, work procedure and control and their meaning and existence depends on each other. The six generic administration functions are all essential building blocks in the administration of public institution and no public nor private institution can function efficiently and effectively without all these building blocks. According to Bajok & Jusic (2012:2) Public administration contributed to quality and transparency of decisions to gain citizen trust in local government. Therefore, a trained management personnel in public administration is needed to convert objectives into activities, and combine, allocate, coordinate, and use the institution resources productively for the institution to achieve its objectives. This is done through public administration functions listed below:

Figure 2. 1: Functions of public administration

Basic management function in public administration
1. Planning

2. Organising
3. Financing
4. Leading
5. Control
6. Coordination

(Source: Van der Waldt & Du Toit, 2002:180).

Management functions along with their goals and means, form an integral part of institutions because they are not separate elements. Van der Waldt & Du Toit (2002:208) further pointed those policies provide the basis for the presentation of management functions and those public managers play a very crucial role in creating, implementing, modifying, and adjusting departmental levels of policies, which are:

- **Political or national policy:** It is a comprehensive political policy implemented by the legislative body.
- **Executive policy:** The rough policy of direction is shown through organizational, financial, and personal decisions. It is implemented by executive bodies.
- **Management Policy:** This policy deals with the practical steps to implement the policy and is usually prepared by general managers.
- **Company Policy:** Routine decisions are made in day-to-day business. This policy is usually set by middle management and supervisors.

These public policies are developed by public actors in public administration, although non-state actors such as interest groups can also have a play important part in influencing the formulation and improvement of public policies. Public policy is purposeful, and decisions are made by politicians and officials collectively, not individually.

2.3.5 The nature of Public Administration

According to Paul (2011:8), there are two views regarding the nature of Public Administration and these views are:

2.3.5.1 Integral View

According to Thapa (2020), this view is an administration of activities manual, clerical, technical, and managerial which are undertaken to realize the objectives. With the belief that public administration comprises all types of operations undertaken by all persons ranging from the lowest to the highest in order to implement public policies. Supporter of this views are

Woodrow Wilson, Marshal Dimock, John Piffner, and L.D. White. While Paul (2011: 8) views public administration is a set of all activities implemented to achieve the fulfilment of the public order, which consists of various activities of all employees from top to bottom to show the importance of efficiency and effective operation of the administrative mechanism.

2.3.5.2 Managerial View

According to Paul (2011:8), managerial is the work of personnel who is engaged in the performance of managerial functions in an organisation constitute administration with the responsibility of keeping the enterprise on keel and to run it most efficiently. In Uchem & Erunke (2013) management included the activities of all persons engaged in administration with the restriction of activities for few personnel at the top of the organisation. In managerial view administration comprises the work of only those people who are engaged in performing managerial functions in an organization and public administration focus primarily on the planning, organizing, directing, controlling and coordination of governmental operations (Thapa, 2020). Luther Gulick, Henry Fayol, Robert Dhal, and Herbert Simon support this view. As for this study, public administration is every aspect of government in effort to discharge the law and order and give effect to public policy process.

2.3.6 The importance of Public Administration

Public administration is the single most important aspect of all governments, whether democratic or authoritarian, socialist, or capitalist and it is the mechanism by which values are delivered to citizens (Inakefe and Godwin, 2022). Paul (2011:10) noted that public administration plays a very important role not only as a management tool but also as a useful mechanism to protect and promote common interests that are important to people's lives. Paul (2011:10) further noted that the meaning of public administration is considered under three important dimensions, that is, its meaning for the people, its meaning in democracy and its meaning as a subject.

2.3.6.1 Public Administration and the People

Uchem & Erunke (2013) pointed that public administration as a branch of public authority is very important in the life of public because public use public administration services in every activity. Uchem & Erunke (2013) further pointed that public administration affects every citizen in one way or another through the improvement of science and technology and most members of society become technologically excellent.

2.3.6.2 Public Administration and Democracy

According to Box (2017), progress, prosperity and preservation of democracy is achieved through impartial, honest, and efficient administration where the administrator is neutral regardless of politics and loyally serves any political party that comes to power regardless of affiliation. Box (2017) argued that modern democracy has introduced the concept of the welfare state by expanding the scope of state action, leading to increased demand for more efficient and sustainable public administration and services.

2.3.6.3 Importance of Public Administration as a Subject

According to Box (2017) the society depends upon public administration and as such public administration is in the life of the people and its study cannot be ignored and therefore its teaching should become a part of the curriculum of education. While Uchem & Erunke (2013) argued that the study of public administration helps people to become better administrators in growing industrial revolution and technological developments. Paul (2011:10) indicated that the ordinary members of the public can only feel secure if a large-scale organisation is based on sound principles of administration and cater for the interests of the community at large. Paul (2011:10) further indicated that formulation and execution of these plans widens the sphere of public administration. With the inception of welfare states the concept of police states has suffered setbacks.

2.4 HISTORICAL BACKGROUND OF PUBLIC PARTICIPATION IN SOUTH AFRICA

In the past, before 1994, South Africa was known as an apartheid government because many citizens, mainly blacks, Indians and coloreds, were discriminated against and did not have the opportunity to participate in government decision-making in any way, including voting. Siphuma (2009:38) noted that before the introducing a democratic government; the past South Africa denied a past experience of good public participation in the formation and implementation of public policy, and most of the black population was not given the chance to participate in general elections or in the decision-making process and the implementation of policies that affect their daily lives.

Since the dawn of democracy in 1994, the South African Legislatures focused on changing unconstitutional laws, building democratic and transparent legislatures which is responsive to the demands of the masses and the establishment of new institutions to promote democracy and human rights and forget about people involvement (Siphuma, 2009:39). Siphuma (2009:39) further indicated the second decade of democracy focuses on the implementation of policies and laws and overseeing the delivery of services on the ground. Whereas

Mubangizi (2019:557) indicated that participation of stakeholders is a necessary for developing support for policies and finding the solution of problems through social learning. Legislative Sector South Africa (2013:12) indicated that the strategic focus of public participation also shifted in strengthening the Legislatures of South Africa to a successful representative and participatory democracy.

According to Van der Waldt & Du Toit (2002:180), local government has played an important role in creating a stimulating environment for public participation. Van der Waldt & Du Toit (2002:180) further indicated that the principle of public participation is designed for representatives of local government and employees of local government units to ensure the effective engagement all of actors for better results in providing basic services to the improvement the general welfare of the members of the public. Legislative Sector South Africa (2013:12), stipulated that South Africa's history was characterised by high levels of state authority and societal conflict from colonial times. Before the first democratic election, government policy making process was a closed affair with few and the minority without any form public participation. Section 104 of the Constitution of the Republic of South Africa, 1996 provided for public access and involvement of the public in the legislative process to be open to all including the organised, powerful, the unorganised and the marginalised groups such as women and people living with disability. Section 118 of the Constitution of the Republic of South Africa, 1996 provided that the legislative authority of the nine provinces should vested in the provincial legislature of each province through the responsibility of each provincial legislature to ensure that all the necessary steps are taken to ensure that public opinion is considered during decision-making.

Legislative Sector South Africa (2013:10) indicated that public participation in local government was introduced as a democratic principle to correct the imbalances and injustices by the apartheid government in order to ensure that all sectors of societies are integrated and receive equal services as enshrined in the Constitution of the Republic of South Africa, 1996. Legislative Sector South Africa (2013:11) indicated that the end of apartheid and the first democratic elections of 1994 marked a turning point in the socio-economic and political landscape of South Africa. Mathebula (2016:23) argued that the democratic government has not fully made impact in terms of closing the gaps opened by the apartheid government particularly on matters of service delivery in local government, which is zoomed through service delivery protests and other challenges that South Africa has not yet fully recovered from the apartheid legacy.

Mathebula (2016:23) further indicated that the beginning of a democratic dispensation in South Africa came with the opportunities that were previously excluded which is public participation.

Mafunisa and Xaba (2008) defined public participation as an open and accountable undertaking in which individuals and groups within the community exchange their views and influence the decision-making process. Mathebula (2016:24) indicated that, the South African democratic local government is founded within the developmental domain wherein all service delivery sectors need to be coordinated. South African municipalities have therefore should become the development of service delivery, poverty alleviation, infrastructure, and economic development by ensuring that members of the public within the municipality develop trust and sense of belonging to development initiatives of their own government.

According to Theron, Van Rooyen & Van Baalen (2000:158), the legal, constitutional nature and role of municipalities are documented in the Constitution of the Republic of South Africa, 1996. Theron, *et.al.*, (2000:158) further indicated that the council of the municipality and its committees as their objectives must exercise their powers and responsibilities by using the resources to the best interests of the members of the public as stipulated in section 152 of the Constitution of the Republic of South Africa, 1996. Furthermore municipality must exercise its powers and responsibilities to develop policy, plans, and programs to improve service delivery as per the Constitution of the Republic of South Africa, 1996 communities should be encouraged to get involved in the matters of local government to improve their ways of life and to held municipalities accountable to ensure the provision of service to the public in a sustainable manner, of unlike before wherein the majority of South African was not having a say when coming to the matters of government and only the minority were ruling. Sections 16 (a) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) is about community to participation in the affairs of the municipality considering the preparation, implementation, and review municipality integrated development plan.

Kuhn (2012:144) indicated that all spheres of government were created with responsibility to ensure that all citizens of the Republic of South Africa receive affordable and equal access of services and infrastructure in a sustainable manner as enshrined in the Constitution. Kuhn (2012:144) further indicated that historically, there was little transparency regarding the delivery and utilization of services with no pressure on the side of government to provide effective and competitive services. The importance of members of public in South Africa cannot be overemphasized since it underpins the democratic dissension that was found after the 1994 general elections. According to Siphuma (2009:52), public participation enables changes and correct the inequality of the past apartheid regime by improving the chances of achieving sustainable development. Siphuma (2009:52) further indicated that because of the centrality of public participation, the government has enacted legislations such as the Republic of South Africa's Constitution of 1996, the Local Government: Municipal Systems Act, 2000 (Act No.32 of 2000), the Local Government: Municipal Structures Act,1998 (Act No.117 of

1998) together with the Local Government: Municipal Finance Management Act, 2003 (Act No.53 of 2003) and other many legislations available for the betterment of the community.

2.4.1. Theories of public participation

Maphazi, Raga, Taylor, and Mayekiso (2013:57) viewed public participation as a process that offers a unique opportunity for the public to influence public decisions Maphazi et al., (2013:57) further noted that the roots of public participation date back to the distant past, with the aim of improving government processes and procedures aimed at facilitating the participation of community members in government affairs to benefits everyone affected. Kotze (1997:37) argues that civic participation is a concept that was introduced to bring about a new attitude for government to become the galloping development of the people. Kotze (1997:37) further states that public participation includes decision-making, implementation, monitoring and evaluation, and the sharing of development benefits by governments to achieve effective and efficient development outcomes and outcomes claimed. Meyer & Theron (2000:1) viewed public participation as involving the public in decision-making processes, implementation, and evaluation of such programs to improve service delivery. Clayton (2005: 7) argued that public participation is the process by which society's needs and values are incorporated into government and business decisions for the benefit of all.

Quick & Bryson (2016: 1) pointed out that public participation in good governance includes the direct and indirect involvement of all stakeholders in decision-making on policies, plans and programs that are of interest to them, and through public participation stakeholders can work with leaders, state authorities, non-governmental organisations and other public and government structures that develop and implement state policies and programs. Quick & Bryson (2016: 2) further noted that the focus of attention has changed from public participation to an important issue in government to ensure the participation of all stakeholders in public affairs to ensure equal access of guaranteed services.

2.4.1.1 Legitimacy

Maphazi *et.al.*, (2013:58) believed that the benefits of public participation are usually realized when the process is not focused on it, despite the problems that come with implementation and failure, regardless of whether the results were fair or not. Maphazi *et al.*, (2013:58) further state that the stages of community participation go beyond government decision-making by involving community members in their own development and decision-making process.

2.4.1.2 Diversity and inclusion

Quick & Bryson (2016: 5) noted that diversity and inclusion in government means that all stakeholders are involved in active conflict and power management to ensure representation and consideration of marginalised groups and the poor in development decisions. Quick & Bryson (2016: 6) further emphasised that community participation can improve the impact of marginalized groups and make strong decisions to exclude the ethnic, racial, gender or socio-economic diversity of participants.

2.4.1.3 Expertise and public participation

Fisher (2000) pointed out that public participation allows members of the public platform to make specific and competent decisions to achieve better results by involving ordinary people to make contributions that change and improve their way of life. Fisher (2000) also notes that public participation can also provide a platform for educated individuals to express their opinions through public participation.

2.4.2 Different types of Participation in the improvement of basic service delivery

Mwiru (2015:14) defines public participation as the act of sharing activities in a group engaged in contributing, partnering, participating, and supporting community development projects. Mwiru (2015:14) identified the types of participation commonly used in Tanzania namely, passive participation, participation through consultation and interactive participation. All these forms of participation exist to solve the problems faced by citizens involved in decision-making.

2.4.2.1 Passive participation

Mwiru (2015: 14) asserted that passive participation involves public members that have already been done without their involvement in the process. Shared information belongs only to foreign professionals. While Naidoo (2017:36) argues that passive participation involves the flow of information to stakeholders only during an awareness campaign.

2.4.2.2 Participation by consultation

Mwiru (2015:14) argued that consultative involvement means that people are consulted, and external agents listen to their opinions, which are usually externally identified problems and solutions. With this type of participation, people are not given a chance to take part in the decision-making process. Naidoo (2017:35) argued that consultative involvement only occurs when stakeholders are consulted before a decision is made. However, community members do not share decision-making responsibilities.

2.4.2.3 Interactive participation

Mwiru (2015:14) indicated that joint analysis to joint action is possible use of new institutions or strengthening the existing ones enabling and empowering members of public to have stake in maintaining structures. Whereas Naidoo (2017:36) argued that this form of participation occurs when stakeholders are involved in collaboration and analysis of decision-making and interactive participation is important when a municipality intends to share a mutually beneficial with the community. Buccus (2007:04) viewed interactive participation as the kind of participation that is mostly receiving attention in South Africa government civil society and the private sector. Nyalunga (2006:01) indicates that public development practitioners and policy makers all agreed broadly to a need of giving attention to the grassroots and to ensure public involvement in the development mechanism. Nnadodzi (2013:84) indicated active public participation is made to bring the idea of good governance and human rights. While Theron (2000:66) view interactive public participation as a recipe for a good governance by improving the effectiveness and efficiency of government to have direct plans towards the development of the community particularly the poor and the marginalised. According to Cloete (2006: 114), interactive community participation in government can be seen as involving community members in development activities and influencing the outcomes of these activities. Cloete (2006: 115) noted that interactive public participation can take many forms:

- **firstly**, with the involvement of legitimate political representatives, democratically elected, the mandate of community representation.
- **Secondly**, by involving community leaders to represent the interests of the community as a whole.
- **Thirdly**, with the participation of individuals regardless of their position in society; and
- **Finally**, the direct involvement of ordinary members of society in public affairs through public meetings, participation in protest marches, consumer boycotts and other types of activities aimed at progress.

Local government in South Africa should act as safeguards and guardians through the participation of all stakeholders, community-based organisations, non-governmental organisations, business, and civil society organisations pointing out that municipal obligation. Inclusiveness in the work of local governments. Local governments should encourage the participation of local communities and community organizations in local government affairs, as provided for in Section 152(1e) of the 1996 Constitution of the Republic of South Africa. Tau (2013:154) sees public participation as part of the recipe for democracy and argues that rather than imposing services on communities, better ways to involve them in local government issues that affect them daily. Tau (2013:154) further argued that many people in

South Africa are deprived of access of basic services and side-lined from the public participation processes which can lead to better provision basic services.

2.4.3 Public participation and basic service delivery in the municipalities

Buccus (2007:06) noted that public participation around the world, especially on the African continent, is seen as a means of promoting development and improving the delivery of basic services in local government with good governance and deepening democracy. Buccus (2007:06) further noted that municipalities as a government structure are closer to the people, usually with various development activities, including policies aimed at improving the standard of living of the people, involving cooperation and communication between different interests' groups, interested parties and individuals who always influence political representatives to adopt policies that suit the interests and needs of society.

According to Theron (2000:64), public participation in good local government finds conflict resolution between individuals, interest groups, and interest groups by focusing directly on the need for basic service delivery. To do so, municipalities need ample opportunities for consultation and interaction. Combat poverty, environmental degradation, crime, and other community problems to promote local economic development. Madzivhandila (2012:370) indicated that the needs and priorities of members of the public can be identified and incorporated in the development plans if there is an active participation of community members in planning and implementation of basic service delivery initiatives. Instead, municipalities as bureaucratic institutions turn to discourage public participation, and this is likely to make municipalities to be more focused to people than to lose them.

2.4.4 The role of public participation in municipal budgeting

According to Nyalunga (2006:06), public participation requires strategic and pragmatic intervention and efforts. In budget allocation, community consultation will help to strengthen and facilitate public participation. Local government needs to empower people so that they can feel confident and have the capacity to confront their problems and find solutions. Van der Waldt (2011:29) indicated that the way municipal employees organise public participation can affect the quality of public participation. Van der Waldt (2011:29) further indicated that municipalities, like other levels of government, have a tendency of maintaining themselves at the expense of the community and, significant resources are used to maintain internal bureaucratic functions and processes of the organisation, while limited resources are made available to provide services for the community. Van der Waldt (2011:33) further noted that the introduction of social service partnerships as part of public-private partnerships in South

Africa is an example of change that has a significant impact on local decision-making processes through public participation.

Moreover, local government faces serious legitimacy problems in making decisions and implementation policies without involving the role-players, stakeholders, and members of the community into consideration (Van der Waldt, 2011:33). According to Buyers (2016), challenges of public participation include the extent to how the members of the public can hold municipal council accountable to the extent in which public managers and municipal official represents the community they serve by responding to their needs and aspirations. Van der Waldt (2011:33) further view public participation as a sound relation between members of the public and municipality helps to strengthen government trust and by reversing the steady erosion of voter turn-out during elections of local government. Buyers (2016) indicated challenges of the municipality involve the way in which municipal officials have experience and knowledge to effectively engage members of the public to obtain their views suitable to design mechanisms to facilitate the participation of various stakeholders within the community.

2.4.5 Public participation and the media

According to Van der Waldt (2011:34), municipalities should take necessary steps to provide necessary training of their employees to be more knowledgeable and responsive to the community they serve, and municipalities can only do that by channeling feedback from the community to decision-makers and expected to provide service for the interests of the community effectively and efficiently. Van der Waldt (2011:34) further indicated that municipalities should increase the knowledge of the community by providing relevant information through various channels and by convening community meetings to engage them in the affairs of local government. In view of Vhembe District Municipality, Integrated Development Plan (IDP) (2017/2018:15) Vhembe District Municipality as a district municipality, has introduced mayoral public participation programs in the form of quarterly newspaper aimed to reach members of the VDM to discuss all municipal matters, which include the delivery of basic services to the indigent and the community. Vhembe District Municipality newsletter is also issued by the municipality on quarterly basis.

2.5 THE IMPORTANCE OF PUBLIC PARTICIPATION IN THE IMPROVEMENT OF BASIC SERVICE DELIVERY

Section 16 (1) of the Local Government: Municipal Systems Act of 2000 (Act No. 32 of 2000), stipulates that a municipality as a government closest to the people should broaden a culture of network participation with a gadget of participatory governance that complements formal

representation of local authorities and encourage participation of neighborhood network in the affairs of neighborhood authorities. Masiya, Davids & Mazenda (2019:30) viewed public participation as procedure of facilitating carrier transport inside the municipalities and encourages public participation in the subjects of service transport. The department of public provider and administration (2014) seemed public participation because the procedure of enhancing the best and legitimacy of selections made with the aid of government concerning coverage, programmes, and initiatives to eliminates poverty and warfare that can cause violent public protest. Masiya *et.al.*, (2019:30) argued that municipalities should work closely with councilors, non-governmental organizations (NGOs), community-based organizations (CBOs), and community members to identify the needs of the community and by ensuring that all the needs are included in the municipality's integrated development plan (IDP) and budget proposals. As a method to encourage the social and economic development of the community, Section 153 of the Constitution of the Republic of South Africa, 1996 stated that a municipality should give priority to the basic needs of the community, including water, sanitation, roads, storm-water drainage, refuse collection, and electricity. Munzhedzi (2016) contends that municipalities should be transparent and accountable, and they should also encourage the public to participate in issues that directly affect them in order to find solutions.

Section 16 (1) of the Local Government: Municipal Systems Act of 2000 (Act No. 32 of 2000), stipulated that a municipality as a government closest to the people should develop a culture of community participation with a system of participatory governance that complements formal representation of local government and encourage participation of local community in the affairs of local government. Masiya *et.al.*, (2019:30) viewed public participation as process of facilitating service delivery within the municipalities and encourages public participation in the matters of service delivery. The Department of Public Service and Administration (2014) regarded public participation as the process of improving the quality and legitimacy of decisions made by government regarding policy, programmes, and projects to eliminates poverty and conflict that can lead to violent public protest. Municipalities should work closely with the councillors, Non-Governmental Organisations (NGOs), Community Based Organisations (CBOs), and community members to identify the needs of the community and by ensuring that all the needs are included in the municipality Integrated Development Plan (IDP) and the budget proposals of the municipality. Section 153 of the Constitution of the Republic of South Africa, 1996 indicated that a municipality should give priority to the basic needs of the community, which includes water, sanitation, roads, storm-water drainage, refuse collection and electricity in order to promote social and economic development of the community. While Munzhedzi (2016) believed that municipalities should be responsible, transparent and encourage the public to involve the problems that affect them to find solutions.

Creighton (2005: 7) saw public participation as a process by which public demands, needs and values enter into government and corporate decision-making with the overall goal of making better decisions supported by community members. According to Creighton (2005: 7), there are elements of public participation that:

- Applies to the administrative decisions that are in both public and private organisations without elected public official and judiciary.
- Provide information and interaction between members of the public and the decision-making bodies by encouraging public participation.
- Indicate that the process of organising and involving members of the public do not happen accidentally or coincidentally in good governance as public must have a say on decisions that affect their lives.
- Includes the promise that the public's contribution will influence the decision made by government by meeting the interest and the needs of the public through proper channels of communication.
- The public participation seeks out and facilitate the process of public participation by involving those who are affected to participate in the process and define how they participate.
- Provides participants with the information they need to participate meaningfully and make decisions about them.

Creighton (2005:17) indicated that, public participation creates a direct link between the public and the government as decision makers in the bureaucracy by ensuring that government meet members of the public in dialogue before making those decisions to understand the need and demand and that can only be done through public participation. According to Bekink (2008:476), public participation and municipal accountability were neglected under the former apartheid government as the need of the public were not taken into consideration and the new democratic government came with the core elements of change by allowing members of public to have a say in decisions that affect their lives. Madzivhandila (2012:374) argued that public participation helps government to address the delivery and prioritization of the basic needs of the community to enhance accountability and development projects at grass-roots level. Section 195 (e) of the Constitution of the Republic of South Africa ,1996 indicates that people's needs should be responded to and public to be encouraged to participate in policy making. Bekink (2008:476) further indicates that the concept of public participation should be given to people as the core principle of democracy and developmental local government to ensure that their voices are heard. Nzimakwe (2010: 504) noted that community participation strengthens

the legitimacy of local decision-making to support democracy and promote good governance by ensuring that people's voices are heard.

Tau (2013:156) indicated that participation is seen as the key words in the South African government by increasing transparency in the decision-making process by government officials, politicians, Non-Governmental Organisations (NGOs) and the civil society. According to Nyalunga (2006:05), public participation should be regarded as an ongoing process that happens regularly rather than to be regarded as one a day event. It is a process that does not happen overnight, but it requires interventions and efforts by both the community and municipality. Public participation influences the improvement of basic service delivery, and through participation municipalities can be able to consult members of the public on issues affecting their daily lives. Fortuin (2010:20) indicated that municipal participatory mechanisms should make provision for the involvement of all structures of the community within the municipality.

Fortuin (2010:20) emphasised that it should be recognized that ward committees with public participation, civil society organisations, non-governmental organizations (NGOs), community structures and traditional leaders are more involved in the improvement of the basic services through *imbizos* (public meetings), public forums. According to Bastidas (2004:01), public participation contributes to the social, economic, and environmental impacts of government business processes and how they affect the most vulnerable in society by helping to improve basic services. Ndzelu (2016:20) classified the basic municipal services as follows;

2.5.1. Water

Ndzelu (2016:20) noted that water is the basic need of every household and therefore the government must provide water sustainably to save lives. In the annual report of the Department of Water Affairs and Forestry (DWAf) (2000-2001), the previous president of South Africa, President Thabo Mbeki, states that government should ensure that every poor household receives the basic service of 6,000 litres of clean water per month for free. Ndzelu (2016:20) further noted that another major task of local government through the cooperation of relevant departments is to provide people with clean water.

2.5.2. Electricity

Ndzelu (2016:21) noted that the provision of electricity is one of the functions of municipalities and during this process the municipality must always ensure that the electrical infrastructure such as transformers, cables as well as electricity distribution metering systems in place are always on because the power distribution systems in South Africa are characterised by

frequent power outages in both commercial and residential areas. This can only be achieved through regular maintenance and rehabilitation of the electrical infrastructure to prevent serious power outages and blackouts.

2.5.3. Sanitation

Ndzelu (2016:21) argued that that municipalities should ensure that water and refuse removal should be adequate, inexpensive, hygienic, and safe for all the users.

2.5.4. Roads and Storm Water Drainage

Ndzelu (2016:22) further argued that many road surfaces are damaged due to neglect of routine maintenance as well as heavy traffic in some areas and storm water drainage and road surface should also be considered by the community as basic infrastructure services development to prevent major repairs.

2.5.5 Communication as a way to improve basic service delivery

According to Mdlalose (2016), communication plays a very important role in engaging the population and improving basic services in municipalities. Jacobs (1998:130) noted that they should disseminate information, advice, participation, and mobilization of members of the public through communication strategies and different approaches depending on the target group.

2.5.5.1 Dissemination of information

According to Jacobs (1998:130), information dissemination allows participants and stakeholders to understand the content and implications of community planning and programs. Public participation methods and presentations should be targeted to specific audiences and include direct communication and information sharing in the planning process.

2.5.5.2 Consultation

Jacobs (1998:130) noted that consultation should not be limited to a specific group of people but should allow community members and other stakeholders to be involved and influence the decisions made in local government with the public and all stakeholders interested.

2.5.5.3 Participation

Participation by both men and women is a key cornerstone of good governance and could be either direct or through legitimate intermediate institutions or representatives (UN ESCAP,

2009). Participation means the active involvement of members of the public to obtain the opinions and constructive input of those affected by the situation in the planning (Jacobs, 1998: 130. Section 152 of the constitution of the Republic of South Africa (1996) noted the targets of local government, which are to inspire participants of the network and their companies to participate in the affairs of nearby government and ensure the shipping of crucial services in a sustainable manner.

2.5.5.4 Mobilization

Jacobs (1998:130) indicated that mobilization entails the involvement of members of the public in planning and evaluating housing, infrastructure and basic services that are provided by government with a shared responsibility in support and the involvement of members of the public. In addition, mobilisation is the involvement of public members in the planning and evaluation of housing, infrastructure and essential services provided by government, which includes shared responsibility for support and involvement of members.

2.6 LEVELS OF PUBLIC PARTICIPATION IN THE IMPROVEMENT OF BASIC SERVICE DELIVERY

According to Van der Waldt (2010:30), public participation is a democratic phenomenon that reflects the way the authorities is involved inside the decision-making technique and consultations on topics associated with them. Kariuki (2014: 562) referred to that public participation is set regarding participants of the general public in making selections on matters affecting their lives. however, there are some folks that do no longer need to participate in choice-making on development projects, even though it may be very crucial that everybody receives the opportunity to participate inside the issues that problem them. Kariuki (2014:562) further mentioned that public participation is in most cases about humans, allowing them to make a contribution and share manipulate of development projects and resources and to make decisions on issues that concern them.

2.6.1 The levels of public participation

Van der Waldt (2010:30) saw public participation as a government-initiated mechanism that provides public members with a platform to share their input through information, consultation, and public policy implementation. Van der Waldt (2010:31) outlined them below;

- ***The first level*** portrays government in such a way that they take decisions without consulting or informing members of the community about that public policy.

- **The second level** of public participation is where government involve member of the public through Community Based Organisations but does not commit itself to the outcomes or debates of that public participation.
- **On the third level**, members of the community to participate in policy making debates and pose problems related questions to the policy and demand solutions, but the municipal council can still deviate from these ideas and opinions when formulating the final draft of the policy.
- **The fourth level** politicians, municipal employees, and other affected citizen to come together identify policy issues and have a joint effort to resolve those issues with the municipal council being dedicated to better outcomes of those joint policy decisions and take it as an interactive process.
- **On the fifth level**, all municipal employees and participant need to come together set the policy agenda and take responsibility in decision making.
- **The latest level of public participation** allows members of the public to gain more independence from the council and act according to their interests and have the final say on the final political outcome.

Van der Waldt (2010:31) noted that South Africa faces serious challenges such as the public's ability to influence local government decisions in the sense that in South Africa local governments are the main units of government that are obliged by the constitution to provide basic services such as water and sanitation. Gates and Stout (1996:02) referred to these levels of community participation in the "ladders" of Arnstein's (1969) model of participation as a guide for observing who has the power to make important decisions in the delivery of municipal services.

Figure 2.6: Eight rungs of public participation by Arnstein:

	8. Control	
	7.Delegated Power	
	6.Partnership	
	5.Placation	
	4.Consultation	
	3.Informing	

	2.Remedy	
	1.Manipulation	

(Gates & Stout, 1996:02)

Gates & Stout (1996:02) indicated that manipulation and therapy that describes degrees on non-participation as this do not permit humans to take part in making plans and undertaking packages, but to permit energy holders to teach the contributors. those stages followed with the aid of levels of tokenism which might be informing and consultation which makes citizen to participate and heard however lack the power to make sure that their perspectives are accompanied through the law makers and people who've the energy of making decisions. Gates & Stout (1996:03) similarly indicated that ranges of citizen power with increasing ranges of decision-making to go into right into a partnership to allows them to barter and engage with traditional power holders to attain most of the people of decision-making with complete managerial energy which include;

- **Control:** the municipal council should have control over the municipal services and to control how those services are delivered to the members of the public in a sustainable manner.
- **Delegated power:** through Local Government Municipal: Systems Act, 2000 (Act No. 32 of 2000) and The Local Government: Municipal Structures Act, 1997 (Act No. 117 of 1998), this legislations give municipal council powers to take decisions on how municipal should operate through the amount of work entrusted to them and to can delegate certain of its powers to ward committees and other community organisations, especially on the matters public participation to close the gap between institutions and the people they serve.
- **Partnership:** in partnership municipal council works jointly with member of the public to promote good governance and approve programs and projects that were agreed upon during public meetings. Partnership between government and members of the public also continues during implementation of Integrated Development Plan (IDP) where ward councilors will regularly report to their progress made on the adopted IDP to their respective wards and clarified in section 5 (e) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) which stipulates that municipal council meetings should be open to the members of the public.
- **Placation:** the council of the municipality should listen and responds to public suggestions and municipality should place suggestion box at the reception area of the municipality offices and all community centers to allow members of the public to write

and post their suggestion on how municipality could operate better to serve the need of the public.

- **Consultation:** this implies that members of the public should be consulted about the projects and programs that need to be implemented prior to the implementation.
- **Informing:** the municipality has the responsibility to provide information to members of the public through imbizo road shows and municipal stakeholders meetings such as IDP forum and local labour forum.
- **Therapy:** the municipality should not take decisions that negatively affect the lives of public without consulting them.
- **Manipulation:** when members of the public is being manipulated, the municipal council pretends to consult the people in the processes without real consultation taking place. A relevant example of manipulation when government claimed to have public hearing meetings on the introduction of project, whereas members of the public were not consulted prior implementation.

Quick & Bryston (2016:02) pointed that the concepts of public participation are key concepts used in government to make sure that accountability and transparency for good governance with the representation of power and authority that they can influence (legally or otherwise), and which tactics can be developed to address fundamental and persistent concerns about the quality and legitimacy of citizen participation processes. Government decisions, from the ground level and local communities. Arnstein (1969) described participation as a “ladder” that the community uses to influence government power and decision-making by breaking down the elite's wall of exclusion from oppressed majority groups.

Moynihan (1969:43) questioned the new federal government policies which require “maximum participation” of the marginalised groups to remove the class and racial differences. Quick & Bryston (2016:02) indicated that since the formation of municipalities in South Africa, public participation had become a routine which is the feature of public policymaking among practitioners and scholars with great interest on how it is designed and implemented. Quick & Bryson (2016:04) further indicated that, the implementation of participation in governance brought challenges that affects members of the public on how to engage them in the process of participation in a long-term basis as a solution to solve their own problems. Quick & Bryson (2016:04) further indicated that public participation provides an opportunity for participants to enhance their own capacities to engage in democracy through dialogue, exchange, and mutual learning, rather than staying behind. While Arnstein (1969) added on to say that numerous techniques and concerns associated with stakeholder engagement in public participation to found collaboration in public management and planning through municipal

stakeholders. The process of public participation is implemented to achieve various goals, including social justice; mass media; Understanding public issues, researching, and generating possible solutions to problems, reflecting, and developing citizenship and motivation to solve problems facing government decision makers and ensuring better public awareness of project development and other serious local government issues.

2.7 PUBLIC PARTICIPATION AND BASIC SERVICE DELIVERY

According to Reddy (1996:51), local government is created to bring government closer to the people by giving them a sense of ownership and involvement in the political processes that control their lives. Hamilton (2007) argued without public participation democracies cannot survive technically, effective, efficient, and responsive to the public needs. Hamilton (2007) further indicated that participation led to popular participation where members of the public are invited and expected to express their views on issues of governance and this kind of participation can be achieved by meeting different municipal stakeholders such as rate payers' associations, community-based organisations, vigilante groups and political association and all members of the public.

Molepo, Maleka & Khalo (2020:345) argued that public participation of all contributors and specific stakeholders is essential for the shipping of basic offerings and beautify properly governance. The constitution of the Republic of South Africa, 1996, and other pieces of regulation encourage, public participation in the affairs of the through various coverage projects which states that the National Assembly (NA) should facilitate public involvement inside the legislative and different procedures of the meeting and its committees. Municipalities are given duty of ensuring that political, social, and monetary exclusions created inside the generation of apartheid are eliminated within the new democratic government and plant the spirit of involvement inside the subjects of local government. Section 5 (1)(a) of the local government: Municipal structures Act, 2000 (Act No. 32 of 2000), indicated that it is the right and obligation of participants of neighbourhood communities to contribute to the choice-making approaches of the municipality thru public participation, in any choice-making processes, but such participation must be completed in accordance with the law.

The problem of that public participation is based totally on the perception that those who are stricken by a selection have a proper to be worried in the selection-making process so as to steer those decisions and promotes verbal exchange of wishes and interests of all affected to are seeking for enter from individuals in a meaningful manner and communicates to participants how their input affected the choice. It needs to be cited that the critical position of local authorities is to establish nearby democracy and increase techniques of network and

techniques to make certain that public participation takes place to permit absolutely everyone to take part inside the affairs of the municipality (Molepo *et al*, 2020). Seitlholo (2021) argued that public participation is a pillar for constructing sustainable democracy within any country and is important to decorate transparency, duty, and responsiveness for true governance. Draai (2010:131) argued that dissatisfaction with degrees of provider shipping in South African municipalities has led to violent protests by way of community individuals in respective municipalities across the country. These protests are because of the authorities' perceived incapacity to fulfil the needs and demands of the general public. regarding public participation and fundamental carrier shipping. Mziba (2020:25) stated that everyone being contributors of the general public need to be worried in public participation to say the possession of the result of improvement.

Cooperate Governance, Human Settlements and Traditional Affairs (COGHSTA) (2019) shows that local government as the number one site of service delivery in South Africa account for the promotion of democracy. COGHSTA (2019) indicated that Municipalities should cross back to fundamentals:

- through making sure consistent contact with participants of the community thru powerful public participation structures.
- by means of developing a situation for a respectable living through transport the proper fine offerings demonstrate precise governance and accountability.
- through making sure the delivery of offerings in a sustainable manner because the goal of local authorities as enshrined inside the charter of the Republic of South Africa, 1996.
- by means of constructing and preserving sound institutional and administrative abilities to sell excellent governance and human rights via acknowledging the proper of the humans to take part in neighbourhood authorities.
- by using narrowing the social distance among the electorate and government institutions in recognising the fee the human beings to make investments and contribute to the system of right governance with humans taking part as individuals and hobby companies in the network

From the above assumption and the cause public participation can be described as a technique that provides people with possibility to influence public decisions which are made on their behalf at each sphere of government. Public participation is ready the involvement of the general public in the decision-making method to persuade the result at the mattes that affect them. Local Government: Municipal structures Act, 2000 (Act No. 32 of 2000) and the Local Government: Municipal systems Act, 1998 (Act No. 117 of 1998) viewed public

participation is the important factors of influencing the municipal provider transport. Phago (2008) views public participation as the method of making sure the overall performance of the municipality in section 152 of the Constitution of the Republic of South Africa, 1996 and section 17 of the Local Government: Municipal structures Act, 2000 (Act No. 32 of 2000) lays down mechanisms, methods, and process for public participation which affords members of the general public with a model of governance.

Phago (2008) showed that, since the establishment of democratic elected municipalities in 2000, the municipalities were facing challenges of service delivery and ensuring that all municipal processes are undertaken in a transparent manner by including all the municipal stakeholders as outlined by section 17(3) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000). Phago (2008) further indicated south Africa as a democratic government need to ensure the engagement of community in affairs of government through the involvement of community members in governing affairs to deepen democracy and not delaying the development agenda of the government. According to Bekink (2008:61), community-based management and administrative institutions are involved in both political and bureaucratic components through community institutions to regulate and promote their needs with local governments being best positioned to provide and ensure sustainable provision basic services to the communities. Bekink (2008:62) further to indicated local government through their powers and functions ensure the delivery of public needs in a sustainable manner and bring the decision-making processes closer to the people which allows them better participation and involvement in the local government processes and decisions that affect their lives daily. Local government is as the third level of government which is closer to the people is best suited to allow and encourage public participation in all democratic processes by providing a training ground for democracy and political experiences.

Creighton (2005:17) perspectives public participation as a right way hyperlink among the general public and the decision makers in the forms to make certain that people who make decisions have a talk with them before making the ones choices by means of increasing the means of participation from contributors of the general public and authorities' officers. Creighton (2005:17) further to indicated that public participation is a way of channelling distinction into platform of dialogue amongst people with one-of-a-kind factors of view by way of the usage of public participation as a way of making sure proper interplay and reassuring that those public viewpoints are being taken into consideration by government. in keeping with Masiya *et.al.*, (2019:29), public participation encourages delivery of municipal services and improve municipal credibility among the public and the decision makers approximately the importance of the general public demands. Mwiru (2015:18) shows that public participation is a crucial aspect of public improvement which reflects backside-up technique hassle solving

social and active engagement of people and groups to change specific situations to persuade guidelines and programs that affect the first-class of their lives. Quick & Bryson (2016:3), as public participation proper form of governance which includes the direct involvement or indirect involvement of all stakeholders in decision-making, plans or applications in which human beings have an interesting interaction with government agencies, political leaders, non-profit organisations, and business organisations that create and implement public policies and programs. Masiya *et.al.*, (2019:34), further indicates that public participation is an important instrument of improving service delivery to support equitable distribution resources to implement and address public issues by enhancing trust and legitimacy and building relationships through the processes.

2.7.1 Factors that influence public participation and the delivery of basic services

According to Mwiru (2015:18), there are factors that influences public participation which are; centralization of decision-making, transparency, resources, attitude, and leadership qualities.

2.7.1.1 Centralization of decision-making

Mwiru (2015:18) indicates that decisions of government in public participation range from the important to those that are routine in nature through management decisions in operating and administration. Centralization of decision-making is the decision-making at the top of an organisation is concentrated at the top on the organisational hierarchy. The decision-making is the key aspect in the level of participation of the community to influence the delivery basic service and allocation of resources by government effectively.

2.7.1.2 Transparency

Transparency is regarded as the cornerstone for the successful implementation and transformation of legislation facilitates compliance to the values and principles of public administration (Public Service Commission, 2008:65). Theron (2000:65) viewed transparency as a theme of good governance and reinforce of accountability to support the successful public participation and the availability of programs design to encourage public support in overall expenditure policies of government. Naidoo (2017:508) indicated that openness and transparency, and the sharing of information by government enable the public to participate from an informed perspective in policymaking and implementation and encourage public to be more involved in government process to continue the growth of democratic government and the expectations of public in the delivery of services.

According to Carstens (2005), transparency ensures that information is available that can be used to measure the authorities' performance and to guard against any possible misuse of

powers. Transparency serves to achieve accountability, which means that authorities can be held responsible for their actions. Mdlalose (2016:35) viewed transparency as the way in which the council of the municipality is answerable to the demands of the public and create trust and partnership between the municipality and the local community. According to Mwiru (2015), transparency is the effective way of encouraging public participation change power relations between members of the public and government with the transfer of funds to committees in introducing the control of public funds by protecting members of the public from the abuse of committees which represent them.

According to Bojok & Jusic (2012:02), transparency goes with the encouragement of good ethical behaviour to the municipal officials in the public participation mechanism within the municipalities by being open and sincere to issues of public participation and service delivery. South African Public Service Commission (2018) indicates that transparency includes providing information to the public on request and information not requested by the public, but which will be to the benefit of the public. South African Public Service Commission (2018) further indicated that municipalities should be able to build trust in the community through council meetings to encourage public attendance with full transparency and accountability in the process of public participation in all times without failure.

2.7.1.3 Resources

Municipalities have adopted the integrated development plan (IDP) as a vital tool for planning and development, and to ensure that available resources are optimally used to promote sustainable economic and social development (Naidoo and Ramphal,2018:85). Mwiru (2015:19) argued that resources are the government's assets which serves as the building blocks of the organisation which include physical assets such as plant, equipment, location, and human assets in terms of skills, and assets such as culture and reputation of that organisation. Mwiru (2015:19) further identified that resources include structures and systems of planning, coordinating, and controlling for the nature of resource development projects to become successfully.

2.7.1.4 Attitude

According to Kalonda and Govender (2021), attitude in lack of vision and poor planning has negative influence on municipal councillors in decision-making processes. Mwiru (2015:20) defined attitude as how people feel and behave emotional, informal, behavioral, and emotional components which involve positive, neutral, or negative feeling about the object. Attitude can also include beliefs and information by individual about the object which makes no difference whether this information is wrong or correct.

2.7.1.5 Leadership qualities

Isaacs (2016) states that leadership helps to create an interconnected culture that involves value structures and behaviour that are vital for the success of the organisation Mwiru (2015:21) viewed leadership qualities in the manner which leaders effectively and efficiently use in directing the activities of subordinates for achieving good organisational goals and this comes through the success and failure of an organisation which depends on the quality of leadership. which is based on their knowledge, ability, and skills.

2.7.2 Stages of public participation planning

According to Creighton (2005:27), there are three stages of public participation which identify public participation activities and how they fit into the decision-making process.

2.7.2.1 Decision analysis

Creighton (2005:29) indicated that decision analysis clarifies the steps and timing of the planning or decision-making and identify any characteristics of the decision-making process that could undermine the credibility of the public in public participation process and address them in advance before they are exposed in front of the public such as;

- Government decision in deciding on who need to take part in public participation and not.
- The decision taken on who need to be involved in the decision analysis and on which level public participation has to take place.
- The decision taken on who will be the decision makers and clarification on the challenges that need to be solved.

Decision is important to provide clear expectation with members of the public on the kind of participation they need to ensure the involvement of all the affected parties and by asking whether how likely they want to participate in the decision making.

2.7.2.2 Process planning

Creighton (2005:45) argued that the planning process in public participation is regarded as the second stage that gives time to schedule the programmes and processes that will include all the activities and documented plans of public participation with planning steps;

- Deciding who will be on the planning team of public participation.

- Identifying stakeholders and the relevant matters that need to be discussed by defining the public participation objectives.
- Analyse the exchange of information during public participation in order to achieve the objectives.
- Identify and take into consideration things that can affect selection of techniques.
- ensure the selection of public participation techniques and preparation of public participation plan.

Process planning usually requires a lot of effort in order to achieve the objective as it involves the multiple components of organisation, and that regard the process need organisations to work as team to develop the plan through public participation.

2.7.2.3 Implementation plan

Creighton (2005:78), outlines that the implementation plan is the third stage of the public participation in which the planner should be able ask themselves some questions that will lead to the achievement and implementation of plan such as;

- how many meetings needed and where?
- What will be the agenda of the meeting and which meeting facilities will be used?
- How to publicise public participation in the newsletters and who will write stories?
- Who will lead the meeting and make presentation on behalf of organisation during the meeting?

The implementing plan of public participation involves many people from different places and that create challenges to the organisation to manage the public participation plan and program effectively which lead to poor management of data.

2.8 PRINCIPLES OF PUBLIC PARTICIPATION IN THE IMPROVEMENT OF BASIC SERVICE DELIVERY

Bojok & Jusic (2012:01) indicates that public participation at local government is most crucial principle of better leadership and contribute to the quality and transparency of decision to give public trust in government and for member of the public to understand the decision and their acceptance better. Through public participation the delays and additional costs in the process of decision making and implementation will be minimal and avoided. The following ten principles are the pillars of public participation.

2.8.1 Purposefulness

According to Bojok & Jusic (2012:02), the purpose of public participation in decision making is to influence the decisions, regulations, and government policies of local government for effective and sustainable public participation to ensure that there is no ambiguities or misunderstandings with regard to the scope of participation. All this must be clearly defined prior to the start of the participation process. They further indicated for effective and sustainable public participation government should be transparent for members of the public to understand the options and scope even before the process by avoiding unrealistic expectation.

2.8.2 Systematic approach

According to Bojok & Jusic (2012:02), the process of public participation should be conducted as structured by using resource and procedures to ensure effective work and the involvement of all participants to produce quality results. They further indicated that the participants in public participation should have relevant information at their disposal to come up with the best possible solutions of the problem to ensure that the government to deliver services effectively and efficiently.

2.8.3 Timeliness

Tshoose (2015) argues that public participation strengthens public trust in government in processes of decision making which tend to reduce potential costs in case of subsequence changes to decisions or policies. Public members should participate timely in the early planned phases of the decision-making process to meet the call for deadline for government to be able to facilitate active public participation in the early stages of the decision-making process (Bojok & Jusic, 2012:02).

2.8.4 Representation and inclusion

Mathebula (2016:23) factor out that public participation has a vital role in representation of inclusion of members of the public in the subjects of neighborhood government to ensure that the mandate of improvement in nearby authorities is fulfilled in representing the marginalised and prone organizations, along with girls, elderly, youngsters, and those living with incapacity. Naidoo (2017) concurred by means of mentioning that public participation is a technique through which the municipal stakeholders and participants of the general public use to persuade and proportion manipulate over development tasks and the choices by way of government which have an effect on them.

2.8.6 Feedback on the results of public participation

According to Naidoo (2017:34), public participation is a mechanism wherein the interested and the affected parties are given the opportunity to express their views by commenting on the issues that affect them. The local government must be given enough time to inform members of the public of the results of participation by publishing in a timely manner the views, suggestions and request expressed during the consultation process in order to reach the final decision. Siphuma (2009:27) indicated that the core principle of public participation is when people are directly involved in matters that affects daily lives and promise them that their contribution will affect the decision taken and be provided with the direct relevant information they need, so as to participate meaningfully. While Sibeko (2007:21) identified the principles of public participation, which are as follows:

- **Accessibility**

In line with Sibeko (2007:21) accessibility is when the participants in public participation of their physical and mental level apprehend the goal, goals, and the methodologies of participation procedure to take part successfully and efficiently, with authorities ensuring that role gamers within the procedure of participation relate and recognize all the troubles supplied with the know-how of the language used in the course of the manner.

- **Inclusivity**

Naidoo (2017:35) argued that for public participation to be inclusive and meaningful, it ought to ensure the involvement of all stakeholders, consisting of the marginalised groups which include ladies and the adolescents and people dwelling with disability starting from the initiation to the implementation section of the policy and the municipal council is expected to embrace all views and reviews all through the process of public participation by way of identifying and recognizing public systems, network firms and institutions via using use them as a manner of session.

- **Accountability**

Through accountability, public servants are expected to be answerable for their actions, and most importantly that there should be consequences when duties and commitments are not met. According to Waldron (2014:26), accountability is all about full responsibility for individual actions and conduct with commitment of implementing necessary steps and decisions to committee during participation process. Municipalities must be accountable and ensure that they report back to the community forums or ward committees at least on a quarterly basis. South African Public Service Commission (2018) explained that accountability is the obligation

of government officials to account for their activities by providing information about decisions and actions in a transparent manner. Tshoose (2015) views of public participation as an incorporated into mainstream regulations and offerings inclusive of the Integrated Development Plan (IDP) procedure and overall performance control methods inclusive of the all committees and municipal stakeholders that facilitate the method of public participation consisting of the Non-Governmental Organisations and Community Based Organisations to avoid wasting time with one-length-fits-all public participation plan.

2.9 BENEFITS OF PUBLIC PARTICIPATION IN THE IMPROVEMENT OF BASIC SERVICE DELIVERY

According to Ndlovu (2014:20), the main objective of public participation is to encourage members of the public to have meaningful enter into the decision-making process which result in the fulfillment and prosperity of improvement. Ndlovu, 2014:20) further indicates that powerful public participation in government programs ensure a sustainability within the livelihood of individuals of the general public by means of enhancing and presenting the benefits for effective communication among government and the public in a technique to benefit both the business enterprise and the general public. Creighton (2005:18) noticed public participation as a method that allows public values to be diagnosed and included into decisions and ensures that a mission is appropriate and feature equitable distribution and blessings and discover the advantages of public participation as follows:

2.9.1 Improved quality of decisions.

Creighton (2005:18) argues that the process of public participation in local government help community members together with government to take decision that will benefits everyone in the community by bringing new alternatives and effective solution in solving the problems that can hinder the development of projects. Creighton (2005:18) further argues that public participation as the process of consulting with the public often helps to clarify the objectives and requirements of a project or policy how a decision should be implemented to bring change and make different to the community projects and delivery of services in a sustainable manner.

2.9.2 Minimizing cost and delay

Creighton (2005:18) indicates that public participation does take more time and as such government tend to disregard the process of public participation and made implementation of process withing consulting people with usually result in challenges of unnecessary public protests. While Naidoo (2017:55) argues that effective participation by the poor and

marginalised group resulted in making better decisions in which government cannot measure based on time spend and cost occurred during the process.

2.9.3 Consensus building

Creighton (2005:18) indicates that public participation brings clear understanding between members of the public and government to reduce misunderstanding and political controversy by bringing solid long-term agreement and commitment that gives legitimacy to government decisions.

2.9.4 Increased ease of implementation

According to Naidoo (2017:55), public participation gives people a sense of the ownership of the decision taken which helps them to build a greater sense of solidarity among members of the public and local government by supporting the implementation of the decision taken.

2.9.5 Avoiding worst-case confrontations

Creighton (2005:18), maintained that early public participation provides opportunities for the community to express their views without fear of intimidation and confrontations, even though it will not reduce and eliminate all challenges that members of the public are facing.

2.9.6 Maintaining credibility and legitimacy

Naidoo (2017:55) point out that credibility and legitimacy need the involvement of public in the matters that affect them in government and that can be done through public participation in order to achieve and maintain legitimacy on the decision taken which leave the public more informed about the decisions.

2.9.7 Anticipating public concerns and attitudes

The role of public participation is to assists to solve the citizens concern and how public view government in the sense that members of the public tend to ignore the programs, procedures and decision taken by government and this often help government officials to become more sensitive to the public's concerns and how the public views the government operations (Creighton 2005:19).

2.9.8 Developing civil society

In line with Mphanzi *et al.*, (2013:59), public participation is the development of civil society and better training to contributors of the public increase the human being's involvement public

participation and it the obligation of government to trains destiny leaders collectively with individuals of the general public to come to be involved in public participation applications and discover ways to have an impact on others and to construct participation systems. Mphanzi *et al.*, (2013:59) further identifies the blessings of public participation as gaining statistics and ideas on public issues, help of selection by means of contributors of the public and develop consider between authorities and the general public. Tshoose (2015) argues that if public participation is conducted regularly, it paves the way for the manner of coverage implementation to run smoothly and fosters an experience of ownership, aid, and dedication via participants of the general public. In growing society, Van der Waldt (2010:28) suggests that it's miles vital for municipalities to hold in touch with the people by using giving them opportunity to take part in selection making process through those who are affected to complements democracy in nearby governance by using constantly bringing unique wishes, concerns, views, and views of the public into the coverage making agenda of the municipal council. Van der Waldt (2010:30) further attest that nice and advantage of public participation inside the municipality, the present structures such as CBOs and traditional leaders who tend to support and facilitate problems of public participation are vital through public participation of public members to assists local government in coverage components to satisfy their goals and targets and to ensures that public desires and worries are taken into consideration to generates a feeling and experience possession within the nearby government plan by way of allowing contributors of the public to specific their wishes, aspirations, priorities, and commitment.

According to Sibeko (2007:17), public participation in local government enhances good governance, increase level of information, and improve the delivery of basic services within the community through empowerment, accountability, and equal distribution of services because of community togetherness. Some of the benefits include:

- **Increased level of information** - through public participation local government can bring community together and becomes simple to convey the message and increase the level in which they transmit information to the community.
- **improved want for identity** - section 153(a) of the Constitution of the Republic of South Africa, 1996 indicates municipality should shape and manage its own administration to become aware of the need, which includes making plans, and budgeting processes to present precedence to the basic wishes to promote social and improvement of the network through participation.
- **Improved service delivery** - public participation improves basic service delivery by local government as they are able to identify public needs and concern in the process.

- **Greater empowerment** - the common example of greater community empowerment, as indicated by Sibeko (2007) was the *Shosholozo* campaign conducted in the Msunduzi district municipality in which each ward committee was awarded R250 000 to spent on community projects identified in that particular ward involving community structures to be part of the processes through public participation.
- **Accountability** - in local government, accountability is seen as reduction of corruption and through public participation government can be transparent and be able to capture how to deliver service to the public equitably and in a sustainable manner.
- **Impact of public participation on service delivery** - effective public participation by the poor and marginalized groups such as women, youth and people living with disability can assist local government to improve the delivery of services and be able to identify different needs of the society.
- **Greater tolerance of difference** - South Africa as a democratic country having diverse society requires people who understand, accept, tolerate, and explore their differences through public participation.

Bekker (1996:30) indicated that the benefit of public participation is associated with the improvement in government activities in terms of delivering basic services roads, water, electricity, health, and housing which came possible through the ideas and deliberation of members of the public and the municipal stakeholders.

2.10 PUBLIC PARTICIPATION AND COMMUNITY DEVELOPMENT

Public participation can be described as a way of improving improvement, improving service delivery proper governance and deepened democracy in which all stakeholders and members of the public are involved within the process of development by way of influencing choices and sources through serving because the critical substances for suitable governance and great provider shipping (Buccus, 2007:06). further, Siphuma (2009:20) viewed public participation as a lively manner in which members of the public take manage and motion inspired through their own questioning. Maphazi *et al.*, (2013:60), introduced that the purpose for public participation in local government which allows to building capability, impact compliance, and make contribution in the direction of the empowerment of the public through growing manage over their lives and livelihoods in authorities. Maphazi *et al.*, (2013:60) similarly indicated that public participation creates a right way link between members of the general public and the decision-makers in government and also function crucial ingredient for properly governance in any democratic country like South Africa. Nyalunga (2006:01) view public participation as useful ingredient for true governance to improve fundamental provider shipping and duty to

promote democracy. consistent with the South African department of Provincial and local government Module (2007:15), public participation is the important thing concepts of democracy which encourages powerful public participation and calls for communities to take complete responsibilities of participating in a democracy. South African department of Provincial and local authorities Module (2007:15) similarly indicated that public participation requires appropriate systems and institutions to allow citizen to elevate their issues, problems and identify wishes and attain settlement on answer to fulfill those wishes and issues.

Cloete (2006:114) views public participation a ready step of involvement inf the network of development projects through getting involved within the authority's assignment and generally tend to steer the outcomes of these initiatives. Section 19 of the Local Government: Municipal systems Act of 1998 (Act No. 117 of 1998) indicated that municipal council ought to try within its capacity to obtain the goals of local government set out in the constitution of the Republic of South Africa,1996 to yearly evaluate the desires of the participation and review its manner of regarding members of the participation in accordance with local government. Section 151(1) (e) of the Constitution of the Republic of South Africa, 1996 set targets to municipalities to encourage the involvement of groups and network companies inside the topics of local government. Swanepoel (2012:75) argued that public participation is one of the activities that have an effect on the destiny and that of their youngsters within the community, which means that no flesh presser or professional who has the proper to determine when people should take part and to what extent they should accomplish that.

Swanepoel (2012:75) further indicated that the local, provincial, and national government are there to serve the people and not the other way round, therefore the main role players in decision making are people not the government. According to Swanepoel (2012:75), the process of participation has got the following broad goals:

- Active participation of individuals and groups in the promotion of their own well-being through actions that will lead to effective problem-solving;
- Individuals and group participation in decisions about the type of projects that is required in a community;
- Enhancement of the capacity of communities to make informed decisions and prioritize needs;
- Promotion of the legitimacy of any participation institutional structure that is formed within the community; and

- Promotion of on-going participation of the public in the planning and monitoring of existing services, facilitate projects and the extension or alteration of such basic services.

Swanepoel (2012:75) views public participation in public service, including the local government as the role player in developmental and the responsibility shared with the private sector, community organisations, trade unions, all municipal stakeholders including members of the community at large. Also, basic service delivery tends to be developmental and address the poverty situation of the people and be founded on the creation of government community partnership. Swanepoel (2012:80) further indicates that besides the Constitution of the Republic of South Africa 1996, participation of communities and community groups in the matters of local government should be encouraged, as experience elsewhere and South Africa has shown the vital importance of public participation and public members should be encouraged to participate to:

- encourage a learning process in which people participate by taking initiatives, the needs identification and decision making by involving people from grassroots level.
- To stimulate collective decision making by members of the public
- Bring awareness to the people about their own situation and ability to address their challenges.
- encouraging leadership through community building, skills, institutional development, and organisational ability.

According to Cloete (2006:114), public participation is all about community in development activities within local government where members of the public actively deliberate on the issues affecting them through commitment of government in deepening democracy, as stipulated in section 152(e) of the Constitution of the Republic of South Africa, 1996 with mechanisms of how to improve basic service delivery in local government as documented in the Constitution, though there are still challenges in the implementation of those documents, especially in considering the reasons for participation to improve basic service delivery and lives of the people. According to Nzimakwe (2010:506), public participation is based on the assumption that those affected by a situation are best placed to determine how to change it and make implementation work. Nzimakwe (2010:506) further indicated that public participation promotes dignity and self-sufficiency within the individuals and ensures access to democracy and good governance.

2.10.1 The importance of public participation in community development

Public participation performs a crucial role in improvement of community and help the municipality to prioritize fundamental needs of the contributors of the general public without problems as they may already know what they wanted (Nzimakwe, 2010). Consistent with section 16 (1) of the Local Government: Municipal systems Act, 2000 (Act No.32 of 2000) the municipality should offer, inspire and create condition for neighborhood community to participate within the affairs of the municipality which encompass;

- The preparation, implementation, and review of its integrated development plan in terms of section 23 of the Local Government: Municipal Systems Act, 2000 (Act No.32 of 2000)
- The establishment, implementation, and review of its performance management system in terms of section 38 of the Local Government: Municipal Systems Act, 2000 (Act No.32 of 2000)
- The monitor and review the performance of the municipality.
- To contribute to building capacity of the local community and compel municipal councilors and staff to encourage public participation by using its resources to improve the implementation of basic needs of the community at large.

Section 17 (1) of the Local Government: Municipal Systems Act, 2000 (Act No.32 of 2000) outlines the process and procedure of public participation in community development, and public participation by members of the public in the municipality affairs should take place through:

- Political structures;
- Mechanisms, processes, and procedures of municipal governance;
- Petitions and complaints lodged by the members of the public;
- public comment procedures;
- Public meetings and hearings arranged by the municipal council and political structures; and
- Consultation with Community Based Organisations, where applicable.

When establishing mechanisms, processes, and procedures in terms of section 17(2) of Local Government: Municipal Systems Act, 2000 (Act No.32 of 2000) the municipality should consider the special needs of the marginalised such as women, youth and people living with disability and the those who cannot read and write. According to Swanepoel (2006:28), public participation becomes a way of ensuring equity in the poorest of the poor and ensure that

there is fair share of development. Through public participation every member of the public can be involved in the affairs of local government that affects them on their daily lives.

2.11 PUBLIC PARTICIPATION IN LOCAL GOVERNMENT

Section 152 of the Constitution of the Republic of South Africa, 1996 encourages public participation and the involvement of community and community-based enterprises inside the subjects of local government. The section compels municipalities to offer democratic and duty in groups at the same time as encouraging public participation and ensuring the provision of basic services in a sustainable manner. In accordance with Mdlalose (2016:38), public participation can't be successful where there's loss of political management and terrible control, self-hobby and political interference in administration procedures which poses demanding situations in municipal governance. Mdlalose (2016:39) further indicated failure through municipalities to inspire public participation arises from failure to enforce policies aimed for the enhancement of internal controls and improvement caused by the fact that municipal personnel are not responsible and political oversight by the municipal council on administrative subjects which mechanically contributes to the incapacity and non-compliance through municipalities which bring about failure to meet targets of service delivery.

Bekker (1996:29), viewed public participation as a global concept that takes place in a well-established democratic government and where there is a good relationship between government and members of the public at local level (municipalities) by allowing members of the public to be involved in the affairs of the municipality as indicated in the Constitution of the Republic of South Africa, 1996. Theron (2000:64) maintained that public participation is needed to enhance better leadership since there is no quick fix in development and good governance. Theron (2000:65) identified key features of good governance in municipalities such as:

2.11.1 Accountability

Theron (2000:65), regarded accountability in local government as the heart of good governance by holding government officials accountable for their actions. South African Public Service Commission (2008:60) indicated that accountability in the democratic government such as South Africa serves as the key for transformation by giving public officials obligation to be answerable for what they deliver and how they deliver. Mdlalose (2016:38) indicated that accountability requires government and members of public to have a shared and same framework for interpreting basic needs and values of the public which is based on jointly developed reality of the unclear assumptions which includes the publication of audit reports,

the application of performance management and policies which allows members of public to have access to information held by departments.

2.11.2 Public Participation

Masiya *et.al.*, (2019:32) indicated that South Africa as a democratic government is experiencing enormously decline in public participation due to the interface of political structures within the municipality which resulted in poor and the marginalized group such as women, youth and people living with disability to have limited say in the local development processes which affect them directly. Buccus (2007) argued that public participation paves a way for good governance through holding public hearings and increased level of consultation by government to ensures that people who are directly affected in the matters of development activities can be able voice their concern, debate alternatives and negotiates what can benefits them in terms of basic service delivery. Buccus (2007) further to indicated that public participation allows people particularly the poor to have a say on the matters that affect them within local government supported by the increased policy reforms at the national level which allows people greater freedom to join any party and community structures including non-governmental organisations, trade unions and other bodies to understand better and influence the agreement that affect their daily lives. Public Service Commission (2008:53), viewed participation as the process in which members of the public find a way to express their views to attract government intention without using difficult and complicated mechanisms.

2.12 PUBLIC PARTICIPATION AS A MEANS OF DEVELOPMENT

According to Swanepoel (2012:44), development in local sphere of government is when the government is obliged to work with people to improve those lives and forms part of the local government's integrated development planning and extends democracy beyond three spheres of government. Swanepoel (2012:44) further indicated that development in local government should be able to give members of the public opportunity to enjoy the fruits of democracy especially the poorest of the poor, the vulnerable and the marginalized group such as women, youth and people living with disability to be able to participate from the grassroots level in a democratic action to give true meaning of their democratic rights as citizens.

Section 152 of the constitution of the Republic of South Africa, 1996 highlighted that the goals of local authorities are to sell social and economic development and encourage the involvement of the community and community organisations inside the matters of local government, to offer healthful surroundings and make certain the availability of public services in a sustainable manner. Bekink (2008:286) averred that developmental local government is the government that strives for community development and to improve basic service delivery

by way of turning into extra involvement oriented and interact greater with the public to be able discover their simple needs, wishes and priorities. Cloete (2006:115) indicated that public participation takes place in special methods:

- **Firstly**, is through the involvement of community members and democratically elected political representatives such as Councilors and political representatives at government level and they usually get mandate in ward meetings to be the representatives of the community.
 - **Secondly** through the involvement of all municipal stakeholders who represent different interest of the community such as Non-Governmental Organisations, South Africa National Civic Association, Traditional Leaders, Religious leaders, welfare, Youth Forum, and Community Based Organisations.
 - **Thirdly** through the involvement of individual by giving their opinion on the decision to be taken by local government.
- Lastly** protest marches, consumer boycotts and other types of mass direct actions by members of the community to voice their demands and concern to their political leaders in government.

Cloete (2012:92) has pointed out that public participation consists of four different types of involvement, and they are listed in order from least effective to most effective which are ratification, consultation, negotiation, and execution.

- **Ratification** –means the approval of decisions or actions after they have been taken, and this is a very weak form of participation in that it can only demonstrate support but cannot influence the contents of the decision or action concerned.
- **Consultation**- means consulting members of the public by government or municipality about the services that they intend to deliver to the public before delivery to avoid imposing of services upon the public and to get suggestions, advice, and recommendations about an issue before or after a decision is taken unilaterally. It is a weak and ineffective form of participation if the decision maker is not committed to accept views of the participant, and there is also no guarantee that the decision maker will adhere to the views expressed to them by the participants. This type of participation was abused under apartheid regime in an attempt to legitimize government actions.
- **Negotiation**- means direct involvement by the parties in discussion leading up to joint decision making through agreement on policy issues in a peaceful way. Negotiations does not guarantee agreement but does present an opportunity to be part of the

decision-making process, through effective participation that include all stakeholders and members of the public who want to take part in the process.

Execution- means direct involvement in the process of grafting, implementation, and evaluation of policy programs once the decision to adopt them has been taken. Execution is the most effective type of participation because it presents the opportunity to monitor and be part of the process of execution to make sure that the policy is being implemented correctly.

Section 16 of Local Government: Municipal structures Act, 2000 (Act No. 32 of 2000) indicates that a municipality in the system of participatory governance ought to inspire and create a circumstance for community to take part within the affairs of the municipality which include the training, implementation, and the assessment of its included development Plan (IDP), its performance system and the guidance of price range. Section 153 of the Constitution of the Republic of South Africa, 1996 outlines that it's miles the developmental duties of the municipalities to structure and control its management, budgeting and making plans manner to present priority to the basic needs of the community and by way of promoting social and financial involving public participation through collaborating in the countrywide and provincial development packages aimed in improving the lifestyles of community. Participation can emerge as feasibility of people through the involvement of all structures in the affairs of local government to elevate their challenge and help to bring solution of the problems confronted by means of the development.

2.13 PUBLIC PARTICIPATION AS THE CORNERSTONE OF DEMOCRACY

Van der Waldt (2010:26) pointed out that democracy entails participation by all including the poorest of the poor and more information on how public goods and taxpayers' money is spend and managed since members of the public expect better services in the democratic government through public participate in the development project and decision-making processes that affect their lives on a daily basis. Furthermore, in a democratic state, people demand consultative local government and to be given accurate information, a reduction of time, less duplication functions, access to basic services and transparency (Van der Waldt, 2016). However, Nzimakwe (2010:515) argued that public participation has limitations, and the reality shows that in democratic government every member of the public becomes more interested in participation of public affairs even though there are limitations for participation in the local government. In addition, the Republic of South Africa as a democratic country must ensure that democracy is maintained by encouraging public members to participate in the matters of local government (Nzimakwe, 2015). Nyalunga (2006:01) found public participation

as one of the common principles in local government and is particularly appeared as the most important part of democracy and as a vital component for precise governance by means of facilitating the delivery of high-quality services.

2.14 FACTORS INFLUENCING PUBLIC PARTICIPATION

Section 152 of the Constitution of the Republic of South Africa, 1996 set out objectives of local government in which one of them is to encourage the involvement of community and community organisations in the affairs of municipality and ensure the delivery of services in a sustainable manner. Whereas Section 16 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) pointed out that municipalities responsibility is to encourage and develop a culture of community participation while the system of participatory governance creates conducive environment for community to engage in municipal affairs. Phago (2008:243), has found that public participation needs to be considered when dealing with participatory government for members of the public to actively participate in local government affairs. Phago (2008:243) identified participation attitudes in government as follows:

- **The apathetic**, this is the group of individuals within the community who have little information or not aware of what government is going and not usually involved themselves in public participation.
- **The spectators**. This are the group of individuals within the community who attend the mattes of local government as spectators, including public participation.
- **The gladiators**. This is the active group within the community who include professionals, politician and individual who have high positions in government and having great interest of what is happening within government who becomes actively involved in the affairs of local government and public participation.

Clapper (1996) views public participation in local sphere government as the important element which remain relevant to enhance good governance and democracy though there are factors that affect public participation which is outlined as follows;

- **Firstly**, public participation is influenced and stimulated by the environment where things happen and various sources such as the mass media, meeting attendances, personal conversations, and relevant literature.
- **Secondly**, public participation as personal factors include individual personal beliefs, attitudes, knowledge and differing behavioural patterns by members of the public to become involved in the matters of government.

- **Thirdly**, public participation is affected by personal being such as age, sex, education, race, and residence in which some people feel more confident and qualified than others to get involved and participate in the matters of local government.
- **Lastly**, public participation as a function of environmental variables includes different culture and characters arising from members of the public which tend to affect the process and programs of public participation and political setting.

From the above, it seems that it is necessary to identify the factors that influence the participation of public members and other interest groups and to design methods to improve the public by identification of the factors that influence the involvement of the public to pave the way for participation to open relations with the local government.

2.15 OVERVIEW OF PUBLIC PARTICIPATION IN EUROPEAN COUNTRIES: AN INTERNATIONAL PERSPECTIVE

According to Rowe & Frewer (2018:512), public participation can be defined as the level and consulting involving public members in policy development mechanisms especially in the United Kingdom (UK) where public participation is one of growing interest to academics, practitioners, regulators, and government officials. Alibegovic & Slijepcevic (2019:157) indicated that public participation in democratic government such as South Africa is seen as a process in which members of the public organise themselves to achieve their goals by working together starting at the grassroots level by work together Non-Governmental Organisations and other civic structures within the municipality to influence the decision-making process. Besides that, public participation is seen in various forms that differs from passive participation which includes information sharing, consultation, public hearing, workshops, and partnership arrangement to active the process of public participation (Alibegovic & Slijepcevic, 2019). In the same vein, Masuku & Jili (2019) viewed public participation as the process that enables members of the public to get involved in the affairs of local government in setting goals, express their views, monitor, evaluate policy implementation and priorities to oversee actions of politicians and government officials and be able to hold them responsible for their actions.

European Institute for Public Participation (EIPP) (2009:10) has found that public participation becomes popular and establish itself as an alternative way of making and resolving decisions to solve conflicts arising from public life through surveys, hearings, public meetings, referendum, juries, and conferences aimed at solving the challenges raised by the public. Assemblies should take responsibility in the consultation process to address issues that

concern citizens, civil society organizations and government actors to involve them in policy making before political decisions are made.

2.15.1 Public participation in the United Kingdom

The United Kingdom has devoted a lot of responsibilities to assemblies in Scotland, Wales, and Northern Ireland to determine means of decision-making through public participation EIPP (2009:11). The United Kingdom government retains responsibility through;

- public policy and government practices
- Capacity building by government
- Involvement of members of the public
- civil society
- Sustainability in public participation
- Organisations supporting of public participation and
- Government opportunities and prioritization of public needs

According to The EIPP (2009:11) the three main United Kingdom political parties which is Labour, Conservative and Liberal Democrat all try to occupy the same middle ground and have policies so closely aligned that they are barely distinguishable, and Democrats try to present themselves as the party closest to the people.

2.15.2 Public participation in Germany

The EIPP (2009:17) indicated public participation has become a high level of public engagement around country with the aim of providing services to the public. In Germany there are numerous actors who promote and organize public participation and focusing primarily on urban planning and social affairs of the whole society. The EIPP (2009:18) further indicated that Germany lags behind the United State of America (USA) and the United Kingdom in the use of e-Participation strategies as a call to support the development through public participation. It seems public officials do not have required experience about public participation and the coordination of policy approach by the government although the majority of citizen are active and willing to dedicate their time and effort in the process of public participation.

2.15.3 Public participation in Italy

According to the EIPP (2009:22), Italy characterized public participation for citizen to understand the characteristics where;

- There is a large-scale citizen who are not social and active and tend to avoid the means and programs of public participation.
- Article 118 of the Italian Constitution introduce participation of citizens in the matters of government.
- There is a citizen right to deal directly with the government to present their interest in local government.
- Lack of independence in conveying useful and needed information due to state owned television station.

EIPP (2009:22) also found that in Italy, there are different civil society organisations for enforcing public participation such as “Cittadanza attiva” with the intention of fostering awareness and defense of citizen’s rights where politicians change their perception about public participation from threat to opportunity when Italians raise awareness of developing and empowering citizens to have strong feeling of contributing towards the development of their communities. Furthermore, Italy developed a learning process and programs to develop and change the culture of being passive to actively public participation in the matters of government to develop the organisations and to capacities the Italian community by training government officials together with members of the public to use participation techniques (EIPP, 2009). For this research the overview perception of public participation in European countries shows that internationally public participation plays a crucial role in both national, provincial, and local government to influence the decision of policy makers and the perception of citizens of how government operates.

2.16 CHALLENGES OF PUBLIC PARTICIPATION IN INTERNATIONAL PERSPECTIVE

EIPP (2009:8), views public participation as a mechanism in which public members, civil society organisations and government actors are promoted and becomes the forefront in policymaking before a political decision is taken to promote stability and democracy in European countries by encouraging participatory democracy by a way of arranging representativeness who are wealthy, well-educated, and professional to reduce lack of public participation by civil society to promote good governance.

2.16.1. The challenge of cost

EIPP (2009:8) indicates that, the costs and benefits of public participation should be carefully evaluated in order to suit the area and the level of public governance taking into account the political cost which includes the loss of administrative and political control over political processes and financial implications of public participation which is likely to be more costly in the short term, as organisations require additional finances for public meetings, facilitators,

and the dissemination of results. EIPP (2009:8) further indicated that public participation in most cases tend to put financial burden on the time in which government does not consider when inviting citizen to get involved in government matters through public participation.

2.16.2 The challenge of complexity

EIPP (2009:8) argues that the empirical research has shown that in most cases the process of public participation tends to be complex and expose political decision-making in the eyes of ordinary citizens through policies that are imposed upon the public by government such as energy generation, transport, and good governance. These aspects can be tackled as participatory practice than for the government to resolve challenges of citizens through deliberative search to find applicable solutions to the problem. Moreover, public participation provides deepen debate between members of the public and government in finding solutions of their problems through knowledge and strengths of different participatory methods which remains unlimited with required systematic analysis of complexity.

2.16.4 The challenge of education

South Africa is characterised by lack capacity amongst the underprivileged regarding access to education and mediums of communication used during public participation meetings (Lategan, 2012). Therefore, public participation, is viewed as a form of empowerment, often benefits those who are better equipped to harness its potential. Public members must be fully educated about newly planned developments and changes in government policy with sufficient and in-depth information. EIPP (2009:8) argued that only when fully equipped with information and an understanding of said information, can public participation be of true value and serious consideration needs to be given to the level of education and the ability of the community to understand planning principles and elementary planning tools such as maps and planning terminology. Lategan (2012:122) argued that the difference in education levels between people in urban and rural areas has shown that public participation is necessary in a more in-depth manner in rural areas. In most cases, development needs are greatest in rural areas.

2.17 OVERVIEW OF PUBLIC PARTICIPATION IN AFRICAN COUNTRIES: AN AFRICAN PERSPECTIVE

Khiba (2017) pointed out that the African Union (AU) is the highest solidarity institution for African countries. Article 3(g) of her 2000 founding law of the African Union commits to promoting democratic principles of popular participation and good governance. According to

Macia (2016:3), South Africa is the best example of civic engagement, inclusive and effective as it uses the bottom-up approach, and a serious attempt has been made to mobilize and engage public opinion in the final document. Therefore, the case of South Africa was chosen to illustrate so-called 'true participation where ordinary citizens have the power to influence decision-making through partnerships with governments and delegate authority and control to governments.

The Southern Africa Development Community (SADC), whose members are Lesotho, South Africa, and Zimbabwe, was established in 1992 on the basis of an agreement signed by the countries of southern Africa at a meeting in the Republic of Namibia the treaty stipulated under Article 4(c) that all SADC member states must uphold the principles of equal opportunities and the full participation of citizens in political processes. According to Khiba (2017), the public participation process informs the interests and needs of the way in which all stakeholders and public members to afford them the confidence to participate as they have the assurance that their input will influence the decisions ultimately made by the government.

2.17.1 Public participation in the Zimbabwe

Active Citizen Participation in Local Government is necessary to improve a person's quality of life. According to Piper (2015), public participation can play a crucial position in addressing developmental, governance, and administration-demanding situations being confronted via way of means of nearby government. The constitution of the Republic of Zimbabwe offers a platform for the public to take part efficiently politically or economically on the nearby level. Section 194 (e) of the Constitution of the Republic of Zimbabwe, 2013 obligates the country to reply to people's desires timeously and to inspire public participation. Additionally, the Constitution of the Republic of Zimbabwe, 2013 offers for the "participation of nearby groups within the dedication of improvement priorities inside their areas". The equal Constitution further implores the entire participation of the disadvantaged, women, and youngsters in all sectors of Zimbabwean society. Despite public participation being supplied for withinside the Constitution of Zimbabwe 2013, Mapfumo (2019) states that public participation stays elusive in Zimbabwe's nearby authorities' system, particularly in Harare as there may be a seldom practiced at the floor that public directors were cherry-selecting or ignoring tenets of public participation whilst it fits them and Municipal government in Harare fail to install public participation techniques that enhance provider provision.

Mapfumo (2019) further states that: There are many ways for Zimbabweans to actively participate in their region's public consultation desks, administrative affairs, and systems of municipalities, etc. Therefore, participatory budgeting, public meetings, hearings, council meetings, etc. Congressional Portfolio Commissions, Residents, Interest Groups, etc.

Integration of Harare Neighbourhood Association (CHRA) and regional development Committees such as the Ward Development Committee (WADCO) and Article 264(a) of the 2013 Constitution of the Republic of Zimbabwe brought for this autonomous participation and “empowerment” of all citizens in public affairs improve local governance for people and their participation in training in decisions of and affecting state powers.

2.17.2 Public participation in Lesotho

Khiba (2017) discovered that the belief of public participation has grown to be very famous and is globally stated as a crucial factor of human beings-concentrated development. In 1998, the United Nation Economic Commission for Europe, (UNECE) followed the convention on get admission to information, Public Participation in selection-Making, encouraging accountability, transparency, and responsiveness of governance. The International Association of Public Participation (IAP2) and The Manila assertion (1982) are further examples of the international guiding tools assisting public participation in African international locations. The (IAP2) similarly broaden the core values to manual public participation approaches and to make the general public greater effective in reputable coverage making stating that contributors of the general public have to have a say in selections approximately moves that have an effect on their lives.

Khiba (2017) regard public participation as very popular and globally recognised as an important aspect of human-cantered development and in 1998 United Nations and Economic Commission for Europe (UNECE) has adopted an agreement on access to Information provision, public participation in decision-making, encouragement Governance Accountability, Transparency and Responsiveness International Association for Civic Participation (IAP2) and Manila. The Manifesto (1982) is a further example of an international instrument of guidance which support civic participation in African countries. international Association for General Participation (IAP2) to further develop core values Leading the civic engagement process and making the public more effective. Formal policy decisions stated that the citizen should have to be involved on the decisions and actions that have effect on their everyday life.

Section 20(1a) of the Constitution of the Kingdom of Lesotho of 1993 stipulates that "all citizens shall enjoy their rights" to participate in or engage in government affairs, directly or through them their freely elected representatives. In 2020, the Lesotho government committed to the potential and expansion of its people. Participation should include the general public and the rural poor in the governance process. This can empower individuals and civil society at large to contribute to the development process. Kiba (2017) further stated, the international community recognises public participation as a fundamental human right. However, Lesotho

has several international, continental, and regional legislation to promote public participation through national legislation designed to represent the concept of public participation in government office work. Section 30 of the Lesotho National Assembly Act of 2011 (Law No 61 of 2011) made provision for unrestricted participation of women, youth, and persons with disabilities which forms the basis of equality.

2.18 CHALLENGES OF PUBLIC PARTICIPATION IN AFRICAN PERSPECTIVE

According to Mapfumo (2015), public participation in local government planning and management depends on a well-structured social network to facilitate collaboration and networking between members of the public and rulers. Mapfumo (2015) argue that for the masses to succeed, they need a platform to exchange their ideas with the local government. Mapfumo (2015) further stated that Zimbabwe does not have adequate infrastructure networks to facilitate propaganda, involvement in planning and operation, lack of information, etc. Members of the public are a barrier to effective civic participation. Madzivanyika (2011) pointed out that the general public should participate and have access to relevant information for effective planning and development. It has become increasingly important to incorporate information held by local governments as access to information leads to public accountability. Mapfumo (2015) identified some challenges of civic engagement in Zimbabwe as follows:

- **Political regulation** Political interference with local government planning and operations hinders effective civic participation Zimbabwe Union Report on Debt and that there was undue interference by the development. Politicians in places like Harare and Chitungwiza (ZIMCODD, 2016) claimed that those who supported and sympathized with the rule of were members of Zimbabwe African National United Patriotic Front (ZANU-PF) party. Priority It deals with the issue of citizen participation in municipal governance (Madzivanyika (2011)
- **Economic Challenges** Public participation comes at a cost. According to Madzivanyika (2011), adequate funding must be available for meaningful public participation place and note that Zimbabwe is facing economic difficulties to use the scarce resources available to pull a publicity participate. Therefore, there is an urgent need for headquarters authority to make appropriate subsidies available to local authorities for purposes to Increase citizen participation and bring out the best in citizens participation.
- **Legal restrictions** Madzivanyika (2011) stated that the Constitution of the Republic of Zimbabwe is uncertain about civic participation and city council law and has no obligation to involve local government members to the general public before they draw up charters and development plans members of the general public are only obliged to

inspect the laws and development plans already made, as a result, members of the public may make coordinated decisions or Council processes.

Madzivanyika (2014) pointed out that, despite the initiation of independence plans at the central and local levels of government, the process remains a top-down activity and experience shows that local governments plans are drawn up by government agencies and imposed on citizens. Without their contributions, civic participation in Zimbabwe has steadily increased. Since 2000, it has decreased year by year. However, the public cannot initiate the participation process if the appropriate process does not exist. Setting up communication channels and public engagement platforms Strengthen to public participation. Mapfumo (2015) argues that the newly amended Zimbabwe Constitution envisages a participatory framework. Since the 2013, the Constitution, systems and structures are in place as there is multi-stakeholder engagement in the community, and oppose the achievement of desired goals and outcomes, such as extremely polarized political environment, lack of legal provisions public participation is unfounded, resource limited and lacks commitment Stakeholder Participation, Inadequate Participatory Culture, Training and Capacity Development between the ruler and the ruled.

Khiba (2017) pointed out the following public issues of participation, which was also seen in Lesotho, to improve the quality of contributions which should mainly rely on as a citizen.

- **Lack of knowledge and understanding** confirmed by Marutsuki (2015:30) as a serious impediment to meaningful participation by the member of the public. This requires the government to develop in a civil way educational programs to educate people on governance issues. Member citizens also explained why local governments are useless as they do not receive the services, they expect from the local community Council.
- **Lack of education** is a barrier to effective participation with lack of confidence and hope that they can handle their own problems. Opinions do not influence political decisions as a result, even if they be given the opportunity to participate, member of the general public becomes sceptical about motives of being invited (Smith 2009:22).

Khiba (2017) indicates that despite the challenges the government of Lesotho made some efforts in trying to embrace public participation by establishing different structures at local levels such as District Development Committees (DDCs) and Village Development Committees (VDCs) under the provision of the Local Government Act of 1969 which was enacted shortly after independence. These structures were to work as structures for public participation and to facilitate the development planning from lower or local levels. Section 20(1) of the Constitution of the Kingdom of Lesotho accords all citizens' the right to take part in

governance processes either directly or through their freely chosen representatives and the Constitution of the Kingdom of Lesotho enshrines public participation as a right to governance affairs. Governments should be open and accommodate citizens to participate in public policy-making processes to ensure that decisions taken reflect the needs of citizens, (Bishop and Davis 2002:15).

Khiba (2017) further indicates, issues that the Lesotho government has been working on public participation through the establishment of various structures at the local level. As District Development Committee (DDC) and Village Development Committee (VDC) Under the Local Government Act 1969, enacted immediately after independence these structures should act as structures to facilitate development plans for civic engagement from local level. Section 20 (1) of the Constitution of the Kingdom of Lesotho grants all citizens directly or through participation a freely chosen governance process in which representatives and constitution of the Kingdom of Lesotho are publicly enshrined. Participation as a right to public service, government should be open, to make sure that they facilitation of people to participate in public decision-making processes and decisions which reflect the needs of citizens (Bishop & Davis 2002:15).

For this study challenges of public participation are still a problem in Lesotho and Zimbabwe since citizens are not given full support to contribute to policy making through public participation.

2.19 CHALLENGES OF PUBLIC PARTICIPATION ON THE IMPROVEMENT OF BASIC SERVICE DELIVERY WITHIN THE MUNICIPALITIES

A study by Ndzelu (2016:18) found that municipalities globally are managing the venture of multiplied demand for provider delivery, as evidenced in South Africa by using citizens' rampant protests in diverse groups. For this reason, the need to enhance carrier delivery has seen a few municipalities engaging in public-non-public partnerships (PPPs), an approach which employs the information, investment, and control centres of the non-public region to expand and improve infrastructure for citizens. Despite the effectiveness of the technique, different sectors of presidency have been sceptical about the improvement because it mainly leads to job losses due to privatisation and public services which has a negative impact to all citizens. Ndzelu (2016:18) further indicates that nearby authorities are obliged to provide sustainable provider delivery to individuals of the public, who in turn possess the legislative hotel to preserve the government responsible if that responsibility is not fulfilled. The basic offerings that are currently handy to all South Africans are energy, water, roads, and sanitation. As such, it is the duty of local authorities to ensure that those basic services are supplied for

betterment of the peoples' lives. Ndlovu (2016:21) further indicated that there is quantity of obstacles to save you public participation, and they are outlined as follows;

2.19.1 Administrative limitations

According to Ndlovu (2016:21), administrative limitations relate to bureaucratic methods, operating by using a hard and fast of hints, and adopting a blueprint approach which tends to offer confined area for public to make their personal selections or manipulate the improvement system.

2.19.2 Time constraints

Ndlovu (2016:21) view time as a constraint or obstacle due to the fact that participatory techniques regularly require vast time and power and, the majority are unable or unwilling to participate, specifically once they doubt whether they will have time to take part inside the assignment. On some occasions, the network may additionally need to be capacitated or be furnished with abilities or knowledge to permit them to correctly participate in the task, which may also put off the venture.

2.19.3 Inadequate periodic monitoring

According to Naidoo and Ramphal (2018), people need to be involved in project at early-stage projects for planning and effective participation. This can be a constraint, particularly if corrective measures are not adopted or if there are adjustments to be made in the development of project monitoring. Ndlovu (2016:21) indicates that adequate periodic monitoring of the programme from the facilitators, government or non-governmental organisations, even other agencies with participating communities, has to be collectively conducted.

2.19.4 Inadequate financial capacity

Ndlovu (2016:21) stated that initiatives are occasionally planned and finished without having any assessment or monitoring techniques in vicinity and this could be a constraint, specifically if corrective measures need to be adopted or if there are changes to be made inside the improvement programme. Furthermore, periodic tracking of the programme from the facilitators, authorities or non-governmental organisations, even other groups with collaborating groups, needs to be collectively conducted.

2.19.5 Inadequate Provision of Incentives

Ndlovu (2016:23) imply that the provision of incentives by using government, or the facilitators, ought to cause powerful participation, however the pathetic socio-economic role of the people can impede meaningful participation. As an incentive, there have to be provision of stipends for individuals, irrespective of how small, that would serve as encouragement and enablement for them to take part, especially girls and prone businesses. Nyalunga (2006:56) referred to none-participation of ward committees that is due to loss of ability and incentives to persuade them to work whole heartedly closer to the betterment in their constituencies.

2.19.6 Political factors

Naidoo and Ramphal (2018) argues that political elements function as an obstacle of participation more especially if people are not involved in time due to political agendas. Public participation in improvement programmes in the community can be motivated by using attitudes and perceptions of the area people regarding their representatives and the facilitators who, most importantly, must no longer be recognized with any unique political formation.

2.19.7 Social barriers

Masanyiwa *et.al.*, (2008) describe the social impediments as comprising a mentality of dependence, a way of life of silence, domination via the neighbourhood elite, gender inequality, low stages of training, and publicity to non-neighbourhood records. Moreover, leaders need to make efforts to recruit and involve people, considering each racial and ethnic variety, in addition to their socio-financial repute as the interest and issue of all members of the network ought to now not be disregarded.

A study by Sebola (2015:1) highlighted that the neighbourhood sphere of government remains the core for the realisation of fundamental services within any government dispensation. In addition, the South African authorities consequently, just like every other form of presidency has assigned local authorities with the position of handing over the ones services which might be beneficial to the livelihood of neighbourhood groups and to societal welfare which is popular. In South Africa, the vicinity of local government has emerged as greater important due to the reality that the country's constitutional democracy requires neighbourhood authorities to be developmental in nature as it renders fundamental offerings.

Creighton (2005:23), argued that the most common trouble of public participation inside the municipalities is to ensure that the human beings participating in a public participation software are in reality representatives of the public, as failure to accomplish that will affects the hobbies

of people who are represented. Similarly, public participation has to consist of the people in the mainstream of opinion and people whose reviews fall outside the mainstream to feel represented and no longer left out of the method. As an end result, people who are not represented will see public participation technique as basically mistaken, and they have no stake in accepting the outcomes of that manner, and they'll be searching for different methods to persuade the selection along with turning to the courts or elected officials who will refer public participation as a waste of time and electricity. Draai & Taylor (2009:113) indicated that some demanding situations of public participation are shortage of important talent and assets in the municipality. They further indicated that challenges of public participation in governance is while communities or contributors of the public are not knowledgeable of political and public methods.

Callahan (2007:166) argued that there are various issues related to public participation, and to find nice solutions the problems want to be diagnosed, articulated, and analyzed, as soon as a higher know-how of problem is found out a concrete answer can be explored. In line with Callahan (2007:166), there are six issues associated with direct public participation and are as follows;

- ***The problem of length:*** Direct public participation must accommodate several organizations and individuals, yet direct democracy become formulated for small organizations meeting face to face and nowadays new technology permits greater human beings to be involved by using internet, media and pc technology are used to assist the method of public participation, but with the question of whether or not technology is able to change the face-to-face meetings.
- ***The problem of excluded or oppressed agencies:*** In public participation there some corporations which might be discovered to be disadvantaged consisting of girls, religious minorities and unemployed who have systematically been excluded from representative democracy.
- ***The trouble of hazard:*** complex technologies reveal communities to full-size risks and risks of chemical substances, radioactive and biotechnological which divulge humans such dangers without their understanding.
- ***The trouble of era and understanding:*** residents discover it tough to participate when they lack the understanding, information and expertise had to effectively communicate.
- ***The hassle of time:*** The decisions are regularly made quick without the time necessary for large organization deliberations and plenty of residents lack the time

needed to participate in a significant way. The criticisms of direct public participation are that it takes too much time.

- ***The problem of the commonplace accurate:*** Direct public participation would no longer replicate the not unusual accurate as the not unusual right relies upon on deliberations. Municipalities as the structure of government closest to the people and are commonly characterised as a website of extreme political sports activities, such sports which includes the interaction and inter-courting amongst various hobby and pressure companies, stakeholders and public members who constantly try to influence political representatives and officials to make regulations to in shape their interest and needs.

Callahan (2007:166) confirmed that correct municipal governance calls for accurate opportunities for such deliberation, interaction, and resolution of warfare among rival people, stakeholders, and interest organisations. In those deliberations and interaction, a committed balance needs to be conscious at the need for simple provider delivery and macro troubles which include social and municipal improvement to combat poverty, environmental decay, crime, and different community problems. Van der Waldt (2011:29) argued that the human's call for participation in local government do no longer constantly meets with right responses; as a substitute, municipalities as bureaucratic institutions harbour an authoritarian thoughts-set and discourage public participation, and this could probably make municipalities to become more internally cantered and extra remote from participants of the general public instead of to be closer to the general public.

Van der Waldt (2011:29) further argued that the mindset of municipal employees concerning public participation and the degree of the institutionalisation of participation through suitable mechanisms, policies and tactics may also affect the high-quality of public participation. There may also be a shift away from machine wherein local government, like municipalities as the important actors of their localities. Masuku and Jili (2019) argued that the essential principle of nearby democracy is participation and with democracy, each citizen can take part in public affairs freely and gives his/her opinion on public affairs without worry with the aid of balloting in elections, via standing as candidate in democratic elections. In addition, Masuku and Jili (2019) argued that a municipal council encounters severe legitimacy issues if it unilaterally makes decision and enforce policies without taking the ones raised by diverse actors, function-players, and stakeholders into consideration. Van der Waldt (2011:33) indicated that, municipal network partnership is important, but the assignment is the 'how' part on how a municipality must facilitates participation in its affairs. What form of mechanisms need to be used to foster participation and consultation tactics? Further challenges associated with the 'how' query is the quantity to which a municipality can be held accountable by the community

and to what extend public managers and municipal officials inside the matters of municipality are representatives of the community they serve and be conscious of their needs and aspirations.

Van der Waldt (2011:33) similarly suggested that a valid relation between the community and municipalities allows to reinforce community trust in government and reverse the regular erosion of voter turn-out in local elections, falling membership in political events and declining self-assurance in key public groups collaborating inside the matters of the local government. Van der Waldt (2011:34) showed that municipalities must take suitable steps to offer appropriate education to their personnel to make municipalities more informed and aware of their groups, through channeling comments from the network to selection makers and again to serve the interest of the community they serve efficiently and boom the network's expertise by using imparting applicable data through various channels which include annual reviews, brochures, newsletters, media coverage and network meetings.

According to Ababio (2004:272), local authorities in South Africa are faced by many demanding situations and one of them is the encouragement of the community and community-based organisations in nearby government subjects, as many members of the community are excluded or are unwilling to contain themselves in subjects of local governance, and as such powerful strategies need to be devised to interact public participation in enhancing simple carrier transport inside the municipalities.

2.20 ADVANTAGES AND DISADVANTAGES OF PUBLIC PARTICIPATION

Mahole (2012:89) collectively with the Civil Society enterprise and Partnership Program (CSOPP) (1998:04) summarized the blessings and downsides of public participation as follows:

2.20.1 Advantages of public participation

According to Mahole (2012:89), public participation is a process by which interested and affected individuals are given the opportunity to comment on or reinforce relevant events. For public participation to be effective, there are alternatives and different ways of actively involving members of society in public affairs;

- Public participation increases the effectiveness by way of making sure of public involvement. Public participation is primarily based upon neighborhood know-how and expertise of issues and will therefore be greater relevant to local wishes;

- Public participation helps to construct local capacities and broaden the competencies of neighborhood people to manage and negotiate development goals;
- Public participation increase coverage whilst local human beings are capable of anticipate a number of the load of obligations and for that reason assist to extend the variety of activities of improvement;
- Public participation caused better targeting of benefits to the poorest through the identification of key stakeholders who will be most stricken by the objectives;
- Public participation helps to comfortable the sustainability of the activities as beneficiaries expect possession and are willing to preserve its second and;
- Public participation additionally helps to improve the reputations of the disadvantaged agencies with the aid of providing the possibility for them to play a component in improvement paintings.

For this study, public participation plays a crucial role to facilitate and toughen the potential of participants of the general public and voluntary organisations to contribute definitely towards the community wherein they live. Suitable public participation practices can allow all spheres of government to be extra responsible and responsive, and it may additionally improve the general public's perception about the municipality or government.

2.20.2 Disadvantages of public participation

Civil Society Organisations and Partnership Program (CSOPP) (1998:04) highlighted those negative aspects of public participation present the quandary, challenges and difficulties which might be encountered by using contributors of public when collaborating in local authorities.

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

- Public participation cost time and money;
- Public participation is a procedure without an assured impact upon the give up merchandise;
- Public participation can substantially add to the fees of an improvement hobby and consequently its benefits need to be carefully calculated;
- The technique of public participation is beside the point and luxury in conditions of poverty and it is going to be hard to justify expenditure on one of these technique wherein people need to be feed and their livelihoods secured;
- Public participation can be stabilizing pressure to unbalance the existing socio-political dating and threaten the continuity of improvement work;
- Public participation is pushed with the aid of ideological favour and is much less involved with seeking to ease direct blessings for people and shape improvement activities than selling the ideological attitude into development.

For public participation to be meaningful, it should encourage the involvement all stakeholders, together with the marginalized businesses together with girls, pensioners, and the youth in the network. Public participation can bring about the shifting of the burden onto the poor and the relinquishing by country wide authorities of their duty to sell development and equity.

2.21 WAYS OF PUBLIC PARTICIPATION

According to Reddy (1999), local government which is the third layer of government that was designed to bring government closer to the people and provide members of the public a sense of belonging and engagement in the process that effects their day-to-day lives. Section 152 of the Constitution of the Republic of South Africa, 1996, discusses local governments and their goals, stating that the goals of local government are to provide democratic and responsible authorities for communities to ensure the provision of primary services in a sustainable manner, to promote social and monetary improvement, to promote a safe and healthy environment, and to inspire communities and their organizations to be involved. Section 153 of the Constitution of the Republic of South Africa, 1996 stipulates that under local government, a municipality must plan and manage its administration and budgeting to prioritize the basic desires of the public and sell the general people's social and financial betterment.

2.21.1 Direct public participation

Callahan (2007:156) argued that according to the advocates of direct public participation, electing standby to behave in representing the citizens is not sufficient, especially as our society grows more diverse. Callahan (2007:156) similarly suggests that direct public

participation works first-rate and is the great manner of involving the public in software and policy decisions, for the choice to mirror the intensity and diversity of the citizens they serve. In direct public participation, public administrators should make important adjustments inside the manner they do business of making-selections at the back of the close doorways.

Callahan (2007.157) in addition argued that municipalities are predicted to open the choice-making technique to the public and gracefully make the transition from expert administrator to facilitator who embraces input from a variety of stakeholders, citizens, enterprise community and non-profit sector. According to Callahan (2007.157), direct public participation arrives at selections that replicate the consensus of the organization which receive the democratic ideals for inclusive of citizens in the deliberative manner as modifying behavior and the approaches of public participation and carrier delivery in location. Callahan (2007.158) indicated that municipalities are advocated to undertake a participatory style that actively involves residents because it is the proper thing to do, as citizen participation builds on the democratic beliefs, sell democracy, construct consider, increase transparency, decorate accountability, construct social capital, reduce war, promote legitimacy, domesticate mutual understanding, and enhance fairness and justice.

2.21.2 Indirect public participation

According to Callahan (2007:154), indirect participation acknowledged that in a representative democracy, elected officers and expert directors need to act at the behalf of citizens and inside the first-class interest of the state and given the scale and complexity of the community regularly. Direct participation is not always possible, and the municipality need to do it through different methods to provide you with other mechanism of indirectly involving community within the topics that affects them. Callahan (2007:154) in addition imply that for public participation program to be meaningful, it ought to showcase the subsequent elements:

- **Early notification:** where notification is to receive and performed early sufficient to allow the public to have the possibility to influence the making plans of a venture and its environmental evaluation manner before any irrevocable selections are made.
- **On hand statistics:** The accountable authority must ensure that each one contributor is furnished with the data they need to take part efficaciously on a well-timed basis. attention must take delivery to the perfect language for these records and the want to apply culturally sensitive method of verbal exchange, and access records need to simply be restricted in accordance with the laws regarding get admission to facts and privateness.

- **Shared knowledge:** A challenge ought to be advanced primarily based on each technical and scientific know-how, network information, worries, views, and values should be shared in an open, respectful, and well-timed manner. This consists of facts on the capability outcomes of an assignment and any rights flowing from the possession of information that members have need to be respected.
- **Sensitivity to community values:** *Public participation system desires to be executed in a way that respects distinctive community values and their desires.*
- **Affordable timing:** Public participation manner should offer the public with a truthful and affordable quantity of time to evaluate the records offered to them and to reply to assignment proposals and to receive opportunity to proposed choices with the aid of distinguished and reasonable authorities.
- **Suitable stages of participation:** Public participation procedure need to offer for stages of participation which might be commensurate with the extent of public interest.
- **Adaptive procedures:** Public participation procedures must be designed, applied, and revised to healthy the desires and instances of the undertaking and replicate the desires of the individuals. This technique may be interactive and dynamic in line with the reasonable expectations of the individuals.
- **Transparent result:** Public participation is primarily based on the premise that the general public's contribution could be taken into consideration in the choice-making process. Public participation system must provide information and a purpose on whether the public inputs affected the decisions.

Indirect participation has its own benefits as residents cannot be anticipated to be responsible for each public-zone selection as they lack time, know-how, and personal motivation to perform the examination. Thus. indirect public participation truly approaches those contributors of the public who are concerned in subjects of nearby authorities in exclusive approaches which are no longer best in face to face, for example, it could be through media, network firms and conventional leaders.

2.22 LOCAL GOVERNMENT DEMOCRACY AND PUBLIC PARTICIPATION

According to Masango (2001:99), democracy is linked to accountability, and governments are hesitant to grant people authority, preferring to limit their participation to basic decisions. The second option is to give in to escalating pressures. Masango (2001:99) said that South Africa lacks a constitutional democratic background and that the people of South Africa must learn how to work within the systems that enable this (the legislature, the executive, and the judiciary). Furthermore, there is an urgent need to improve the delivery of essential services

in South Africa in order to correct historical inequities (Masango, 2019). Transformation is taking place in South Africa in a situation where few resources must be shared among many due to poor government funding.

According to Masango (2001:99), the issue of democracy is linked to the notion of duty, and governments are hesitant to grant strength to humans, who want to restrict their involvement to simple choices. In the other direction, you may need to give in to escalating desires. Masango (2001:99) agrees that there is a vital need to improve the delivery of basic services in South Africa in order to solve the beyond disparities. Transformation in South Africa is taking place in a situation where few resources must be shared among many with little government funding.

2.22.1 Democratic theory and public participation

Callahan (2007:153) argued that the notion that individuals must take delivery of a voice of their government's appeals to democratic ideals and has lengthy been recognized across the world as one of the specific elements that focuses tons on the relationship among democracy and civil society. In keeping with Callahan (2007:153), public participation is acknowledged and stays valued concept with direct and indirect democratic involvement. Callahan (2007:155) similarly showed that participatory theorist argued that direct citizen participation not only ends in higher choice making, however additionally allows social balance with the aid of growing an experience of community, growing collective decision-making, and promoting attractiveness of the governance system. Active citizens in public participation creates communities that are powerful inside and have an impact on of simple provider shipping inside the municipality with the fine of life and the overall performance of social establishments.

2.22.2 Local government democracy in public participation and basic service delivery

Van der Waldt (2010:24) sees local government democracy as far deeper and more important than the mere exchange of opinions and concerns. Fostering local government democracy is ready but increasing tolerance of war of words and disputes and building neighborhood democracy need a framework for local policy as well as a framework for managing varied repercussions. Municipalities, being the level of government closest to the people, are known for intense political games and public engagement. Similarly, Van der Waldt (2010:25) stated that grassroots government democracy entails the allocation and distribution of public goods in accordance with human preferences and desires. Grassroots democracy is about empowering all people to actively engage in various ways while being mindful of their own well-being and success.

Van der Waldt (2010:28) said that local government democracy enables for political engagement at the local level, reduces inequities in the allocation of energy and goods, and encourages responsiveness to community preferences. According to Creighton (2005:12), local government democracy is the most accessible path for political involvement since it is in local politics that people feel most empowered and engaged. Creighton (2005:12) went on to say that democracy is intended to provide public participation in decisions on the ultimate purposes and goals of government movements. According to Masuku and Jili (2019), public participation in local government democracy introduces citizens to governance and it is more important for municipalities to stay in touch with people and improve democratic local governance by constantly bringing diverse needs, issues, and perspectives into a municipal council's coverage-making schedule.

According to Van der Waldt (2010:29), the primary goal of providing people with the opportunity to participate in local government decision making is to allow individuals who may be affected by the proposed public guidelines to express their views and influence policymakers regarding the desirability and necessity of the policy. Reddy (2016) discovered that public involvement is covered in the development of integrated development plans, training locals on how to effectively participate in local government issues and encouraging public management. Reddy (2016) also stated that a democratic policy-making system ensures careful attention to opportunity proposals, strategies, and accommodating various stakeholder groups within the policy process, thereby gaining support for new ventures that are unknown to the public with the goal of improving their lives.

2.22.3 Public participation, democracy, and basic service delivery

According to Van der Waldt (2010:18), democracy literally means rule or government through the people, and it is able to additionally be visible as the participation and involvement of the area people inside the affairs of the local government or municipality. Cloete (1995:85) stated that local government is assigned the powers and features essential to offer services for the renovation and promoting of the wellness of anyone within the region of jurisdiction. consequently, a local government shall, to the quantity decided in any relevant regulation, for that reason make provision for get entry to water, sanitation, transportation facilities, strength, health offerings, schooling, housing, and security within safe and wholesome surroundings for all persons residing within its region of jurisdiction furnished that such offerings and services can be rendered in a sustainable way and are financially and bodily manageable.

The local sphere of government is an arena in which people and civic enterprises, NGOs, CBOs, and rate payer's institutions participate in decision-making concerning the areas in

which they live, exercise, and expand their democratic rights. According to Bekker (1996:53), democracy is a form of presidency organized on the ideals of famous sovereignty, political equality, popular consultation, and majority rule. In his definition of democracy, Bekker (1996:53) further outlines four qualities that may be crucial to public involvement, including popular sovereignty, political equality, famous session, and majority rule, and elaborates as follows:

- **Popular sovereignty**- the principle of famous sovereignty is the heart of democracy, and its motive is that the strength to make famous and simple governmental choice be in the palms of the public and not managed by means of any precise character or elite organization. popular sovereignty exists anywhere and every time the humans have the vested power to make final choice on what decision-making powers are to be delegated.
- **Political equality**- the precept of political equality requires that each one participants of the network to participate in the political approaches, and identical participation by way of all members of the network becomes requirement for democracy.
- **Popular consultation**- the principle of popular consultation needs that the people and now not birthday celebration leaders or any character ought to be the ones who decide which public rules could be best serve to their not unusual welfare and the municipalities need to seek advice from the community on all matters that impacts them so as for them to participate.
- **Majority rule**-in a democratic government maximum selection that made are choices from opportunity perspectives variously supported by means of extraordinary groups, parties, or people and in this example, best group could be in the long run happy whilst the opposite businesses may be disadvantaged or only partly glad regarding the specific decision or coverage.

The most essential purpose for public participation is to improve and give a boost to the democratic system. For democratic government to exist, the public must govern and actively involved in municipal matters because without public participation, democratic authorities will cease to function as democracy and democracy to come to be fruitful, it's miles important that centers and devices of public participation be available to each network member

Section 152 of the Constitution of the Republic of South Africa, 1996 encourages municipalities to adopt way of life of public participation and the charter also compel neighborhood authorities to inspire the involvement of the network on subjects that affects them. According to Van der Waldt (2010:26) public participation is the cornerstone of neighborhood democracy. An increasing number of citizens call for more records on how

public goods are controlled and that they need to recognise how their tax cash is spent. They count on better offerings, and they want to take part in developmental system and in making choices on subjects that affect them. The White paper on neighborhood government (1998) showed that the advertising of local democracy should be seen as a crucial function for any municipal government. According to van der Waldt (2020:48), local government democracy is often seen as playing a critical role in improving participative democracy as citizens can also have greater incentives to take part on the nearby degree. For this study local government democracy can be visible participation and involvement people within the affairs of the local government or municipality, which includes three consultations by government, responsibility, and public involvement.

2.23 INTEGRATED DEVELOPMENT PLAN (IDP) AND PUBLIC PARTICIPATION

According to Mdlalose (2016:21), the Integrated Development Plan (IDP) remains the "Bible" for local government, and it is this document that directs the municipality's activities and resolutions during a 5-year period. The IDP process is defined in Section 25 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000) as a single, inclusive planning process within which other procedures must be situated. Local Economic Development (LED) must be completely incorporated into the IDP. Poverty and unemployment, for example, continue to be major difficulties for municipalities in South Africa, and the IDP objectives must address these issues. LED strategies can then be employed to help achieve the defined goals. The integrated development planning approach, according to Van der Waldt (2010:100), is based on the principle of inclusive, representative consultation and the participation of all residents, communities, and stakeholders within the municipality, as well as representatives from other spheres of government. The municipalities have formed an integrated development planning forum to attract public engagement and other stakeholders.

Section 25 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) stated that each municipal council must, within a specified time after the start of its elected term, undertake a single inclusive and strategic plan for the municipality's development that hyperlinks, integrates, and coordinates plans and proposals for the municipality's development, and aligns the municipality's assets and capacity with the implementation. While Section 26(a) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) stated that an integrated development plan of the municipality should mirror the municipal council's imaginative and prescient for long-term development of the municipality, with special emphasis on the municipality's most critical development and internal transformation desires, which should include an identification of groups that do not have get admission to basic municipal services,

According to Section 29 of the Local Government: Municipal Structures Act, 2000 (Act No. 32 of 2000), municipalities should install appropriate mechanisms, approaches, and methods in accordance with Section 16 of the Local Government: Municipal Structures Act, 2000 (Act No. 32 of 2000), which states that a municipality must develop a subculture of public participation and allows for the area people to be consulted on its desires and priorities, and allows the local community to participate. The Republic of South Africa's Constitution, 1996, awarded municipalities principal development responsibilities to ensure that the first-rate of existence for its residents is advanced. According to Section 153 of the Constitution of the Republic of South Africa, 1996, the developmental duties of municipalities are that a municipality must structure and control its management, budgeting, and planning methods to give priority to the basic needs of the network in order to sell the social and monetary development of the network. Having the IDP, therefore, assists the municipality to manipulate the manner of gratifying its developmental responsibilities. Van der Waldt (2010:105) similarly shows that via the IDP, municipalities are informed about the troubles affecting its municipal location guided with the aid of the statistics on assets made available to broaden and put in force suitable strategies and projects to deal with the community issues.

2.23.1 The importance of Integrated Development Plan (IDP)

According to research by Mafunisa and Xaba (2008), referenced in Mathebula (2016:24), public involvement in the IDP occurs only if the impacted stakeholders, notably members of the local community, play an active role in decision-making and implementation. According to Mathebula (2016:25), public involvement is not just the sheer existence of the local community, but active participation in the activities of such municipalities to guarantee that development and basic service supply are pushed in the public's interest. As a result, public engagement is a powerful instrument in a democratic South Africa, notably in municipalities as a government sector charged with developmental responsibilities and constituencies closer to the people. Mdlalose (2016:22) concurred by indicating that the Integrated Development Plan (IDP) is the key instrument used by a municipality to fulfil its obligations, through planning and budget allocation. For this reason, the formulation of the IDP is to be transparent and inclusive, and the content thereof needs to represent the aspirations of all stakeholders in each ward. One way of achieving inclusivity and transparency is through the IDP representative forum. This forum should include representatives from all the various interest groups within a ward and consequently, serve as a platform for stakeholders to advance and defend the inclusion of their interests in the IDP. According to Mathebula (2016:25), public participation in the IDP demands the involvement of local general people in decision-making,

the identification of needs, and the capacity to influence decisions and objectives in circumstances of differing perspectives. The IDP's primary responsibilities are as follows:

- It helps to make powerful use of scarce assets by focusing on identified and prioritized nearby desires in attention of neighborhood resources and looking for more cost-powerful solution;
- It enables to speed up simple service shipping through imparting a tool to guide in which funding have to occur and supplying useless-lock breaking decision mechanisms;
- It allows to bolster democracy as the decision are made in a democratic and transparent manner, in preference to few influential individuals;
- It enables to draw the extra finances as wherein there may be a clean municipal improvement plan, private buyers and area branch are inclined and have assured to invest their cash due to the fact the IDP is a sign that the municipality has a developmental course;
- To promotes inter-governmental coordination and helps a system of conversation and coordination between local, provincial, and national spheres of government; and
- To allows to overcome apartheid legacy within the local spheres of government via selling integration of rural and urban regions, exclusive socio-monetary businesses with the aid of facilitating redistribution of municipal assets in a consultative process.

Nyalunga (2006:05) suggested that inside the absence of the IDP, a municipality will act in an uninformed and uncoordinated way which may result in duplication and waste of confined sources. It is therefore suggested that the IDP's characteristic as a municipal tool used for manual development and to keep away from the implementing of offerings by way of different spheres of government to the municipality without prioritisation of those offerings and network contributors must be consulted to attend IDP approaches to provide an input and ensure that the prioritization is accomplished in keeping with the community needs (Nyalungu, 2006). While segment 28 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) suggested that each municipal council within a prescribed length, after the start of its elected term should adopt a manner set out in writing to guide the making plans, drafting, adoption and evaluation of its IDP and through appropriate mechanisms, methods and technique set up in terms of Section 21 of the Municipal Systems Act, 2000 (Act No. 32 of 2000) which indicated that the municipality ought to seek advice from the local people before adopting the technique and need to supply word to the local people on details of the method it intends to follow.

Section 29 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) also stated that the procedure followed by the municipality to draft its IDP, as well as its consideration and adoption of the draft plan, must be in accordance with a predetermined program specifying time frames for the various steps via appropriate mechanisms, methods, and methods established in accordance with Section 19 (2) of the Municipal Systems Act, 2000 (Act No. 32 of 2000) that When drafting the IDP, the organs of the country, as well as conventional government and other function actors, must be acknowledged and consulted.

2.23.2 Integrated development plan (IDP) and Municipal basic service delivery in Vhembe District Municipality

The White Paper on Local Government, 1998 regarded integrated development planning as a key strength of the current system of local government. This is because IDP acknowledges the interconnectedness of democracy, development, and service delivery. The White Paper also considered municipality as the central role player for democracy. As a result, municipalities should ensure that they implement sustainable mechanisms by which to engage with communities, the private sector and community forums, placing the emphasis on participative planning. It further required municipalities to involve communities actively at the 05 levels discussed below:

- **Voters:** Municipalities should make certain that elected leadership preserve high stages of democratic accountability through the merchandising of rules aimed at accomplishing accurate governance and the attainment of the constitutionally required targets of local government in section 152 of the constitution of the Republic of South Africa, 1996. Consistent with Mdlalose (2016:23), this could only be executed through obvious and consultative neighborhood government tactics.
- **Citizens:** South Africa has a diverse society. Mdlalose (2016:23) indicated that it is far therefore vital for municipalities to recollect the religious and cultural range inside society. After neighborhood government elections, all elected leaders end up the leadership of the complete community, not simplest the folks that voted for them. This obliges municipalities to offer offerings to all nearby communities in a sustainable manner regardless of political association and should encourage the groups and network enterprises within the matters of neighborhood government according to Section 152 (1) of the constitution of the Republic of South Africa, 1996.
- **Consumer and end-user:** community contributors who anticipate acquiring good services from their respective municipalities emerge as purchasers or end-customers. As a carrier provider to those purchasers, it's far incumbent upon the municipality to

have a responsibility to provide services that are properly organised, reasonably priced and rendered in a courteous and responsive way.

- **Organised companions:** Municipalities generate a huge part of their revenue through leases, property costs, electricity, water and sanitation and other chargeable offerings offered with the aid of the municipality to private enterprise, non-authorities establishments and residents. This requires the municipality to deal with communities not as only citizens however as strategic companions.

According to Section 26 of the Local Government Municipal Systems Act, 2000 (Act No.32 of 2000), the core components of an integrated development plan must reflect:

- the municipal council's imaginative and prescient for the municipality's long-term development, with a special emphasis on the municipality's most critical development and internal transformation needs;
- an assessment of the municipality's current level of development, including the identification of groups that do not have access to basic municipal services;
- the council's development priorities and goals for its elected term, including neighborhood economic development targets and internal transformation desires.
- the council's development techniques, which must be aligned with any national and provincial sectoral plans that are legally binding on the municipality;
- a spatial development framework, which must include the availability of primary hints for a land use control device for the municipality;
- the council's operational techniques;
- the key overall performance indicators and performance targets decided in terms of Section 41 of the Local Government: Municipal Systems Act, 2000 (Act No.32 of 2000)

Sibeko (2007: 62) argued that the IDP discussion board ought to perform in phrases of the ideas of community-based and makes plans which involve community, particularly the poor in the IDP planning manner and this is so to enhance the pleasant of the plans, the great of services, extended community manipulate over improvement and empower network with a view to take moves and emerge as less established. According to Vhembe District Municipality, Integrated Development Plan (IDP) (2017/2018:15) suggests that during Vhembe District Municipality, the IDP Forum were established strictly to recall the problems of development planning, tracking, and assessment system. It consists of the price range, performance control, and performance and service agreement necessities for public participation in addition to primary service delivery.

Sibeko (2007:64) further argued that in ward committees, the empowering the IDP discussion board should pass hand in glove with ensuring its democratic engagement with its diverse

constituencies for public participation to be greater effective. Furthermore, the composition of the IDP forum must be as inclusive as possible in accordance with the consultation requirements outlined in Chapter Five of the Local Government: Municipal Systems Act, (Act No. 32 of 2000), which states that a municipality must adopt developmentally oriented planning to ensure that it strives to reap the benefits of local authorities set out in Section 152 of the Constitution of the Republic of South Africa, 1996. Municipality together with other organs of the state contribute to the innovative realisation of the fundamental rights contained in sections 24,25,26,27 and 29 of the Constitution of the Republic of South Africa,1996.

Draai & Taylor (2009:120), avers that all ward committees are required to develop integrated plans of movement, which should be in keeping with the municipality's included development Plan (IDP), such course of action must be accepted by means of the council and ward committees must convene strategic making plans sessions to consolidate their plans of motion. Vhembe District Municipality, IDP (2017/2018:15) similarly indicates that Vhembe District Municipality most effective extend the role of IDP discussion board to reflects the logical connection among development priorities and strategies and price range making plans as pondered inside the annual service delivery finances Implementation Plan (SDBIP) and performance management , which brings ward committees in addition to all key stakeholders into middle municipal approaches and permit improvement of annual routine across the IDP forum, which is essential for constructing the expertise and trust key to significant public participation.

In line with Vhembe District Municipality, IDP (2017/2018:15) the IDP forum does not update the existing practices of the usage of Mayoral *Imbizo* to seek advice from about, basic service shipping, overall performance control and price range. This lets in for regular and repetitive engagement among communities and the municipality, both mediated via ward committees and stakeholder bodies. Vhembe District Municipality, IDP (2017/2018:15) suggests that IDP consultant discussion board chaired with the aid of municipal councillor and composed through the following Stakeholder's formations —inter alia: Vhembe District Municipality, local Municipalities i.e. Makhado, Musina, Thulamela and Collins Chabane, Governmental Departments i.e. (District, Provincial and national Sphere's representatives), traditional leaders, Organised business, women's employer, men's organisation, youth forum, people living with disability, Advocacy agents of unorganised businesses, Parastatals, NGO's and CBO's, other provider providers i.e. consultants and constructors, different Social Sectors and the University of Venda, Madzivhandila Agricultural College, teaching, Vocational, Education & Training (TVET), elderly people's discussion board, moral Regeneration and adolescents Council.

Vhembe District Municipality, IDP (2017/2018:15) furthermore suggests that Vhembe District Municipality IDP discussion board consciousness totally on municipal topics and planning pushed for powerful public participation in the municipality and awareness on along with nearby network at the tracking, evaluation, implementation, and choice-making approaches of the plan as contained in Section 16 of the Local Government: Municipal System Act, 2000 (Act No. 32 of 2000), which calls for public participation in the implementation of the IDP and performance control. Thus Sibeko (2007:65) highlighted that powerful public participation calls for inclusion of many structures and organizations that represent the community as viable.

2.24 METHODS OF IMPROVING PUBLIC PARTICIPATION TOWARDS BASIC SERVICE DELIVERY

A study by Naidoo (2017:59) found that specific techniques have been added to enhance public participation in diverse international locations everywhere in the world with progressive methods of interacting head-to-head to percentage thoughts and discuss critiques. Naidoo (2017:59) indicated that on-line participation strategies are also there, but the shared information goes in one route without permitting the public to persuade the assignment, and this form of online participation need to be a two-way interplay among the public and the electricity holder, wherein the energy holder have to make certain whether the opinions and thoughts shared by using individuals of the general public are to be seriously taken into consideration or not. According to Fourie (2001:224), there are number of conventional methods to improve citizen participation in government and its management, and these traditional mechanisms include the advent of consumer corporations, liaison panels, public query-and-answer events, boards to enhance making plans, decision-making and coverage implementation. This section addresses the method of facilitating citizen involvement, improving the training of residents and in particular stresses the function of mentorship and guide, enhancing administrative capacity by way of equipping officers with the vital abilities to meet the needs of the citizens. Fourie (2001:224) suggested that interest should also take delivery of to the difficulty of imparting a valuable service close to the citizen, building partnership and consider by using following positive techniques that continues citizen enthusiasm for participation within the management of government.

2.24.1 Facilitating public participation

To facilitate community involvement, numerous options can be accompanied to beautify citizen participation and the responsibility for imposing a challenge might also lie with a local government, provincial, or national authority. wherever it lies, the beneficiary community must be involved in all ranges of mission identity and development (Fourie, 2001:226). Additionally,

it exposed that once a task has been identified and agreement reached that it need to be carried out, the beneficiary community must be made aware about this via the usage of the media in addition to passing statistics via installed community establishments.

2.24.2 Improving public education

Fourie (2001:226) indicates that, to allow participants of public to participate and communicate intelligibly, frankly, legitimately and in a sincere manner, they should have a simple knowledge of and abilities inside the public participation manner. Fourie (2001:226) further suggested that the stress on instructing the citizen have to be at the dynamics of political intentions and it is therefore essential that target agencies be guided in an appropriate manner and inside the desired route concerning the openness of presidency and its management, positive fundamental concepts must be followed. this ought to include;

- The proper of public to explicit their thoughts approximately controls and administrative troubles;
- A need for the possibility to change thoughts, and properly deliberated and practical inputs for choice-making.

Moreover Fourie (2001:226) suggested that in terms of schooling, assist and mentorship, the administration has to additionally play a crucial function and mentoring of citizens have to no longer be seen as a one-manner road at the part of the management but as a means of presenting experience to the citizen who wants to play an energetic role within the administration. Mentors, therefore, have to understand the want to contribute to the growth, improvement, and pride of citizens.

2.24.3 Improving administrative capacity

Fourie (2001:227) suggested that officials ought to be taught on a normal foundation to facilitate a behavioural change and sensitise them to the converting desires and aspirations of the citizens and training programmes which should also be provided to officers to cast off worry and misunderstanding. Fourie (2001:227) argued that a trained legitimate ought to be capable of perform the following functions designed to encourage public participation;

- assist the community businesses in sporting out competencies and aid audits.
- communicate on an ordinary basis with the citizens worried, to determine needs and aspirations.
- pick out viable problems, which can disrupt relationships and accept as true with between the network and the management as soon as feasible.

- ensure that citizens are knowledgeable about their rights and privileges.

Furthermore, that the selection of the right officials to deal with the community is critical (Fourie, 2001:227). It may be necessary to review an official's performance regularly and make changes if needs be.

2.24.4 Providing a valuable service to be close to the public

Fourie (2001:228), argued that for a provider to be of cost to the citizen it has to be wanted with the aid of the residents and be of an appropriate high-quality. Section 152 of the Constitution of the Republic of South Africa,1996 is set the goals at the local level of government and that the objective of nearby authorities is to make sure that the delivery of services to the communities are in a long term than short term.

2.24.5 Building partnerships and trust with public

One of the characteristics of integrated public administration, according to Fourie (2001:228), is that it recognizes the connections between development, delivery, and democracy. Citizens must actively participate in public administration at four levels: As voters, we must guarantee that the elected political leadership is held fully accountable for the policies that they are qualified to advocate. As citizens, we express ourselves through various stakeholder organizations before, during, and after policy changes, so that policies represent community preferences to the greatest extent feasible. As customers or end-users, we want good value for money, reasonably priced services, and polite and fast service (Fourie 2001:228). Finally, the issue of building participation and trust with the citizens, either the "top-down" or "bottom-up" approach could be followed.

2.24.5.1 The top-down strategy.

According to Fourie (2001:228), within the top-down approach the general public control stays firmly on pinnacle of things, and this shows that installation of a one-manner process and skip down records to citizens and hobby groups about what the management is doing by;

- setting the timetable and control it during the participation process;
- choosing the policy to be observed and its priorities;
- dominating the public participation procedure itself; and
- manipulating the method of public participation to ensure that there may be no actual scope for change to its position after it has been finished

Fourie (2001:228) clarified that the top-down strategy usually occurs where the administration intends to publicise what it has been doing, and what it plans to do in future and this form of participation helps the administration to legitimise its activities. The top-down approach commonly happens when administration intends to publicise what it has been doing, and what it plans to do in future and this form of participation allows the administration to legitimise its activities.

2.24.5.2 The bottom-up strategy

During evaluation process, the bottom-up approach may be followed, and this technique could then result in citizen empowerment (Fourie, 2001:228). In this example the administration should comply with a different technique in allowing the citizens to take part in the administration. The administration will then be on (White Paper on Transforming Public Service Delivery, 1997);

- to receive participation as a proper way of sharing of facts and knowledge;
- to provide people with a proper function in shaping the choices of the administration;
- to comply with a palms-off method, listening stance and goal every day empower members of the public; and
- to ensure that it has huge scope day-to-day trade and its function once the participation system is over.

Similarly, Fourie (2001:228) suggested that administrations selling the bottom-up strategy have to expand a lifestyle of listening, both at meeting and afterwards in internal discussions and should offer help officials, for instance; to set up conferences, distribute the necessary information and to accept partnership between the citizens and the directors.

2.24.6 Maintaining public enthusiasm to participate

A study by Fourie (2001:230) found out that it is true that people who feel obligated to participate in governance could have a negative impact on those who wish to participate and on those who do actively have a role. It is important to maintain enthusiasm for participation in government programs, whether they be planning, policy and decision-making issues or service projects such as roads, health care, housing, or environmental issues. The following pointers might serve to keep the excitement going;

- That the common goal can be reached in a short time.
- Program planning should provide for regular milestones.
- Milestones could be used as a metric to encourage participants to pursue the goals.

- The program planning should take care of the unexpected failure. and these errors should be communicated to the participants, who could help in the development of alternative programs.
- Participants should be credited for achievements.

The phenomenon of public participation has become a major challenge for public administration, as public administration is forced to take the initiative to identify and implement means to meet the needs of the public, with education being an important prerequisite for the public to participate in effective advice and to be able to act accordingly. Fourie (2001:231) points out that public managers have a responsibility to make citizens aware of their role in effective participation through mentoring and support, as there is an increasing need for citizens to work effectively with government to ensure effective governance.

According to Madlala (2005) and Draai & Taylor (2009:113), public involvement is the provision of chances for communities to voice their ideas and opinions on governmental issues, either directly or indirectly. Madlala (2005) went on to say that public members must be included in all phases of a particular activity or project, from planning to execution and assessment, to ensure the transfer of skills, knowledge, and ownership of the process to the local populace. Furthermore, Rowe and Frewer (2000:03) noted that public engagement should be viewed as participation in decision-making and program and project execution. They went on to say that determining movement is challenging given the quality of each participant's output.

2.24.7 Acceptance criteria

A study by Rowe & Frewer (2000:06) pointed out that public participation encompasses a set of processes aimed at consulting, involving, and informing the public so that those affected by the decisions contribute to those decisions;

- **Criterion of representativeness:** The public participants should include method that is representing the entire citizen in their concerned. Another approach to achieve good representativeness is to select a stratified random sample of the affected population and use questionnaires to determine the appropriate selection of public participants.
- **Criterion of independence:** The public participation process should be carried out independently and impartially. Management of the participation process should be impartial.
- **Criterion of early involvement:** The public should be involved in the process as early as possible. Public debate should therefore be allowed about the underlying assumptions and agenda-setting, and not just in the strict sense.

- **Impact Criterion:** The outcome of the process should have a real impact on policy. The use of media to inform the general public about the specific ways in which the results have influenced policy appears to be beneficial for public participation.
- **Criterion of transparency:** The process of public participation should be transparent so that the public can see what is going on and how decisions are being made. It is generally accepted that the public participation process should be transparent. Transparency could include the publication of information on aspects of the process, ranging from how public participants were selected, to how decisions were made, to the minutes of the meeting.

The above criteria are all about the involvement of public in the government affairs. Public participation must be open and value the inclusion of knowledge, experience, and perspectives from all participants, including general citizens, tribes, environmental groups, and business.

2.24.8 Process criteria

Rowe & Frewer (2000:11) further point out that since public participation exercises usually involve interaction within a group, dissatisfaction can lead to rejection of decisions/outcomes, and the following participation criteria will be useful.

- **Resource Accessibility Criterion:** Public participants should have access to the appropriate resources to successfully carry out their mission. Resources needed for public participation include information resources, human resources, material resources, and time resources to allow participants adequate time to make decisions. Limitations on these resources can affect the quality of the engagement process.
- **Criteria for the task:** The type and scope of the participant's task should be clearly defined. It is important to ensure that there is as little confusion and dispute as possible regarding the scope of involvement, the mechanism, and the process.
- **Criterion of structured decision-making:** The participatory exercise should use/provide appropriate mechanisms for structuring and representing the decision-making process. For effective group decision-making, it is particularly important to structure the group decision-making process to keep group discussions on track.
- **Criterion of economic efficiency:** The public participation process should be cost-efficient in a certain sense. Clearly, cost is the primary concern of those involved in organizing public participation exercises and value for money is a key driver.

The mechanisms and ways of public participation should be inclusive, and this is supported by the establishment of community committees to facilitate development and strengthen participatory democracy, as provided for in Sections 72 and 73 of the Local Government: Municipal Structures Act, 1998 (Act No 117) laid down by 1998).

2.24.9 Collective Participation

According to Naidoo (2017:60), municipalities with organizational or group participation perform significantly better than those without such collective participation. Unions and movements that work together influence spending and decisions more effectively than those that work in silos. Naidoo (2017:60) further pointed it is more difficult for the public from developing countries to directly participate in the implementation of people-centred governance at the local level compared to their counterparts in developed countries. While all of this is seen as a service delivery challenge, collective participation can be seen as a possible and effective mechanism for public participation.

2.24.10 Institutional structure

Section 18(1) of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) provides that each municipality shall have a local council which shall endeavour within its capacity to comply with the provisions of Section 152 of the Constitution set goals to achieve South Africa 1996, annual review by local council; Community needs and priorities to meet those needs and develop mechanisms for public participation and consultation. Naidoo (2017:62) further points out that members of the public can hardly act as conciliatory agents to resolve power struggles in communities faced with ineffective public participation and service delivery, and that the higher costs of community services create gaps in public participation and service delivery.

Section 17(2) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) further states that the municipality must and shall provide for appropriate mechanisms, processes, and procedures for the participation of municipality members in municipal affairs the following:

- Receiving, processing and considering submissions and complaints from community members;
- Notification and, if necessary, public comment procedures;
- Public meetings, hearings of the municipal council, other political structures and political officials of the municipality;

- Consultative meetings with locally recognized community organizations and traditional authorities; and
- Report on all local community affairs

Theron (2000:66) considers public participation to be vital to effective governance and urges local governments to provide systems to enable public participation and include members of the public in local government concerns.

2.25 PUBLIC PARTICIPATION MECHANISMS IN THE IMPROVEMENT OF BASIC SERVICE DELIVERY

Public participation, according to Maphazi *et. al.*, (2013:61), is a complicated system defined by many dynamics and demography. Maphazi *et. al.*, (2013:61) also stated that development will fail if beneficiaries are not included in the planning and implementation process, raising the question of whether public involvement is the solution for social and economic development. The sections that follow provide an overview of potential structures and tactics for improving community consultation and engagement. Section 17(1) of the Local Government Municipal Systems Act of 2000 (Act No. 32 of 2000) mandated all local authorities to put in place the necessary mechanisms to allow members of the local community to participate in municipal affairs and the public to participate as needed through the political participation structures defined in the Local Government: Municipal Structures Act of 1998. (Act No. 117 of 1998). According to Depoe (2004:42), traditionally, public engagement has considered knowledge as a stable commodity generated by professionals.

Patience and Nel (2021:04) define public participation as an open, fair, and responsible process that encourages people and groups within a community to share their perspectives and influence decision-making. Public participation is an organized procedure in which members of the public have some amount of power or influence on final choices. Patience & Nel (2021:04) further indicated that public participation strengthens democracy, empowers members of the public to participate and make decisions, create ownership of policies and programs, provide information on matters of share collective meaning, and educate citizens and upholds democratic culture. Principles to be part of all public participation processes include inclusivity, diversity, building public participation, transparency, flexibility, accessibility, accountability, trust, engagement, respect, and inclusion.

Section 152 of the Constitution of the Republic of South Africa addresses the goals of local government, which include:

- providing democratic and accountable government to local communities;

- ensuring the delivery of services to communities in a sustainable manner;
- promoting social and economic development;
- promoting a safe and healthy environment; and
- encouraging community and community organization involvement in local government matters.

The Constitution is the highest law in South Africa and as such it must be upheld and the rights of every citizen of the Republic protected with assurances that those rights are not violated by any law of the country and local government should support ensure that they provide the services to the citizen.

2.25.1 Ward Committees

Ward committees were established by local authorities under Section 160 of the Republic of South Africa's Constitution of 1996 in order to enhance citizen engagement in local councils. As a result, community committees play an important role in linking elected institutions to the people, and other modes of communication, such as the public gatherings/meetings and roadshows strengthen the linkages with communities. The community participation system, according to Bekink (2008:131), permits local governments to form community committees within their authority to encourage public engagement. Bekink (2008:131) added that ward committees should also improve communication between the local council and the local community, as this communication will allow the council to quickly identify basic public needs and refine its community policy and programs to address local realities and basic needs. According to Draai and Taylor (2009:117), community committees are formed as a structure to stimulate public participation and improve public dialogue in order to improve local development. Furthermore, while completing their tasks willingly, community committees act as avenues of communication between ward committees and their communities.

A ward committee may be formed by a maximum of 10 people, according to Section 73 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998). Furthermore, Section 74 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) recommends that municipal councils be given a number of functions, including the promotion of participatory local democracy and social and economic development, as well as reviews: advisory and advisory roles. According to the South African Local Government Association (SALGA) (2013), public engagement is an essential component of local democracy and participatory local governance, and community and community organization involvement in local government concerns is one of the goals of local government. Ward committees, according to SALGA (2013), are just one of the methods that can be used to ensure public

participation and community involvement in the local community. It is also noted that local authorities are eager to encourage public participation through effective municipal committees, and formal municipal committees have been established in the majority of municipalities in the country.

ward committees, according to Auriacombe (2016:25), guarantee that members of the public are active and informed about municipal choices that affect their life. The municipal council is supposed to support ward committees by providing training for ward committee members in order for them to engage actively. According to Ababio (2007), the engagement of a municipality and district committees happens at the level of policy formation, priorities, and strategies, the implementation of which the municipalities enable. Community committees provide the following strategic functions as partners in community development:

- Ward committees serve as messengers between the public and the council;
- Ward committees are responsible for identifying and utilizing the skills and resources available in their communities;
- providing support to groups involved in community structures and activities;
- serving as a strategic mobilization agent for both the community and community in planning and implementing programs;

According to Maphazi *et al.* (2013:62), the new idea of wall-to-wall local government means that every South African would have direct access to democratically elected representatives active in the governance of their local region via the functions and powers conferred on municipal committees. Ward committees derive their meaning, roles, and functions from Section 74 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998), which states that the wards committee may make recommendations to the metro or ward council, executive committee, executive mayor, or relevant metro area sub-council on any matter affecting its ward councillor or about the ward member. Ward committees have such duties and powers as may be delegated to them under Section 32 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998). In terms of the White Paper on Local Government, Gazette No. 18739 (1998), community engagement through public participation is a critical problem, and ward committees are viewed as a tool for participatory democracy and a link between the municipality and its community. According to Section 74 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998), the ward committees' duties and powers are to make recommendations to the ward councillor on any matter affecting their ward, and the municipal council may establish one or more committees.

Mdlalose (2016:43) claimed that the municipal council must create the administrative arrangements necessary for the municipal committee to execute its job and exercise its rights under the different laws and regulations. Ward committee members are vital in supporting ward councils in resolving service delivery challenges in the ward. According to Patience and Nel (2021:09), ward committees should teach communities their civic obligations and duties so that they may work together to develop harmonious service delivery partnerships. Information should be publicly available, and community participation in community processes should always be for the right reasons and to the benefit of the community. Ward committees should seek to serve the interests of everyone in the community, and their activities must be transparent as a result. Patience and Nel (2021:09) go on to say that the main function of ward committees is to influence the process of public participation by identifying and prioritizing their development needs, that ward committees play an important role in the community process of integrated Development Plan (IDP), and that they should serve as a communication channel between communities and municipality, and vice versa.

ward committees are formed as formal venues for public involvement, especially in local authorities, under Section 72(3) of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998), to strengthen participatory democracy and to act as advisory bodies to council members. According to Section 74 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998), the primary duties of a municipal committee member are to make recommendations to the municipal council on policy matters affecting the municipality, to identify the needs and challenges faced by the wards, and to communicate information to the communities living in those wards. Participatory democracy entails extensive citizen participation in the political process via a number of institutional channels. Ward committees are a way for towns to be involved in local decision-making processes. According to Nyalunga (2006:03), the role of the community committee is to ensure that constituents are involved and informed about council decisions affecting their lives, which means that ward committees must ensure that members of the public participate and are involved in all church affairs that affect their lives before decisions are made. Ward committees, however, do not appear to be the sole approach to encourage and enable public engagement in local government decision-making. Other types of public engagement in VDM include the public meetings/gatherings, CBOs, CDWs, IDP Representative Forums, and Traditional Leaders, which were established to assist and encourage community development and improve service delivery.

Ward committees have garnered substantial attention from both government and civil society, according to Zondi (2015:130), with major investment already made to ensure these bodies have the required ability and resources to carry out their obligations. Nyalunga (2006:18)

argues that in order for a ward committee to respond effectively and efficiently to the needs of the community, it should follow the following guiding principles:

- Ward Committees, as the link between the fellowship and the council, should provide a forum for fellowships to express or voice their opinions and issues.
- Ward Committees and CBOs should be aware of what is available in their communities in terms of funding, knowledge, skills, new materials, community facilities, volunteers/manpower, and resources.
- Ward Committees should assist people and groups interested in community structures and activities. This involves praising others and recognizing the importance of their contributions, offering support, and making yourself available for them to speak or ask questions.
- Ward committees as brainstorming mobilizing agents, Ward committees should be strategizing and mobilizing agents for both the community and the community in terms of program development and implementation. They can also help to mobilize collaborations for the development of local projects.
- Ward Committees and external role players are responsible for dealing with external role players on behalf of or for the benefit of their local communities or constituency.
- Ward committees should also cultivate contacts with a diverse range of individuals and organizations in order to influence and promote changes in their local areas.

Ward committees, according to Van der Waldt (2010:37), strengthen communication between the council and local communities by identifying fundamental community needs and fine-tuning community programs to match local realities. Van der Waldt (2010:37) added that the community participation system enables local governments to establish ward committees to facilitate public participation, and that ward committees improve participatory democracy in local government by providing local communities with a tool to express their views that must be known to the municipal council. According to Section 73(3) of the Local Government: Structures Act, 1998 (Act No. 117 of 1998), the ward Committee's purpose is to improve participatory democracy in local government. Ward committees, according to Mdlalose (2016:47), are ideally the structures used to strengthen the relationship between the community and the electorate; however, due to political involvement in ward committee elections, this process becomes a mere extension of the power of the ruling party's ward committees rather than promoting public participation and good governance. Greater impartiality must be sought within district institutions in order to hold the ruling party accountable.

2.25.2 Traditional Leaders

Section 211 of the Republic of South Africa's Constitution of 1996 establishes a framework for the acknowledgment of the institution of traditional leadership in the new South Africa. Traditional chiefs are the guardians of most South African communities' culture and customs. In order to maintain community values and traditions, these leaders are urged to participate in public administration and management concerns on behalf of their communities. Furthermore, Section 81(1)(5) of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) not only acknowledges but also mandates traditional leaders to participate actively in municipal activities. The Traditional Leadership and Governance Framework Act, 2003 (Act 41 of 2003) is also an important document that defines the functions of traditional leaders.

Traditional authority, according to Maphazi *et. al.*, (2013:64), are another significant means for communities, particularly traditional groups, to engage in local administration. Traditional leaders are an integral element of most rural constituencies and play a vital role in public engagement. Section 8 of the Traditional Leadership and Governance Framework Act, 2003 (Act 41 of 2003) recognizes the tribal level and local government liaison, and traditional councils' functions include promoting and involving traditional communities in the development of an integrated community development plan (IDP). This leadership structure continues to confront obstacles that inhibit public engagement due to a lack of clearly defined roles and functions. Traditional Leadership and Governance Framework Act, 2003 (Act 41 of 2003) enacted to address these issues has been criticized by the Amakhosi for being westernised in their delivery, which has heightened distrust between traditional and democratic authorities. Phago (2008:241) pointed that without the full involvement of traditional leaders, rural development and the overall local government development agenda cannot be fully realized. Therefore, there is a need to harmonize the activities of local authorities and traditional leaders on matters of common concern. Phago (2008:241) outlined that the roles of local authorities and traditional authorities should be continuously redefined to ensure that the two powers work cooperatively for sustainable rural development.

Traditional leadership, according to Phago (2008:241), should function in a way that embraces democracy and helps to embed a democratic culture, thereby enhancing and consolidating its status and standing among the people with the task of strengthening and consolidating democracy, which requires the participation of all elected leaders; religious and traditional leaders who have led South Africa to a better life. Phago (2008:241) further indicates that public members are obliged to put in place procedures to provide an integrated structure to manage the engagement of the house of traditional leaders in various policy formulation processes and programs. Nyalunga (2006:04) stated that traditional communities, in

particular, may engage in local governance through traditional authority systems. Section 211 of the Republic of South Africa's 1996 Constitution discusses the status and role of traditional leaders, stating that traditional leaders play an essential role in upholding common law and traditions. A traditional council also makes it easier for the local community to participate in the drafting of an integrated local government development plan. Sibeko (2007:66) emphasized the importance of a traditional council in the community engagement process as a major institution of traditional leadership and an essential stakeholder. Section 81(1) of the Local Government: Municipal Structures Act, 1998 (Act No 117 of 1998) addresses the participation of traditional leaders in municipal councils, stating that traditional authorities are required to observe a system of customary law in a municipality and participate through their leaders. Traditional leaders shall be permitted to attend and participate in any municipal council meeting, according to Section 81(2) of the Local Government: Municipal Structures Act, 1998 (Act No 117 of 1998). Before a municipal council decides that directly affects the area of traditional authority, the council must let the head of that traditional authority to give his or her opinion on the topic.

Section 81 (4) of the Local Government: Municipal Structures Act, 1998 states that the Member of Executive Committee (MEC) for Local Government in a province, after consulting the provincial house of traditional leaders, may regulate traditional leaders' participation in municipal council proceedings and prescribe traditional leaders' roles in municipal affairs by notice in the provincial gazette. The traditional leader is subject to the applicable provisions of the code of conduct set forth in schedule 1 of the Local Government: Municipal Systems Act, 2000 when participating in municipal council sessions (Act No.32 of 2000). Whereas Section 211(1) of the Republic of South Africa's Constitution of 1996 provides the basis for the recognition of the institution of traditional leadership in the new democracy. According to Van der Waldt (2010: 37), traditional leadership should embrace democracy and contribute to establish a democratic culture, so elevating its position and standing among the people.

2.25.3 Councilors

Nyalunga (2006:03) argued that councils are the most direct form of access people have in local government, people usually turn to councils for direct advice and support. Once an issue has been referred to a council member, the person will demand to know what the council member is doing or has done to resolve the issue. Council members must serve as representatives of the people, regardless of their political affiliation. Section 153(a) of the Constitution of the Republic of South Africa, 1996, defines the role of a municipality as having to structure and administer its functions in order to give priority to the basic needs of the municipality. Section 4(2)(c) of the Local Government: Municipal Systems Act, 2000 (Act No.

32 of 2000) states that the local council must encourage the participation of the local community in the affairs of local government and use the resources in the best interests of the people, to uphold the community and be accountable and democratic in its governance, provide services to the community and ensure that the environment is healthy and safe for all members of the community.

According to Patience & Nel (2021:10), the provision of democratic and accountable government starts with both councillors and ward committee members realizing that their main task is to fulfil their constitutional mandate by rendering quality and effective services to communities. The municipalities can start by educating their councillors to be responsive and to act on people's needs whenever communities and other actors confront them. The office of the Speaker has to implement strategies whereby communities can hold their councillors and the political parties they represent accountable. All senior managers should get the necessary training in the field of public management for them to know what is happening in communities for them to feel, breathe, see, and experience reality as communities are experiencing it. The development of humanity must become a priority in public management and governance to improve the lives of people.

Section 19 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) gives councillors the role of identifying and prioritizing the basic needs of the communities residing in a particular municipal area and determining the methods and mechanisms for providing those basic needs services and developing criteria for evaluating performance in the delivery of services. Draai and Taylor (2009:119), highlighted that council members, individually or jointly with other ward committee members, are responsible for public participation in the affairs of their community. While Section 19 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) stipulates that the meetings of the council and its committees should be public and the media and the community leader must inform the public of the time, date, and location of each ordinary, extraordinary, or urgent meetings of the municipal council. According to the guidance given in section b (1.3) of the White Paper on Local Government (1998), the local council plays a central role in promoting local democracy. Council members should represent the interests of the community on the ward council and encourage the participation of citizens and community groups in the design and implementation of community programs.

Mhlari (2014:40) stated that district councils are the elected public representatives of their specific districts in a community. They are ideally positioned to be a liaison between the communities and the community and are ideally placed to bring the needs of the communities to the attention of the Council. Sibeko (2007:75) pointed out that since council members are

directly elected to represent and serve the people in the community, they should ensure that the interests of the people are adequately represented. Council members should be in touch with the issues of their area and understand the key issues, oversee the development and delivery of basic services. Sibeko (2007:75) further pointed out that council members should serve as a direct link between the council and the community, ensuring that the community is consulted and kept informed of council decisions, developments and budget plans that affect them, and that council members must also assist the community in resolving any community issues they may encounter by bringing them to the attention of community officials in the relevant department through the established communication channels.

Councillors are elected to represent local communities in local councils, according to Craythorne (2006:98), to ensure that local authorities have structured mechanisms of accountability to local communities and to meet the priority needs of communities by delivering services in an equitable, effective, and sustainable manner. Craythorne (2006:98) further said that in order to fulfil this function, councillors must be accountable to local communities and report to constituency on council concerns, including the community's performance on set metrics, at least quarterly. All councillors must carry out their duties in good faith, honesty, and openness, and must always act in the best interests of the community and in a way that guarantees the community's reputation and integrity are not jeopardized.

2.25.4 Community Development Workers (CDWs)

The National Policy Framework for Public Participation (2007) indicated that the Community Development Workers (CDWs) initiative was established, the main objective of which was to assist local communities in accessing government services and meeting their needs. Since their inception, CDWs have played a supportive role for ward committees, ensuring that ward committees and civil society are informed about government support and services that encourage community committees and civil society to engage with opportunities, identify needs and build on strengths by facilitating community-based programs (CBPs) on the ground, supporting the implementation of community activities and projects through community structures such as community workers and community-based organizations, and providing technical support to ward committees to oversee community projects and provide accountability to communities. According to Zondi (2015:129), CDWs are community-based resource people who collaborate with other community workers to assist other community members in obtaining information and resources from service providers. The purpose is to teach the people how to gradually satisfy their needs, achieve their goals, realize their dreams, and preserve their well-being. Zondi (2015:130) further indicates that CDWs are also considered as change agents for the CDW Program (CDWP) in order to enhance the delivery

of basic services and support community development toward economic and social empowerment.

National Policy Framework for Public Participation (2007) noted that the CDWs initiative is a very important initiative that provides grassroots community workers who can support ward committees and assist with community-government communications links. To support community committees in their work, municipalities must adopt policies and by-laws that govern the election and operation of ward committees. The ward committee system must be properly budgeted and ward committee members must be properly trained. According to Buccus *et.al.*, (2014) national-level CDWs have been introduced as agents for local-level change. The Public Service Commission (2008: 54) notes that to further improve the interface between government and citizens, the government introduced the concept of Community Development Workers in 2003, with the main purpose of hiring civil servants who would serve as a link between government in all areas and represent communities to ensure that communications about the services provided by the government reach the people.

The Public Service Commission (2008:54) further stated that there are currently 3,000 Community Development Workers (CDWs) deployed in all participating communities in approximately 2,000 community areas, and historically the work of the CDWs has been to help communities access government services such as pensions, child support, and applications for birth certificates and ID documents, and their work now includes participating in local development initiatives. Public Service Commission (2008:54) further noted that the CDW program has helped encourage public participation. However, some challenges still need to be addressed to strengthen their effectiveness, and key to this is the development and implementation of clear monitoring and evaluation processes to assess their progress and impact and systematically draw lessons for future improvements.

Maphazi *et.al.*, (2013:63) also note that the CDW program was initiated by former President Thabo Mbeki in his 2003 State of the Nation Address (SONA), stated that the government must have a public component for several qualified CDWs that would maintain direct contact with the community members in their area of residence and the CDW's primary function was to assist in progressively meeting the needs of the community, helping them achieve their goals, their aspirations achieve and maintain their overall well-being . CDWs are expected to explain government policies to citizens in a language people can understand. CDWs must be multi-skilled and familiar with all government departments and services as their work spans a wide range of government services and are expected to have good listening and facilitation skills as they are often asked to act as a mediator when problems arise in the community. Maphazi *et.al.*, (2013:63) further point out that the implementation of CDW programs is

coordinated by all three branches of government (national, provincial, and local), with the Department of Cooperative Governance managing the relationships between these three branches all around CDWs facilitated, while the Department for Public Services and Administration (DPSA) is responsible for the overall coordination of the program. The Department for Civil Service and Administration (2008:87) pointed out that community development workers (CDWs) should work very closely with ward committees to convey important information between the public and government institutions. Auriacombe (2016:26) argued that among other things, community development workers need to address the lack of knowledge and poor communication that communities experience regarding government services.

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

According to Van der Waldt (2011:35), in South Africa, as a popular country, NGOs play an important part as trolls in the development of communities and community structures and in bringing government near to the people. Van der Waldt (2011:35) further refocused out that NGOs promote sustainable republic by fastening on erecting strong grassroots institutions to enable informed public participation in the electoral processes, and also play a crucial part in community democratization and community development by empowering community members through tutoring them colourful chops. According to Maphazi *et.al.*, (2013:63), community- grounded associations (CBOs) and non-governmental associations(NGOs) are part of participatory planning, which aims to promote community action and relation with the integrated development plan(IDP). Maphazi *et.al.*, (2013:63) further point out that CBOs empower communities to plan for themselves so that original governments can more understand their requirements and plan, making a sense of community power of delivery and development more abecedarian. More importantly, CBOs ensure that the poorest of the poor and marginalized sectors of society share in original governance.

Sisk (2001:22) argued that CBOs play an extremely important role in promoting democratic decision-making, empowering communities to participate and connecting them to the community. Sisk (2001:22) further argued that there is a need for institutional mechanisms such as policies or legislation to encourage the formation of new CBOs and their empowerment, formally linking them to the municipal decision-making system, as this will help encourage participation by the poor, often by the decision-making process are excluded. Kuhn (2012:142) argues that worldwide there has been an emphasis on the need to foster new forms of interaction between government, civil society, and the private sector, and these are usually understood as partnerships. Municipal Community Partnership (MCP) is a type of

partnership that takes different forms and entails different levels of complexity depending on resource availability, institutional capabilities, and development priorities. Kuhn (2012:142) further pointed out that NGOs and CBOs around the world have decided to work with governments to:

- Supporting participatory approaches in the provision of services and infrastructure;
- Facilitating large-scale government programs that may involve program design, implementation, delivery of essential services, monitoring and evaluation;
- Contributing to the formulation of policies and socially responsive development interventions through structured and unstructured interactions; and
- Institutionalizing alternative delivery systems to increase the poor's access to goods and services.

Kuhn (2012:142) pointed out that in South Africa the motivation of governments to partner with civil society organizations stems from a recognition of their human, financial and technical limitations in the provision of essential services and development. In common with other countries, a central element of South African policy is the concept of partnerships to promote cost-effective and participatory basic services. The government is in the process of implementing policies and laws to regulate the interaction between the state and civil society, and these policies include, among others, the Strategy for Growth, Jobs, and Redistribution (GEAR), Reconstruction and Development Program (RDP) and Community Based Public Works Program (CBPWP) (Kuhn, 2012:142).

Nyalunga (2006:04) argues that an active civil society is a key factor in civic participation. Involving civil society in participation is considered a central means of strengthening democracy. A post-legislative framework would provide space for CBOs and public participation in local government through legitimate structures that exist within the community such as political parties, cultural organizations, civil forums, businesses, youth and women's organizations, NGOs to create a participation platform. Local Government: Section 16 of the Local Government System Act, 2000 (Act No. 32 of 2000) requires all local governments to develop a culture of local government that complements formal representative government. Termination Conditions for community participation in community affairs, including preparation, implementation, review, and budget preparation of integrated development plans. Article 152 of the 1996 Constitution of the Republic of South Africa states that the purpose of local government is to encourage the participation of communities and community organizations in the affairs of local government and to ensure the provision of essential community services in a sustainable manner.

According to Swanepoel (2012:22), the CBOs are organizations run and funded by individuals or groups within the community, such as choirs, prayer groups, and formal organizations such as clinic committees, school committees, political associations, and traditional leaders, to engage in the to engage in the issue of public participation and the delivery of essential services within the community. Citizen participation is a process that does not happen naturally or overnight and requires strategy, intervention, and effort. Nyalunga (2006:05) pointed out that there are factors that help to strengthen and facilitate public participation, namely:

- Continuous consultation with citizens and involvement of CBOs;
- Consultations should be carried out step by step, clearly outlining the responsibilities of all participatory structures; the politicization of the participatory space;
- Budget allocations for community counseling;
- Community capacity building, as communities need to be empowered about the importance of citizen participation;
- Linking community committees to community structures; and
- Ensuring improved information dissemination;

The NGOs play a crucial role in a democratic country like South Africa and that the focus of NGOs has shifted to bringing government closer to the people. Van der Waldt (2010:35) pointed out that NGOs promoting sustainable democracy focus on building strong grassroots institutions to enable informed participation in the electoral process, while advocates of participatory governance Specially examining and dealing with processes, they relate to public participation in decision-making structures that affect the allocation of social resources.

2.25.6 Public meetings/gatherings

The public meetings /gatherings served as an open dialogue between the government and the people, and also reminded community leaders that the ultimate goal to be achieved was clear and open public participation.

Phago (2008:240) pointed out that traditionally, when members of the public (under a head) gather at public meetings to discuss subjects of common interest, and that they should be defined as a popular platform for political debate, discussion. The conduct of government issues, and this approach has been adopted by government since 2001 with the main purpose of face-to-face communication between government leaders and public members. Phago (2008:240) also noted how government officials should be held accountable by the public for the promises they make during public meetings/gatherings is an important concern. This question should serve as an eye opener to the fact that while the interactions of leaders with the public are important, this method has serious flaws. Therefore, there is a need to formalize

the public gatherings/meetings so that government can hold officials accountable for the promises made.

Buccus (2007:04) pointed out that *public* gatherings/meetings have proven to be very popular forums for interaction between government officials and members of the public. Van der Waldt (2011:38) pointed out that public meetings and assemblies are intended for politicians and officials to meet with members of the public to discuss problems, listen to problems, accept criticism from the public, complaints and hear comments and receive compliments from the public. These meetings and gatherings are useful as mechanisms for facilitating citizens' access to information about public administration and for enforcing mechanisms of transparency and accountability of municipal officials. Public meetings/gatherings create space for public participation. However, van der Waldt (2011:38) argued that unfortunately, public meetings/gatherings have become a mere public relations exercise, as people critical of government decisions are vetted, isolated, and gagged to prevent them from expressing themselves free to engage and engage in constructive debate about the growth, prosperity, and well-being of their communities.

According to the Public Service Commission (2008:54), one of the mechanisms that government continues to use to strengthen its ties with communities is *public* gatherings/meetings as a forum for government to interact with members of the public, and public gatherings /meetings has been used since its adoption conducted by the Cabinet each year in 2000. The Public Service Commission (2008:54) has made these observations in its previous editions of the State of the Public Service Report, and it is important that institutions responsible for coordinating public gatherings/meetings ensure that effective action is taken to fill these gaps, although good progress has been made in the implementation of public gatherings/meetings, some challenges have also been observed.

According to Maphazi *et.al.*, (2013:64), outreach programs and *masithethisane* (come, let's talk) programs have been established to improve the needs of the community and to align their views on governance with the political and administrative leadership that participates in sharing these programs to improve public participation and thereby promote good corporate governance. Maphazi *et.al.*, (2013:64) pointed that government and communities interact directly through *public* gatherings/meetings giving members of the public the opportunity to hear directly from government what is being done to create programs for a better life for all. The public gatherings/meetings helps build a government-community partnership for development and growth, and that it is important for communities to be onboarded and informed about decisions affecting have been ratified by their respective local councils conducting feedback meetings. In addition, Maphazi *et.al.*, (2013:65) pointed that all

municipalities are required to develop an integrated development plan (IDP) every five years, and that municipalities here identify their priority needs (projects) through interaction with the municipal leadership preparing for the municipal budget.

2.25.7 Municipal by-laws

Under Section 162 of the 1996 Constitution of the Republic of South Africa, a municipal charter may only be enforced after it has been published in the gazette of the relevant province at the municipality's request, and municipal by-laws must be made publicly available. Section 18(2) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) required that the municipality, when communicating the information, to consider the language preferences used in the municipality and the disadvantaged and the illiterate be able. public members must be informed of the opportunity to comment on the new proposed statutes.

2.25.8 Integrated Development Plan (IDP)

In the South African Constitution of 1996 and the Local Government Local Government System Act 2000 (Law No. 32 of 2000), communities enable stakeholder participation and engagement by establishing effective participatory processes. says it must. Many municipalities are too large to allow all community her members to participate directly in the planning process. Therefore, there must be clear rules and procedures for who participates on behalf of whom and on whose behalf the IDP process is open to all interests residing and doing business in the metropolitan area. Stakeholders are encouraged to participate in the preparation and implementation of development plans.

The implementation of section 23 of the Municipal System of Local Government Act of 2000 (Act No. 32 of 2000) has an impact on displaced persons and forces all local governments to implement zoning according to regulations. development direction to ensure that they strive to achieve the goals of the local government goals set forth in section 152 of the Constitution. The municipality fulfils its development mission under Section 153 of the Constitution of the Republic of South Africa, 1996 to contribute gradually to fundamental constitutional rights, including the right of everyone to live in a harmless environment. for their health and life. happy. - deprived of property, access to decent housing, the right to health care, including reproductive health care, to adequate food, water, and social security. Section 153 of the 1996 South African Constitution implies that a community should practice integrated development planning, requiring the public to structure and manage its administrative budgeting and planning processes. to give priority to the basic needs of the community and to provide for the society and social needs that promote the economic development of the community.

According to Crythorne (2003:153), the process and procedural aspects of the IDP must take place within a specified period after the commencement of the elected term of the ward council, and the ward council must adopt and establish written procedures for guidance. planning, drafting the adoption and amendment of the IDP. Section 28(a) of the Municipal System of Local Government Act of 2000 (Act No. 32 of 2000) provides that through community engagement mechanisms, processes, and procedures, city governments must consult with the local community before adopting a plan, and that local councils must inform the local community of the details of the process they intend to follow so that the local community can participate in this process. Local Government Section 25: The Municipal System Act 2000 (Act 32 of 2000) deals with the adoption of integrated development plans and requires each local council to adopt a strategic plan. strategic, comprehensive, and unique for community development within the specified time frame. after the start of their elected term, connect, integrate, and coordinate plans and review proposals for community development.

Section 29 of the Municipal System of Local Government Act 2000 (Act No. 32 of 2000) states that the process a city follows to develop an IDP, including review and approval of plans, programs specific process with indication of the appropriate time and manner. Municipality must allow the local community to be consulted about its development needs and enable them to become actively engaged displaced persons. in the drafting process and public authorities, including traditional authorities and other community actors, should also be identified, and consulted during the drafting of the IDP.

2.25.9 Municipal Budget

According to Section 15 of the Local Government: Municipal Financial Management Act, 2003 (Act No. 56 of 2003), each municipality's municipal council is required to adopt the municipality's annual budget before the end of each fiscal year. The mayor of the municipality is required by Section 21 of the Local Government: Municipal Finance Management Act, 2003 (Act No. 56 of 2003) to coordinate the processes of developing the annual budget and reviewing the municipality's IDP and budget-related policies to ensure that the budget presented and any revisions to the IDP and budget-related guidelines are reciprocally consistent and credible. Section 22 of the Local Government: Municipal Financial Management Act 2003 (Act No. 56 of 2003) stated that immediately following the presentation of an annual budget to a local council, the accounting officer of the municipality must publish the annual budget and request the local community to make statements on the budget in accordance with Section 20(2)(a) of the Local Government: Municipal System Act, 2000 (Act No. 32 of 2000).

Local authorities are obligated by law to establish a budget for community consultation and empowerment of the local community to engage in the business of the community under Section 16(1)(b) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000). The municipality must also allow councillors to encourage public engagement. According to Section 55 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), community leaders, as heads of the administration of the community, are subject to the policy directions of the community council and are responsible and accountable for the formation of an economical, effective, and efficient development Administration capable of carrying out the task of implementing the municipal IDP outlined in Section 23 of the Local Government: Municipal Systems Act (Act No. 32 of 2000)

2.25.10 Elections

According to Van der Waldt (2010:27), people in a democratic society like South Africa have a variety of political rights, including the right to vote. Section 19 of the Constitution of the Republic of South Africa, 1996, states that every person has the right to free and fair elections to any legislative body created by the Constitution. According to Section 19(3) of the Republic of South Africa's Constitution of 1996, every adult citizen has the right to vote in elections for any legislative body created by the constitution, to vote in secret, and to stand for public office if elected to occupy the office. Public engagement during election times is vital to guarantee that political representatives do not misuse their powers and that people's interests are advanced, and voters should not just vote during elections and then show no further interest in government issues. According to Van der Waldt (2010:35), the right to vote is likely the sole political right exercised by many individuals, and the most visible way that citizens participate in their local governments is by voting in municipal elections.

It is crucial to highlight those citizens in a democratic country, such as South Africa, have a wide variety of political rights, including the right to vote. Section 19 of the Republic of South Africa's 1996 Constitution, which states that every citizen has the right to free and fair elections to any legislative body under the Constitution, also includes public representation in government and elections as a form of public engagement. In South Africa, every adult citizen has the right under Section 19(3) of the Constitution to vote by secret ballot in elections to all legally formed legislatures and to run for public office if elected to such position. Van der Waldt (2010:28) pointed that public participation during election periods is essential to ensure that political representatives do not abuse their powers and that the interests of citizens are represented, and citizens should not only vote during elections and show no further interest in government affairs. The right to vote is probably the only political right exercised by a majority

of people and the most obvious way of civic participation in their communities is to vote in local elections.

2.25.11 Public Protest

Reddy (2016) stated that members of the public can participate in different ways including public protest, wherein they can express their views through chanting, songs, handing over memorandums, and showing placards. Since the beginning of democracy in South Africa, members of the public in different municipalities around South Africa are seen protesting about lack of basic service delivery. Municipalities must make it a point that they involve community members in their IDP to limit public protest within the municipality.

2.25.12 Media

It is common practice to use media to reach people through advertising on local radio stations, newspapers and television and these options should be explored to ensure all affected residents and stakeholders are well informed. Section 21 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) deals with communications by local authorities to the local community and stated that something in this regard must be communicated by a local authority to the local community through the media and laws or other applicable laws must be published in local newspapers and radio broadcasts covering the area of the community. Municipalities need to find ways to increase public participation in the community. In this case, the media can play a crucial role as a mechanism to enhance public participation within the community, as it informs the public about what is happening within the governmental institution, particularly in the communities as the Government closest to them is the people (Van der Waldt, 2010:28).

According to Section 18(1) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), the municipality should notify its subjects of the following information:

- The systems, processes, and procedures available to encourage and enable public involvement.
- Local community members' rights and obligations; municipal governance, administration, and development.

When conveying the information referred to in Subsection (1), the municipality must consider:

- the municipality's linguistic preferences and customs, as well as;
- the specific requirements of those who cannot read or write.

According to Maphazi *et. al.*, (2013:65), public involvement in the media is an essential aspect of rejuvenating development-oriented local government and encouraging communities to take an active role in local government affairs when contacted. Despite constitutional and legislative mandates for open and accessible public involvement procedures, insufficient and unfavorable conditions for public engagement frequently undermine this noble mandate. Public participation necessitates the creation of an enabling environment as well as clear arrangements to reduce government failures and a lack of public participation, as the two are a recipe for a lack of legitimacy in decision-making, which usually results in civil disobedience and public riots across the country.

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

Local government legislation in South Africa emphasises the importance of local governments in democratizing society and playing a developmental function under the new regime. According to Mathebula (2015), public involvement in local government was adopted as a democratic ideal in order to redress the inequalities and injustices caused by the apartheid regime and to guarantee that all segments of society are integrated and get equitable services. Local government must have policies and institutional frameworks in place to support and sustain local people's development, and such plans must be geared toward the achievement and progressive implementation of the Millennium Development Goals (MDGs) and fundamental rights must be oriented toward people. In addition, local government must promote better leadership. This requires local officials to exercise their responsibilities prudently and in an efficient, transparent, and accountable manner, thereby promoting better leadership. Mathebula (2015) indicated that good governance involves the existence of efficient and accountable institutions and systems, as well as established rules that promote development and ensure that people can freely participate and be heard in decisions and their implementation that directly affect their lives and thereby If democracy is to be realized at local level, citizens must be given a certain role in these processes. This will lead to more accountability and responsiveness and allocate the necessary resources to the public.

According to Quick and Bryson (2016:02), by the early 2000s, public engagement had become a common and anticipated aspect of public policymaking. Furthermore, public engagement in governance includes stakeholders' direct and indirect involvement in decision-making concerning policies, plans, and programs in which they have an interest (Quick & Bryson, 2016:03). As a result, public engagement allows stakeholders to communicate with government agencies, political leaders, non-profit groups, and business entities responsible

for developing or implementing public policies and initiatives (Buccus, *et.al.*, 2014). Section 73 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) requires local governments to prioritize basic community services and to ensure that all members of the community have access to public minimum levels of basic municipal services, such as water, electricity, housing, and garbage disposal. The Vhembe District Municipality (VDM) should promote the municipality's social and economic development to ensure that all residents and communities within the municipality have access to at least the minimum level of basic municipal services referred to in sections 152(1)(b) and 153(a) of the Republic of South Africa's Constitution of 1996.

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

Because the Constitution is regarded the supreme law of the Republic of South Africa, any law or behaviour that is conflicting with it is deemed void. According to a study conducted by Cloete *et. al.*, (2006), all obligations imposed by the Constitution must be met, and the legal and ethical imperatives contained in the Constitution obligate all members of the public, including those holding public office, to comply with the law so that every act is considered valid. In terms of the functions of the national, provincial, and local branches of government, Section 152(1)(e) of the Constitution of the Republic of South Africa's 1996 specifies that the goals of local government are to stimulate community involvement and community organizations in the matters of local government.

According to Section 152(1)(b) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), local governments must assure the long-term supply of important community services. According to Quick & Bryson (2016:02), the idea of basic service delivery and public engagement is encouraged in South Africa through a constitutional and legislative framework that places participation at the centre of a local government development model. The Republic of South Africa's 1996 Constitution is the supreme law of the country, laying the groundwork for the country's democratic system, which envisions a complete transformation of the local government system in which local government is exercised through municipalities with a special role and status in building democracy and promoting socioeconomic development.

Quick & Bryson (2016:03) further said that public engagement in the process strives to bring government closer to the people and promote two basic elements of long-term democracy, namely citizen participation and local government accountability. Section 72(1) of the Republic of South Africa's Constitution of 1996 addresses public access and participation, requiring the National Council of Provinces (NCOP) to facilitate public participation in the legislative and other processes of the Council and its committees conducting their business openly. Section

1 of the Republic of South Africa's 1996 Constitution declares that South Africa is a sovereign democratic state built on the following ideals.

- Human dignity, realization of equality and promotion of human rights and freedoms;
- Non-racism and non-sexism; supremacy of the constitution and rule of law;
- Universal adult suffrage, a national common electoral roll, regular elections and
- A multi-party system of democratic government to ensure accountability, responsiveness, and openness.

Section 41 of the Republic of South Africa's 1996 Constitution allows for the formation of three different bodies of government, namely the national government, provincial government, and local government, to ensure the peace and welfare of the people of the Republic of South Africa. Section 153 of the Republic of South Africa's Constitution of 1996 states that the municipality must organize and manage its administrative, financial, and planning procedures in order to prioritize the fundamental requirements of the public and promote the municipality's social and economic growth.

The Republic of South Africa's 1996 Constitution, Section 195(1), outlines the requirements for public participation. It states that participation in policymaking must be development-oriented, responsive to the needs of the public, and encouraged. Transparency must also be promoted by providing timely, accessible, and accurate information to the public, as well as good human resource management and career development practices. To attain broad representation, the South African people must adopt employment and personal management techniques that are based on aptitude, objectivity, justice, and the need to correct historical inequities.

2.26.2 The Local Government Municipal Structures Act, 1998 (Act 117 of 1998)

The Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) was introduced to control the formation of municipalities through requirements relating to categories and types of municipalities as well as to establish criteria for determining the category of municipality to be established in a given area. The Local Government Municipal Structures Act, 1998 (Act No. 117 of 1998) gave information on how the internal operations, organizational structures, and municipal officers were governed. The Local Government Municipal Structures Act mandates that the municipality use all reasonable means to accomplish the goals outlined in Section 152 of the Republic of South Africa's 1996 Constitution.

The ward Committee is given instructions under Section 72(3) of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) to improve local government

participation. The responsibilities and authority of municipal councils were covered in Section 74 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998). Through the ward councillor, the ward committee must provide recommendations to the municipal council on any issues impacting its neighbourhood. According to Pratchett (1996:206), local government should be supported since it can handle the political responsibilities of controlling competition, making choices, and coordinating human activities to deal with unforeseen developments and achieve shared objectives.

The objectives of the local government, as the primary structure of the municipality, are to work within its means to achieve the goals outlined in Section 152 of the 1996 Constitution of the Republic of South Africa, which is designed to annually review the needs of the public, its priorities for meeting those needs, and its processes for involving members of the public. This was stated in Section 19 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998). According to Pratchett (1996:206), the ward councillor must also establish procedures for consulting members of the public and community-based groups while carrying out their duties and using their authority. According to Section 81 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998), traditional leaders who follow common law in a municipality's jurisdiction may participate in council meetings through their leaders pursuant to Section 81's reference to Subsection (2) of the Act. Additionally, traditional leaders must be permitted to attend any meeting of the council.

2.26.3 The Local Government Municipal Systems Act, 2000 (Act 32 of 2000)

A number of laws have been passed in an effort to help local governments achieve their constitutional goals, one of which is the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000). In addition to existing laws, the Local Government: Municipal Systems Act 2000 (Act 32 of 2000) regulates the primary municipal organizational, planning, participation, and basic service functions. A municipality is a government entity with legislative and executive authority that promotes public involvement, according to Section 2 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000). A municipality is also defined as the local community located inside the municipal territory. The following rights are granted to the local council by Section 4 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000):

- To encourage public engagement in the area;
- Advise the community on the effectiveness, extent, and impacts of the services it offers to the public, either directly or through another service provider;

Section 5 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) gives members of the community the right:

- To participate in community decision-making by offering the local council written or verbal recommendations, thoughts, and complaints;
- keep abreast of council decisions; and
- routinely reveal the affairs of the community, including its finances.

Procedures for Integrated Development Plans have been put out by the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000). (IDPs). Planning that was focused on advancing development was demanded, along with the achievement of local government objectives and development duties outlined in the constitution, as well as collaborative governance and adherence to other national and provincial laws' planning criteria. According to Section 16(1) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), local authorities are required to foster a system of participatory governance that complements formal representative government. Municipalities are the level of government closest to the people and have authority over matters that have an immediate impact on how local communities grow and how citizens live their everyday lives. Municipal council representation is guaranteed through formal forms of government like elections. Municipalities must actively participate in municipal procedures in order to shape their living environment.

The Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) further stated in Section 16(1) that local authorities must create a culture of local government that complements formal representative government with a system of participatory governance. To this end, local authorities must:

- Encourage and create conditions for the local community to participate in the affairs of the community, including the preparation, implementation, and review of its integrated development plan.
- Development, implementation, and evaluation of its performance management system in accordance with section 38 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), which tracks and evaluates its performance, including the outcomes and effects of that performance, the development of its budget, and
- Strategise decisions relating to the delivery of municipal services as defined in Chapter 8 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000).
- Encourage local governments to make suitable annual budgetary allocations of resources and money for the public's involvement and the execution of their integrated development plans.

It was covered in Section 17 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) how the public may participate and how it should go about doing so. The Municipal Structures Act, 1998 (Act No. 117 of 1998), which established political structures for local government participation, and the Municipal Systems Act, 2000 (Act No. 32 of 2000), which established mechanisms, processes, and procedures for local government participation, were required by law for the local community to participate in the affairs of the community. Other relevant local government-created structures, processes, and procedures were formed; councils; and general application of rules of participation under Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000)

In order to enable the local community to participate in the affairs of the municipality, Section 17(2) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) mandated municipalities should put in place appropriate mechanisms, processes, and procedures. To this end, municipalities must provide for public meetings and hearings of the municipal council and other political structures and political officials of the municipality, hold consultative meetings with locally recognised. The Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) specifies that the municipality must take into account the special needs of people who are unable to read or write, people with disabilities, women, and other disadvantaged groups when establishing mechanisms, processes, and procedures.

According to Section 73(a) and (c) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), municipalities are required to prioritize providing the bare minimum of basic municipal services and meeting the basic needs of the community, as well as ensuring that low-income households have access to at least the bare minimum of basic services through tariffs that only pay for the operation and maintenance of those services. A municipality may also supply municipal services in its territory or a portion of it through an internal mechanism and other administrative components, according to Section 76 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000).

2.26.4 Local Government: Municipal Property Rates Act, 2004 (Act No. 6 of 2004)

The ability of a municipality to levy property taxes is controlled by the Local Government: Municipal Property Rates Act, 2004 (Act No. 6 of 2004). The statute shed light on why it was in the national interest to exclude some assets from paying tariffs. Additionally, it mandates that towns use their assessment policy to develop an open and equitable system of exclusions, discounts, and refunds. Those impacted by any proposed increases or decreases in community tariffs are required to remark on them. This is possible, according to Molepo *et.al.*, (2020:353), when the community allows stakeholders to voice their concerns. A draft tariff

policy has been created for submission to the ward council, and it is available for inspection at the ward offices during business hours. The ward should make sure that ward members are informed of this through a media notice. When evaluating the proposed interest rate policy, a local council is required under Section 5 of the Local Government: Municipal Property Rates Act, 2004 (Act No. 6 of 2004) to take into account any comments and submissions submitted to or received from it.

Municipalities were obligated by Section 4 of the Local Government: Municipal Property Rates Act, 2004 (Act No. 6 of 2004) to promote and foster a culture of public engagement in decisions impacting how the general public pays for municipal taxes and services. The Local Government: Municipal Property Rates Act, 2004 (Act No. 6 of 2004), Section 4 additionally stated that a municipality must first engage the public in the process of public involvement before adopting its interest rate policy. According to Section 21(b) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), the municipal council must post the draft tariff policy for at least 30 days at the municipal offices, in the sub-offices, and libraries. The municipal leader may also notify the media that a draft tariff policy has been published.

The Local Manager shall ensure that the draft interest policy is held for public inspection by the local government, subsidiary offices, and libraries during regular business hours and that, if the municipality has an official website, the draft tariff policy is also available on that website, as required by Section 4(a) of the Local Government: Municipal Property Rates Act, 2004 (Act No. 6 of 2004). The Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) mandates that the municipality encourage the neighbourhood to submit opinions and remarks to the municipality in question within a certain time frame. The municipal council was obligated by Section 4(3) of the Local Government: Municipal Property Rates Act, 2004 (Act No. 6 of 2004) to consider all public comments and opinions while evaluating the proposed interest rate policy. It can be said that the laws, policies, and procedures are in place in black and white, and what is left is putting those laws and policies into practice to ensure sound governance and democracy. This is especially true in light of the protests taking place today about the provision of basic services across the nation.

2.26.5 Local Government Municipal Finance Management Act, 2003 (Act No. 56 of 2003)

The Local Government: Municipal Finance Management Act, 2003 (Act No. 56 of 2003) was passed to regulate financial management within municipalities. When regulating financial matters, the municipality must consult the citizens on budgetary issues that affect them. The Local Government: Municipal Finance Management Act, 2003 (Act No. 56 of 2003) provided ways in which the municipality can be informed of a municipality's financial situation. The law

dictates the processes that municipalities should follow throughout the budgeting cycle and how to facilitate community input in allocating funds to identify priorities. Council performance reports and audited financial statements must be made available to the public.

Reddy (2003:03) stated that since the first democratic elections in 1994, all areas of government have undergone changes and reassessments. Reddy (2003:03) pointed that apartheid policies, systems and processes served the goals of that era and therefore did not reflect the needs of all South Africans, and the government reviewed local government legislation to adapt systems and processes improve to ensure effective, efficient, and economical basic services. Section 23 of the Local Government: Municipal Finance Management Act, 2003 (Act No. 56 of 2003) stated that upon presentation of the annual budget, the municipal council must consider all views of the local community, the Treasury, the relevant provincial treasury and any provincial or national bodies of the state or the municipalities that have made submissions to the budget. The Local Government: Municipal Finance Management Act, 2003 (Act No. 56 of 2003) supplements the Local Government: Municipal Structures Act, 1998 and the Local Government: Municipal Systems Act, 2000 with the aim of transforming municipalities to become more participatory, transparent, and accountable.

Regarding the local government budget, Section 16 of the Local Government: Municipal Finance Management, Act, 2003 (Act No. 56 of 2003) outlines the budgeting process of the local government within a three-year fiscal framework. A yearly budget must typically be split into a capital budget and an operational budget as necessary, according to Section 17(2) of the Local Government: Municipal Finance Management Act, 2003 (Act No. 56 of 2003). As stated in Section 23(a) of the Local Government: Municipal Finance Management Act, 2003 (Act No. 56 of 2003), the municipal council is required to consider all local residents' opinions while submitting the yearly budget. Reddy (2003:161) made the point that in order to increase the supply of products and essential services to the general public while also enhancing the quality of life in the community, local governments and municipalities must engage the community through public engagement.

2.26.6 The White Paper on Local Government, 1998

Strategies for the reform and modernisation of local administration in South Africa are outlined in the White Paper on Local Government, Gazette No. 18739 (1998). The Republic of South Africa's "mini-Constitution," the White Paper on Local Government of 1998, laid the groundwork for a system of local government that is primarily focused on collaborating with neighbourhood residents and communities to find sustainable solutions to meet their needs

and enhance the quality of their lives (White Paper on Local Government, 1998). Since local government is the branch that interacts most directly with the public, the "mini-constitution" is special in that it has a significant impact on it. Because the White Paper on Local Government (1998) encourages public participation and community involvement in local government matters and local governments and as such municipalities should work with citizens and community-based organizations to find long-term or sustainable ways to meet social, economic, and material needs to improve their quality of life, it is referred to as the "mini-constitution." that community organizations and members must collaborate with local government to discover sustainable solutions to address people's social, economic, and material needs and enhance the quality of their lives.

According to Patience & Nel (2021:02), towns' failure to collaborate with communities is pervasive, ingrained, and systematic. The whole people ought to be aware of the finances and resources available and active in planning their distribution. The National Policy Framework on Public Participation (2007) highlighted that municipalities should create mechanisms to ensure citizen participation in policy initiation and formulation, as well as the monitoring and evaluation of decision-making and implementation, according to Molepo *et. al.*, (2020:351). The National Policy Framework on Public Participation (2007) recommended focus group participatory action research projects in collaboration with NGOs and Community Based Organizations (CBOs) to generate detailed information about a wide range of specific needs and values. It also recommended participatory budgeting initiatives aimed at connecting community priorities to capital investment programs.

The White Paper on Local Government, Gazette No. 18739 (1998) also made note of the fact that the goal of public participation is to ensure that political leaders remain responsible within the bounds of their mandate and to give citizens the opportunity to participate and share ideas on how important services should be provided. The white paper also recommended that local governments create structures to guarantee citizen involvement in policy initiation, development, and execution, which will support initiatives for participatory budgeting meant to align public objectives with plans for capital investments. municipal council play a crucial role in advancing democracy in local government by representing the interests of the public within the council, as stated in Section 1.3 of the White Paper on Local Government (1998). Additionally, local governments are crucial in encouraging citizen involvement in the planning and provision of fundamental local services. Municipalities must establish a culture that encourages public involvement, including tools, techniques, and policies to support marginalized groups' active participation in the community and guarantee public input in all crucial service delivery initiatives. Instead of forcing services on the community, local

authorities must figure out how to arrange public engagement. Municipalities must establish inclusive public participation plans that actively promote the engagement of excluded groups in the community and work to remove obstacles in their way.

The White Paper on Local Government (1998) put the new vision of local government into practice, and the section of the White Paper on development-oriented local government presents the vision of development-oriented local government, which focuses on collaborating with the public on issues that affect them in order to find sustainable solutions to meet their needs and enhance their quality of life. To realize this ambition, local governments must create local democracy by creating plans and systems for communicating with the general public, businesses, and CBOs. The White Paper on Local Government (1998) gave local governments the chance to create systems that assure meaningful engagement with council members, engage voters, make them participants in the political process, and engage customers and service users who are members of the public. Local governments were mandated to take an active part in the following four levels by the Local Government White Paper, Gazette No. 18739 (1998):

- As citizens, through various interest groups, expressing their views before, during, and after the policy development process to ensure that policies reflect community preferences to the greatest extent possible;
- As consumers and end-users who expect value for money, affordable services, courteous and responsive service;
- As voters, to ensure maximum democratic accountability of elected political leadership for the policies they are empowered to promote;
- As organized partners engaged in securing funding for development through for-profit businesses, non-governmental organizations, and
- Neighbourhood-based groups.

In addition, The White Paper on Local Government, Gazette No. 18739 (1998) suggested that local governments should employ the following mechanisms to ensure public participation in policy initiation and formulation:

- Structured stakeholder participation in council committees;
- Participatory budgeting efforts aiming at connecting community goals to capital investment programs;
- Forums to enable organized formations to originate policies, influence policy development, and
- Take part in monitoring and evaluation;

- Action research including focus groups that is undertaken in collaboration with NGOs and CBOs.

In spite of sound local government legislations, most local governments in South Africa still struggle to uphold human rights, provide for basic necessities, confront the legacies of the past, and make plans for a sustainable future, according to Zondi (2015:81). Further, according to Zondi (2015:82), providing access to essential services like water, education, health care, and shelter for the poor is a crucial aspect of reducing poverty. To this end, effective public involvement should be made available. As a result of a variety of environmental pressures, including cultural and social, political, technical, and economic considerations, among others, service delivery in South Africa is impacted by these and other elements.

2.26.7 White Paper on Transforming Public Service Delivery, 1997

Municipalities, according to Van der Waldt (2010:40), are the hub of fundamental public services and the branch of government that is most accessible to citizens. *Batho-Pele*, also known as the White Paper on Transforming Public Service Delivery, is a 1997 document that advocates for state-machine optimization of the provision of basic services to all citizens. The White Paper on Transforming Public Service Delivery (1997) identified four levels of public participation. First, it is our responsibility as voters to guarantee that elected political leaders are held to the highest standards of democratic accountability for the ideologies they advance. The second is for residents to voice their opinions following the policy-making process, to make sure that policies as closely as possible represent community preferences. The third factor is the extent of public involvement by organized partners who mobilize funds for the growth of businesses, non-governmental organizations, and community-based groups. The last level is consistent with *Batho-guiding Pele's* principles since it is centred on the community and addresses issues like the need for guidance, service standards, basic service access, information, openness and transparency, courtesy, redress, and value for money. The concepts of *Batho-Pele* principles as the primary method within communities to enhance fundamental services.

Section 152 of the 1996 Constitution of the Republic of South Africa, 1996 stated that local government must provide democratic and accountable government to local communities. The *Batho-Pele* principles which is, Service Standards, Access, Courtesy, Openness and Transparency, Redress and Value for Money all aim to improve the efficiency and effectiveness of the way government provides services in all areas the government provides. These principles aim to give recipients of services legitimate rights to demand the delivery of quality and sustainable services from their communities.

2.26.7.1 Consultation

The Public Service Commission (PSC) (2008:56) states that national, provincial, and local governments are required to consult citizens routinely and systematically about the services they should expect to receive. Through this process, the public will be able to make decisions that will affect the delivery of basic services. The provision of objective evidence that aids in establishing fundamental priorities for service delivery. Section 4.1 of the White Paper on Transforming Public Service Delivery (1997) stated that consultation helps promote a more participatory and collaborative relationship between providers and the users of public services, as citizens are consulted about the level and quality of the fundamental services they are providing should be preserved and, wherever possible, citizens should be given options regarding the services provided by government. The public should be consulted on the quantity and caliber of the services they are receiving. Consultation is an effective method for enhancing and bettering public policy. There are several ways to consult with residents on the services they get, such as through interviews and public gatherings.

Public Service Commission (PSC) (2008:56) pointed that a recurring challenge in public participation has been the lack of guidelines mandating a minimum level of consultation. Such guidelines are particularly important as the public service still faces the challenge of creating a common understanding of participatory governance. For example, a recent study found that despite the definitions of consultation contained in the White Paper on Transforming Public Service Delivery (1997), the definitions put forward by most departments reflect a potential misalignment with what the White Paper intended. The departments' understanding of consultancy included information exchange, conferences, and surveys/research. The introduction of minimum guidelines for consultation, to be drawn up by the Department for Public Services and Administration (DPSA), will ensure that differences in definitions do not result in the quality of consultation required in the public service being diluted.

2.26.7.2 Service standards

National, provincial, and local governments are required to establish the level and quality criteria of the fundamental services they will offer to the population, according to Section 4.2 of the White Paper on Transforming Public Service Delivery from 1997. The same standards that serve as national basic service standards must be met by provinces, local governments, and municipalities providing basic services like water, sanitation, housing, and electricity. These service standards must also be pertinent, quantifiable, and meaningful to the users who participated in the consultation process, as well as being expressed in terms that are pertinent and simple to understand. The degree and caliber of public services should be disclosed to the public so that they are aware of what to anticipate.

2.26.7.3 Access to services

The Republic of South Africa's 1996 Constitution states in Section 27 that all people shall have equal access to the fundamental services to which they are entitled. While some South African individuals received public services of first-world calibre, many others did not. Implementing a legislative framework to make judgments about enhancing the provision of essential services to many South Africans who still lack access to these services ought to be one of the primary objectives of local authorities. Targets should be set by the national, provincial, and local governments to gradually increase the number of those with less privileges who have access to fundamental services.

According to Section 73(1) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), a municipality is required to implement the provisions of the 1996 Republic of South Africa Constitution and give priority to the basic needs of the local community, promote the development of the local community, and ensure that all local residents have access to at least the minimum level of basic community services, and those basic community services must be equally available to all local residents.

2.26.7.4 Information

A municipality shall inform its municipality about the tools, processes, and procedures available to encourage and enable public engagement, according to Section 18(1) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000). The community must also consider the language preferences that is used within the community, as well as the unique requirements of illiterate individuals, while disseminating the information. Information is one of the most effective tools customers have to exercise their right to good service, according to Section 4.5 of the White Paper on Transforming Public Service Delivery (1997). As a result, national, provincial, and local governments should use it to be thorough, accurate, and current in their disclosure of information about the basic services they offer and who is eligible for those basic services. Everyone has the right to freedom of speech, which includes the freedom to receive and transmit information or ideas, according to Section 16(1) of the Republic of South Africa's 1996 Constitution.

2.26.7.5 Openness and transparency

The White Paper on Transforming Public Service Delivery (1997) highlighted openness and transparency as cornerstones of democratic government. The main implication of the civil service transformation process is that the public should know more about how government is run at the national, provincial, and local levels and that, particularly through public participation in the areas that affect them, citizens should be able to participate in these processes in the municipalities. A key aspect of this is that the public should know more about their government

and how it works, and this can only be possible if the government becomes open and transparent to the public in carrying out its duties.

2.26.7.6 Courtesy

The Code of Conduct for Public Officials issued by the Public Service Commission (PSC) (2008:57) indicated that courtesy is one of the basic duties of public officials by pointing out that public officials must and are entitled to treat the public as customers are to receive the highest standard of service. Section 4.4 of the White Paper on Transforming Public Service Delivery (1997) indicated that the concept of politeness goes much further than requiring public officials to show a polite smile to say "please" and "thank you", although this is certainly required. Some civil servants do this instinctively when entering public service precisely because they have a genuine desire to serve the public, while others do not. National, regional, and local governments must set the standards by which customers should be treated according to the Batho-Pele White Paper.

2.26.7.7 Redress

Redress is one of the principles of *Batho Pele* which compels every governmental institution to ask for an apology from the members of the community if the service that they were promised was not rendered. *Clause 4.5* of the White Paper on Transforming Public Service Delivery, (1997) indicated that members of the public should be given a clear explanation of why the promised service was not delivered and when must they expect such services to be delivered to them. For example, the representatives of the municipality must be able to go back to the community to offer an apology and a full explanation, rather than keep quiet and wait for the community to act as it will lead to public protest by the members of the community who are starting to lose interests and confidence to its government.

According to the Public Service Commission (PSC) (2008:56), public services still lack redress mechanisms because when complaints are made to government agencies, citizens should receive a compassionate, positive response, and effective redress mechanisms are important to the public to help understand this the work of the offices, since without legal remedies it is to be expected that citizens' satisfaction with the services of the offices will be negatively affected.

2.26.7.8 Value for money

Section 4.8 of the White Paper on Transforming Public Service Delivery (1997) stated that many improvements that the public would like to see often require additional resources, as such government initiatives are within departmental resource allocations and the rate at which services are improved. Therefore, has a significant impact on the speed at which national, provincial, and local governments, including municipalities, should reinvest in the community

to improve the delivery of essential services. According to Buccus *et.al.*, (2014), public servants in all areas of government should be provided economically and efficiently in order to offer citizens the best possible value for money, and these principles obliged local authorities to continuously seek suggestions from the public to improve basic services. Bekink (2016) pointed out that municipal services should consider value for money. Municipalities should strive to provide not only sustainable services, but services that offer value for money to all service users. Value for money and affordability go hand in hand.

2.26.8 Organised Local Government Act, 1997 (Act 52 of 1997)

Section 163 of the Constitution of the Republic of South Africa, 1996 requires an Act of Parliament to provide for the recognition of national and provincial organizations representing the local authorities, when nominating representative members, the Minister must consider relevant factors including provincial involvement, provincial representatives, and the balance between urban and rural communities. The Organized Local Government Act, 1997 (Act No. 52 of 1997) is in place;

- To establish procedures by which local government may appoint a representative to attend the National Council of Provinces (NCOP);
- To establish procedures by which local government may consult national and provincial governments;
- To ensure the recognition of national and provincial organizations representing the various categories of municipalities;
- Creating processes through which local governments may designate a representative to speak on their behalf before the Finance and Taxation Commission and other relevant bodies.

The Republic of South Africa's 1996 Constitution, Section 163(b), lays out the steps that local governments must follow in order to consult with either the national or provincial government before designating representatives to the National Council of Provinces or choosing individuals to fund and chair a tax council commission.

2.26.9 The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

The Republic of South Africa's 1996 Constitution's section 32 provides that everyone has the right to access any information held by the government that is the property of another person and is required for the exercise or protection of rights. This provision is implemented by the Access to Information Act 2000 (Act No. 2 of 2000). In order to comply with all requests, the Promotion of Access to Information Act 2000 (Act No. 32 of 2000) required the public entity to

offer a handbook of record information. According to Cloete et al. (2018:97), the procedure for gaining access to information that has been preserved should be anticipated, and the right to information supports the values of government accountability and openness. Access to government and other information required for the protection of rights has been made easier thanks to the Promotion of Access to Information, Act, 2000 (Act No. 2 of 2000). The public has a right to access any information or document kept by a local authority within the scope of local government. Of course, the proper channels and processes should be used. Participants in public participation receive the knowledge they need to engage in meaningful engagement. Information of the highest calibre and clarity is provided.

2.26.10 The Promotion of Administrative Justice Act, 2000 (Act No.3 of 2000)

The Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000) gave effect to the right to lawful, reasonable, and procedurally fair administrative acts and the right to written justification for administrative acts. The law aims to promote efficient administration and good governance; and to create a culture of accountability, openness, and transparency in public administration or in the exercise of public authority or the holding of public office, by realizing the right to just administrative action. Mdlalose (2016:24) pointed that as part of encouraging access to information logs, municipalities are further required to post dates for mayoral *imbizo* schedules (roadshows) in local newspapers, notices, local radio broadcasts and other forms of communication in order for the community to participate in such meetings where the Integrated Development Plan (IDP) is discussed in order to prioritize the basic needs of the community.

Section 4 of the Promotion of Administrative Justice Act, 2000 (Act No.3 of 2000) emphasised administrative action affecting the public. Molepo *et.al.*, (2015) indicated that when a public hearing is conducted, the public participation process is automatically practised. Allowing the public to comment shows that the public's views are important in the inquiry. South Africa, as a democratic country, allows all parties to participate to show democracy in any processes.

2.26.11 The Prevention and Combating of Corrupt Activities Act, 2004 (Act No.12 of 2004)

The purpose of the Prevention and Control of Corrupt Activities Act of 2004 (Act No. 12 of 2004) is to establish and develop control measures to prevent and control corruption and corrupt activities in the three branches of government. This law also provides for the initiation of investigative measures in relation to corruption and corrupt acts. Cloete *et.al.*, (2018:96) pointed that the Prevention and Control of Corrupt Activities Act 2004 (Act No. 12 of 2004) provides for the establishment of a register to record certain restrictions on persons and

entities who are convicted of corrupt activities related to bidding and other service provision activities. Cloete et al. further notes that any public official who performs an act that would be considered abuse of office, breach of trust, or breach of a legal duty or rule is guilty of the offense of corrupt activities under Section 34 of the Preventing and Suppressing Corruption Act, 2004 (Act No. 12 of 2004).

2.27 THE EMPIRICAL EVIDENCE OF BASIC SERVICE DELIVERY IN VHEMBE DISTRICT MUNICIPALITY (VDM)

According to Vhembe District Municipality Integrated development plan (2014/2015), the empirical evidence on public participation at Vhembe District Municipality starts in the villages where different structures, namely South African National Civic Organisations, Traditional Leaders Forum, Pastor's Forum, Integrated Development Plan (IDP) Forum, Community Based Organisations and Ward Councilors to meet and discuss issues of their community at Ward Committee meeting. All community representatives will take the information back to the community through Ward Councilors and community representatives. To encourage the social and economic growth of the municipality and to guarantee that all residents and communities within the municipality have access to at least the minimum level of basic municipal services as defined in Sections 152(1)(b) and 153(a) of the Constitution of the Republic of South Africa, 1996, the Municipality of Vhembe District has adopted the Indigent Policy. According to Section 73 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), the municipality must prioritize meeting the basic needs of the neighborhood and making sure that every resident has access to at least a basic level of neighborhood services, such as water, electricity, and garbage collection. The Vhembe District municipality is aware of its obligation under Sections 73(a) and (c) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) to ensure that low-income households have access to at least basic services by enacting tariffs that only pay for operating and maintenance expenses for such services as garbage collection, electricity, and valuation.

2.27.1 Vhembe District Municipality application and registration of indigent

According to National Framework for Municipal Indigent Policy (NFMIP) (2005), the municipal Indigent Policy (MIP) is intended to guide the national initiative to improve the lives of indigents and to improve access to free basic services. Municipal Indigent Policy provides a high level of framework to guide the national initiative to improve the lives of the indigent. The policy was approved by the Social Sector Cluster (SSC) as part of the social wage package in 2005, and the guidelines for the implementation of Indigent Policy to provide municipalities with options for the development of their indigent. National Framework for Municipal Indigent Policy

(NFMIP) (2005) indicated that the guidelines of indigent policy specifically apply to free basic services, such as free basic water, free basic sanitation and refuse removal, free basic electricity, and housing. Each local municipality within Vhembe District Municipality has its own designed application form for indigent which should be completed by all consumers who qualify to be indigent in terms of the National Framework Municipal Indigent Policy (2005). Households that seek to be classified as an indigent should complete an application form obtainable from each of four local municipalities within Vhembe District Municipality. The form should be returned between July and 31 March of each municipal financial year, attached with proof of income and affidavit that certifies the amount of income earned by the household.

The Vhembe District Municipality's needy policy (2014/2015:03) indicated that the municipal council must give priority to the basic services of the municipality in order to promote the social and economic development of the municipality and to make sure that all members of the public within the municipality have access to have at least minimum level of basic community services as defined in Section (1)(b) and 153(b) of the Constitution of the Republic of South Africa, 1996. As defined in the National Framework for Municipal Indigent Policy (NFMIP) (2005:02), poor households have access to at least basic services through tariffs covering only the operation and maintenance costs of services for poor households, and the local council reserves the right to send its officials or representatives to the premises registered as needy from time to time or households for an on-site assessment of the details provided to perform.

2.27.2 Vhembe District Municipality indigent tariff and subsidy

Section 74(1) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) required a local council to adopt and implement a tariff policy for charging for council services provided by the municipality. Section 74(2)(c) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) further indicated that tariff policy must reflect the principles that tariffs give those disadvantaged first preferences to at least have basic municipal services should only cover operation and maintenance costs, low consumption for basic service levels and any other hidden cost required in subsidizing payments for those who does not afford. Regarding the needy policy of the district municipality of Vhembe (2014/2015:04), the municipal council sets a needy tariff for needy households as part of the budgetary procedures. Subsidized services for poor households include water and sanitation, garbage collection, sewerage, and electricity.

2.27.3 Public participation strategies and basic service delivery in Vhembe District Municipality

Vhembe District Municipality Integrated development plan (2014/2015:56) pronounced that Vhembe District municipality has also introduced mayoral public participation programs every quarter to meet members of the public to discuss all municipal matters to improve basic service delivery. Vhembe District Municipality Integrated development plan (2014/2015:56) further indicated that the empirical evidence of public participation in Vhembe District municipality starts at the villages where different structures such as, South African National Civic Organisation (SANCO), Traditional leaders, Pastor's forum, Community Organisation and Ward councilors meet and discuss issues of their community at Ward Committee meeting and all public structures and Community Based Organisations are obliged to take all information back to the community through Ward Councilor, Ward Committees and community organisations.

According to Creighton (2005:27), public participation that is not an integral part of the decision-making process is a waste of time for both the organization and the public. The Vhembe District Municipality Integrated Development Plan (2014/2015:56) indicated that Vhembe District Municipalities also meet with the public face-to-face through their quarterly Mayor's *Imbizo*, which gave municipality members an opportunity to voice their concerns to municipality officials and the committee of mayors, along with national, provincial, and local government, to discuss service-related issues within the community. Public members and community-based organizations get the chance to voice their concerns and questions during these events concerning the services they require from local government. The Local Government: Municipal Systems Act of 2000 (Act 32 of 2000), in Section 25(a), stated that the municipality's Integrated Development Plan (IDP) must reflect the local councils' vision for long-term development with a focus on the municipality's most pressing internal transformation needs, which includes identifying communities that lack access to basic community services.

2.27.4 Vhembe District Municipality integrated development plan (IDP) and public involvement

In terms of section 25 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) each municipal council must within a prescribed period after its elected term adopt single, Inclusive, and strategic integrated development plan for the development of the municipality, which links, integrates and coordinates plans and consider proposals for the development of the municipality. The municipalities have been given significant development duties under the Republic of South Africa's 1996 Constitution in order to guarantee that the

standard of living for its residents is raised. According to section 73 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), a municipality's general responsibility is to implement the provisions of the Constitution of the Republic of South Africa, 1996, give priority to the local community's basic needs, and make sure that every member of the community has access to at least the bare minimum of basic municipal services.

According to Creighton (2005:27), public participation that is not an integral part of the decision-making process is a waste of time for both the organization and the public. The Vhembe District Municipality Integrated Development Plan (2014/2015:56) indicated that Vhembe District Municipalities also meet with the public in person through their quarterly mayors, *Imbizo*, which gave parishioners an opportunity to air their concerns to municipal officials and the Community voice committee of mayors along with national, provincial, and local governments to discuss service-related issues within the community. During these events, community members and community-based structures are given the opportunity to raise questions and concerns about the services they need from their government. Section 25(a) of the Local Government: Municipal Systems Act of 2000 (Act 32 of 2000) stated that local government IDPs must reflect local governments' vision for long-term development with a particular focus on the main internal transformation needs of local governments which includes the identification of communities that do not have access to basic community services.

Vhembe District Municipality Integrated Development Plan (2014/2015:56) introduced a public participation forum known as IDP Representatives Forum, Pastors Forum, Traditional Leadership Forum, Suggestion Box, *Imbizos* and Newsletter with the aim of increasing local community involvement in matters of their community. In the absence of the IDP, the community will act in an uninformed and uncoordinated manner, leading to duplication and wasting limited resources. According to the Vhembe District Municipality Integrated Development Plan (2014/2015:56), IDP acts as a municipal instrument for steering development to avoid services being imposed on the municipality by other areas of government without the need to prioritize those services and members of the public to be consulted at IDP meetings to provide input and ensure prioritization is based on public needs.

2.28 CONCLUSION

Public participation as defined in the Local Government: Municipal System Act 2000 (Act No. 32 of 2000) should be construed as public participation to make sure that the proper functioning of the public and the implementation of the service plan. Members of the public need to be involved in governance because without public participation in local government,

community development and the delivery of basic services will not be easy. This chapter has documented the literature review related to the process of public participation in improving basic services in local communities, the conceptual framework, theories of public administration, the historical background of public participation in South Africa, advantages and disadvantages of public participation, importance of public participation in basic services, public participation and community development, challenges of public participation in municipalities nationally and internationally, participation mechanisms to improve basic services, integrated development plan and public participation, international perspective on public participation, local government democracy and public participation, as well as empirical evidence of the provision of basic services in the VDM were also outlined. The next chapter introduces the study methods and designs used in research.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 INTRODUCTION

Chapter Three (3) introduces the research methods and the design of the study. In order to select the appropriate design and methodology, the study was guided by the research objective, which aimed to identify the role of public participation in improving the delivery of essential services in the VDM. Therefore, the research paradigm, research design, research methods, study area, population, sampling, data collection, data analysis, and ethical considerations have been discussed in this chapter. The result or findings of this study will help all municipalities of Vhembe District to ensure proper consultation on the issues affecting the public, especially public participation, and the delivery of essential services.

3.2 RESEARCH PARADIGM

According to Vosloo (2019:301), a paradigm is a primary form of beliefs that give direction, and it plays a crucial role in the social sciences and can best be described as a whole system of thought and science. According to Dammak (2019:02), the relationship between ontology and epistemology is fundamental and is seen as the foundation on which research is built. Dammak (2019:02) further points out that it is the researchers' ontological and epistemological assumptions that influence the choice of methodology and research methods. In this study, the pragmatic paradigm was used because it involves the use of mixed methods.

Kivunja & Kuyini (2017:26) point out that paradigms are important because they provide beliefs and imperatives that affect scholars in a particular discipline as to what should be studied, how it should be studied, and what the results of the study will be interpreted. Kivunja & Kuyini (2017:26) further point out that the paradigm defines a researcher's philosophical direction, and as we will see in the conclusion of this study, this has significant implications for every decision made in the research process, including the choice of methodology and methods. Kivunja & Kuyini (2017:26) also point out that a paradigm tells us how meaning was constructed from the data collected based on our individual experiences (i.e., where we come from). It is therefore very important for the researcher to state clearly which paradigm has guided the study.

3.2.1 Pragmatic research paradigm

According to Kaushik & Walsh (2019:02), pragmatism is a deconstructive paradigm that advocates the use of mixed methods in research. Kaushik & Walsh (2019:02) further argued that a pragmatic approach provides an opportunity to select the appropriate research methods from the wide range of qualitative and quantitative methods. Kivunja & Kuyini (2017:35) argue that the pragmatic research paradigm arose among philosophers who argued that it was not possible to access truth about the real world solely through a single scientific method, such as that advocated by the positivist paradigm, nor is it possible to define social reality as constructed under the interpretivist paradigm. Kivunja & Kuyini (2017:35) further point out that pragmatic research paradigms are more practical and pluralistic approaches that could allow for a combination of methods that together assess the participants' actual behaviours, the beliefs behind those behaviours, and they could shed light on consequences likely to arise from different behaviours, and this led to a paradigm that advocates the use of mixed methods as a pragmatic way to understand human behaviour.

Weaver (2018:02) refers to a pragmatic paradigm on a worldview that focuses on what works rather than what might be considered absolutely and objectively true, and it is useful in guiding research design, particularly when a combination of different approaches is involved. Weaver (2018:03) further points out that the pragmatic paradigm is a theoretical framework that encompasses the core beliefs that guide the research or practice of the scientific community and influence the way knowledge is studied and interpreted within a discipline. Revez & Borges (2018:583) point out that in social science research a pragmatic paradigm has been proposed as the philosophical basis for mixed methods research, and they further point out that the pragmatic paradigm can be found in several areas of social science research is used, and therefore wants to present itself as such, a practical solution to the dichotomies and tensions that exist in the scientific community between quantitative and qualitative options.

A paradigm investigates how knowledge is understood and researched and explicitly outlines the research's objective, motivation, and expected outcomes (Maarouf, (2019). Maarouf, (2019) further indicates that the research paradigm lies on three pillars, which are ontology, epistemology, and methodology. In Ontology Moreover, Saunders *et al.* (2009) have mentioned that the pragmatism paradigm implies that reality is external and multiple at the same time and that a researcher chooses the view that best serves his research purposes. Similarly, Johnson and Christensen (2012) have mentioned that it is important to understand both the objective and subjective views of reality to conduct mixed research. Although it is important not to be biased or affect the phenomenon under investigation, it is also important to understand the social actors' point of view. According to Maarouf (2019), the epistemological

position is conceptualized as double-faced Knowledge and can be seen as observable or unobservable based on the ontological position of the researcher, not on the nature of knowledge itself. The pragmatism paradigm has the ability not only to provide the philosophical justification for the mixed research approach but also to open all possible options in front of researchers.

The use of mixed research methodology to enhance or support another one and enrich and strengthen research results by using different methods of data collection and analysis to study the same phenomenon in order to gain a complete understanding of this phenomenon (Glogowska, 2011; Greener, 2008; Molina-Azorin, 2016; Sale *et al.*, 2002). According to (Barnes, 2019; Creswell, 2014), the data from the qualitative phase could be used to build a new instrument, choose an appropriate one, or choose variables that are going to enter the following quantitative research phase. The pragmatism paradigm has the ability not only to provide the philosophical justification for the mixed research approach but also to open all possible options in front of researchers. Thus, any knowledge can be seen as observable or unobservable based on the instantaneous ontological position of the researcher. In this study the reasons to use the pragmatic research paradigm is that it is relevant in mixed-method research, it is easy to describe and reported, it is useful when unexpected results arise from a prior study, help to generalise data, it is helpful in designing and validating an instrument and with pragmatic paradigm the researcher enable to develop a holistic analysis to fully incorporate numerous relevant factors into the study.

3.3 RESEARCH DESIGN

Kumar (2011:94) defines a research design as a plan, structure, and strategy of investigation to obtain answers to research questions and problems. Babbie (2010:117) points out that research design is a process of focusing perspective for the purposes of a particular study. Babbie (2010:117) goes on to point out that research design helps the researcher answer questions validly and accurately. For this study, the researcher used a field study as the research design. Welman, Kruger & Mitchell (2005:51) point out that a field study is the study conducted in the actual environment in which the phenomenon was originally observed. Neuman (2011:56) points out that field studies are research designs in which the researcher directly observes and takes notes in a natural setting, interacting with respondents to obtain information. The justification of using a field study research design is because it is convenient, and the researcher can conducts the research by directly observing and interacting with the participants to obtain information.

3.4 RESEARCH METHODS

Kumar (2011:11) describes research methodology as the process used by the researcher to find answers to research questions. Gray (2009:204) points out that research methodology refers to approaches which involve systematic inquiry that have evolved within a paradigm with associated epistemological assumptions. Scotland (2012:09) points out that research methodology is the strategy or action plan behind the selection and use of specific methods that address why, what, where, when and how data is collected and analysed. According to Dammak (2019:02), research methodology is the strategy or plan of action that justifies the use and selection of particular techniques. For this study, the researcher followed the mixed-method approach, which involved both quantitative and qualitative research methods. The core assumption of the mixed research approach is that mixing quantitative and qualitative methods provides a complete understanding of the research problem than using only one type of methods (Creswell, 2014; Molina-Azorin, 2016)

3.4.1 Mixed method

According to Creswell (2014:222), the mixed research method is relatively new in the social field. Human sciences as a research approach in their own right are useful for conveying basic definitions and descriptions that involve the collection of both quantitative (closed) and qualitative (open-ended) data in response to the research questions. Teddlie & Tashakkori (2006:15) define mixed methodology as a research method in which the researcher collects and analyses data using both quantitative and qualitative approaches in a single study. The advantage of the mixed method is that it is more likely to produce the best research result because it incorporates both techniques. A sequential explanatory mixed research method was used for this study because of its advantages.

3.4.1.1 Quantitative research method

Creswell (2005:146) define the quantitative research method as very simple and powerful in the hands of the researcher who is able to see its nature and interrelationship more clearly. According to Davies (2007:09), a quantitative research method increases the likelihood that the information collected is relevant to the questions asked and also increases reliability. For this study, the researcher used quantitative methods because they provide more clarity and distinction between the designs and the method of data collection, making it easier for the researcher to conduct the research.

3.4.1.2 Qualitative research method

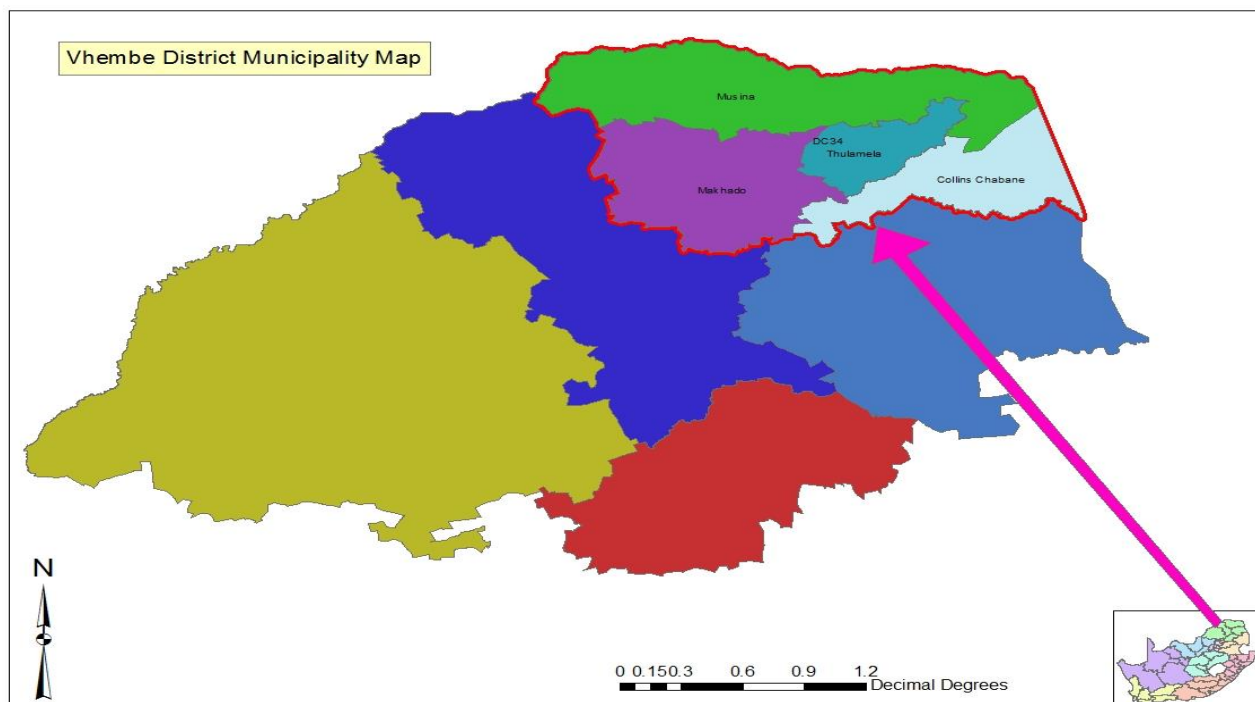
According to Henn (2006:186), qualitative data can be found around us in our daily lives, for example in the newspapers we read, the television programs we watch, the notes we receive at work, or text messages, which we exchange over the cell phones. Creswell (2005:145) defines the qualitative research method as descriptive in the sense that the researcher physically goes to people to observe, record, and conduct interviews, rather than seeking data through inventories or questionnaires. For this study, the researcher used qualitative research methods due to their flexibility, which allowed the researcher to be more innovative and interact closely with respondents through observation and face-to-face interviews. The researcher was also able to understand the organization under study through the respondents' gaze and body language.

3.5 STUDY AREA

The study area of the research was the Vhembe District Municipality, represent one of 05 district municipalities in Limpopo Province, South Africa. The District Municipality of Vhembe is located in the Northern District of the country, bordering on the north with the Beit Bridge District of southern Matabeleland in Zimbabwe and on the east with the province of Gaza in Mozambique. VDM consists of all areas that were part of the former Venda Bantustan. The towns of Vhembe are Thohoyandou, Makhado, Musina and Malamulele. The majority of Vhembe residents, around 800,000, speak Tshivenda as their first language, while 400,000 speak Xitsonga as their first language. However, the Tsonga people are in the majority south of the Levubu River, accounting for more than 85% of the population south of the historical Levubu River, while the Venda people are in the minority south of the Levubu River at 15%. The number of Northern Sotho speakers is 27 000. The district code is DC34. Vhembe District Municipality IDP document (2018/2019).

The researcher used Vhembe District Municipality as the study area as there was no similar research on the role of public participation in improving the delivery of basic services for the entire Vhembe District, but only for individual local municipalities such as Thulamela Local Municipality and therefore the researcher in this study would like to extend the research to the entire communities of the Vhembe district.

Figure 3.1 Vhembe District Municipality map:



(Source: Thulamela Geographic Information System (GIS), 2019).

3.6 POPULATION OF THE STUDY

Gray (2009:579) refers to population as the totality of individuals or groups, organizations, theme, or events from where a research sample is taken. According to Neuman (2011:224), population refers to the abstract notion of a large group of many cases from which the researcher sampled to which the result was generalized. The study population consists of staff and council members from Thulamela Local Municipality, Collins Chabane Local Municipality, Makhado Local Municipality, and Musina Local Municipality. The study population consisted of 2560 respondents and participants.

3.7 SAMPLING

Kumar (2011:397) defines sampling as the way of selecting a few respondents (sample) from a larger group (population). Babbie (2010:188) defines sampling as a process of selecting an observation unit. The sample group of this study consists of community managers, managers, deputy managers, traditional leaders, CBOs representatives, CDW coordinators and councillors from all local municipalities in the VDM, namely; Thulamela Local Municipality, Collins Chabane Local Municipality, Musina Local Municipality and Makhado Local Municipality.

3.7.1 Sampling method

In this study, the non-probability technique, specifically targeted sampling, is used. Babbie (2010:193) points out that purposeful or judgmental sampling is a type of non-probability sampling in which the units to be observed are selected based on the researcher's judgment of which are most useful or representative. Kumar (2011:207) points out that in targeted sampling, the researcher selects only those respondents who have more information about the topic and are willing to participate. For this research, the researcher used purposive sampling to purposively select participants who are knowledgeable. Purposeful or judgmental sampling allows the researcher to directly contact respondents and specifically select those respondents who are in the centre of the of public participation matters and the provision of basic services.

3.7.2 Sampling size/ target population

Kumar (2005:164), defines a sample size as a sub-group of the population the researcher is interested in. Sampling size is when the researcher selects a few sample units from the study population. The sampled size of this study was 250. The sampled size was, 05 Municipal Managers, 50 Managers, 50 Assistant Managers, 130 Councilors, 05 CBO Representatives, 05 CDW Coordinators and 05 Vhembe Traditional Leaders.

3.8 DATA COLLECTION

Kumar (2011:26) defines data collection as the processes in which the researcher gathers the information to be used in the study after formulating the research problem, developing the study design, constructing the research instruments, and selecting the study sample. Fouche & Delport (2011:75) point out that the data collection method involves planning the fieldwork and here the researcher must decide how to obtain data from the subject in a scientific manner. This process takes place when the researcher gathers information from the respondents through interviews, questionnaires, observations, and electronic devices. Research questionnaires and interviews were used as data collection instruments for this study.

3.8.1 Questionnaire

According to Babbie (2010:246), a questionnaire is a document containing questions designed to gather information suitable for analysis. According to Leung (2001:187), a questionnaire is a data collection tool consisting of a series of questions and other prompts to gather information from respondents. For this study, the researcher chooses a structured questionnaire. According to Babbie (2010:246), a structured questionnaire consists of close-

ended statements designed to solicit simple responses and to provide statistical description, relationships, and analysis.

The questionnaire was divided into two sections, as follows: Section A containing biographical information of the respondents and Section B, which will contain the substantive details of the study. All statements are free of eventualities or misunderstandings for the respondents and intended for direct answers. All statements of the questionnaire will be short and direct. The questionnaire was personally delivered to the two hundred and forty (240) respondents by appointment and collected five days later.

3.8.2 Interview

The researcher used the interview plan as one of the data collection tools. According to Karim (2014:04), the interview is an instrument of data collection by asking questions, recording, and filming their answers. Bless et al. (2006:116) point out that the interview plan includes direct personal contact with the respondents. In this study, the researcher chooses an open-ended interview because it provides more personal and complete information with greater understanding with control and flow of questions. Through the interview, the researcher could ask for further explanations when the answer was not clear, and in this way the respondents could express their views, feelings, and thoughts more clearly.

For this study, the researcher chooses an open interview because it is easy to conduct, and all participants are asked the same questions. According to Vosloo (2019:315), an open-ended interview is a structured interview in which the researcher uses a set of pre-determined questions that are short and clear, and in most cases these questions are closed-ended and require precise answers in the form of a set of options to be read aloud or presented on paper. The interview plan was divided into two sections as follows: Section A with biographical information of the participants and Section B presenting the role of public participation in improving the delivery of basic services in Vhembe Municipality. All statements were short and precise. Interviews were scheduled with ten (10) participants by appointment which was five (05) municipal managers, one (01) Public Participation Manager, one (01) IDP Manager, one (01) LED Manager and three (03) Traditional Leaders since two (02) Traditional Leaders were not available during data collection.

3.9 DATA ANALYSIS

According to Monette, Sullivan & Dejong (2008:486), data analysis is the process of putting observations into numerical form and manipulating them according to their arithmetic process to derive meaning from them. Descriptive analysis identifies patterns in data to answer

questions about who, what, where, when, and to what extent. This guide describes approaching, conducting, and communicating quantitative descriptive analysis more effectively. The technique often includes constructing tables of means and quantiles, measures of dispersion such as variance or standard deviation, and cross-tabulations that can be used to examine many disparate hypotheses. Two methods of data analysis were used for this research, descriptive statistical analysis for quantitative data and thematic analysis for qualitative data. The latest version of International Business Machinery: Statistical Product and Service Solution (IBM: SPSS) was used to analyse the data collected through questionnaires.

Thematic analysis was used to analyse the data collected through interviews. Qualitative data were presented in a narrative format following the steps mentioned by Creswell (2013). The steps are described below:

3.9.1 Step 1: Planning for recording data

The researcher should plan to collect data more systematically before collecting data.

3.9.2 Step 2: Data collection and Preliminary Analysis

Data analysis in qualitative research requires a twofold approach. The first involves data analysis at the research site during data collection. The second involves off-site data analysis.

3.9.3 Step 3: Managing (organising) Data

This is the early phase of analysis, where the researcher organizes data into file folders, index cards, or computer files.

3.9.4 Step 4: Reading and Writing Memos

After the researcher organizes the data, the researcher digs into the details to try and get a feel for the interview before breaking it up into parts.

3.9.5 Step 5: Generating Categories, Themes, and pattern

This step involves noting regularities in the environment or in the individuals selected for the study. As the categories emerge, the researcher looks for those that show internal convergence and external divergence.

3.9.6 Step 6: Coding the Data

The researcher applied coding scheme to these categories and themes by carefully and thoroughly marking passages in the data. Codes can take various forms, such as abbreviations of keywords, coloured dots, and numbers. The choice is up to the researcher.

3.9.7 Step 7: Testing Emergent Understanding

The researcher begins the process of assessing the possibility of his understanding and examining it against the data.

3.9.8 Step 8: Searching for Alternative Explanations

In this step, where the researcher discovers the patterns in the data, he or she should engage in critically challenging the seemingly obvious patterns. The researcher should look for other possible explanations for these dates and the connection between them.

3.9.9 Step 9: Representing and Visualizing

This is the final step where the researcher writes a report and explains the data in detail. The researcher presented the data packages of what will be found in text, table, or figure form.

For research to be conducted, the researcher analysed data by planning, recording, reading, plotting, and visualising. The researcher reads and writes the respondents' collected data and verifies that the collected data is in order and groups all the information for the presentation. Thereafter, the researcher presented the collected data in a narrative form.

3.10 ETHICAL CONSIDERATIONS

Fox (2010:03) defines ethics as a branch of philosophy viewed as a normative science concerned with the norms of human behaviour, as distinct from formal sciences such as mathematics and logic and empirical sciences such as chemistry and physics. According to Piper & Simons (2005:35), ethics in research is when the researcher conducts the research that benefits the respondents or participants in a positive way without harm. The following research ethics were followed when conducting the study. The following ethical aspects have been considered during the research and have always been respected.

3.10.1 Permission to conduct the study

For the research to be conducted in ethical manner, the researcher obtains permission to conduct the study from the University of Venda, Vhembe District Municipality, Thulamela Local Municipality, Collins Chabane Local Municipality, Musina Local Municipality, and Makhado Local Municipality, as well as the traditional leaders (See the attached letters).

3.10.2 Informed consent

Bless, Hagson & Kagee (2006:183) relate informed consent to the ethical principle that participants should be informed enough about research to be able to decide whether or not to participate. Akaranga & Makau (2016:07) refer to informed consent as the moment when a

respondent makes the decision to participate in the study and when he/she understands the benefits and risks of the study. After consulting with respondents, the researcher provided respondents with an informed consent form to verify and sign whether the respondent was willing to participate in the study.

3.10.3 Confidentiality and Anonymity

Swanepoel (2012:169) points out that confidentiality means that during the research the researcher protects sensitive information that could harm them if leaked, the researcher must therefore ensure that respondents are protected, and that the data collected, and information remain private and confidential. According to Vosloo (2019:326), the researcher clarified that the participant's name was not used for any other purpose, nor was any information shared that in any way reveals the identity of the participants.

According to Akaranga & Makau (2016:06), anonymity refers to remaining secret by not identifying respondents' ethnic or cultural background, not naming them, or disclosing other sensitive information about participants. Akaranga & Makau (2016:06) further point out that during the process of conducting the study, the researcher must promise to protect the confidential information of the respondents. Confidentiality and anonymity apply to this study when the researcher protects sensitive information about the respondent and also conceal the identity of the respondent during data collection.

3.10.4 Voluntary Participation

According to Babbie (2010:64), participation in research must be voluntary and no one should be forced to participate. Swanepoel (2012:168) points out that the researcher must obtain informed, voluntary consent from the respondents prior to the study. This means that respondents must be given all relevant information about the research and the researcher must ensure that respondents understand the purpose and benefits of participating. Participation in this study is voluntary if respondents are free to opt-in, opt-out, or stop participating on the research without forcing them.

3.10.5 No harm to the participants

According to Babbie (2010:65), the researcher should never hurt respondents, regardless of whether they volunteered for the study or not. Babbie (2010:66) goes on to point out that in social research practice, this often means being careful not to disclose information that would negatively respondents or put their personal lives, those they live with, and their employment. Respondents may be psychologically harmed during the study and the researcher must look

for dangers and protect respondents from them. Babbie (2010:66) also points out that quite often respondents are asked to identify deviant behaviour, attitudes they find unpopular, or personal characteristics that may seem demeaning, such as low income and receiving social benefits such as alimony and disclosure, to disclose. Such information makes respondents uncomfortable. For this study, there was no harm to participants as the researcher did not expose the lives of respondents to physical danger, embarrassment, and humiliation.

3.10.6 Deception of information

Babbie (2010:70) points out that within social research it is considered unethical behaviour if the researcher conducts the research study and deceives people. Van der Stoep & Johnson (2009:15) define deception as the practice of giving respondents or participants false information about certain aspects of the study. Bless et al., (2006:144) indicate that deception occurs when the researcher conceals information and the true nature of the study from the participants in order to prevent them from changing their natural behaviour. For this study, deception of information occurs when participants are not told the truth about the research and information is hidden from respondents.

3.11 CONCLUSION

The research methodologies and designs followed by the researcher when studying the role of public participation in improving basic services in the communities under VDM were clearly outlined in the chapter. The choice of using mixed research methods, i.e., quantitative, and qualitative research methods, was also presented in this chapter. The chapter also introduced the study area, study population, sampling and sampling techniques, data collection, data analysis, and data collection method, followed by the ethical consideration of the respondents. Presentation, analysis, and interpretation of the data are presented in the next chapter.

CHAPTER 4

DATA PRESENTATION, ANALYSIS, AND INTERPRETATION

4.1 INTRODUCTION

In the previous chapter, the research methods and designs of the study were presented. The structures and procedures used to respond the research questions of the study when examining the role of public participation in improving basic services were adequately demonstrated. The study was conducted using mixed methods, which involves the use of both quantitative and qualitative research methods to collect research data. The current chapter focuses on the presentation, analysis, and interpretation of data. The responses to the questionnaires are presented graphically in tabular form, followed by analysis and interpretation. The responses to the interview plan are presented in narrative form, followed by a brief interpretation of the results. After using mixed methods, the researcher first presented the data collected through questionnaires, followed by the data collected through interviews. A total of 250 respondents participated in the study, with 240 responding to questions from the questionnaire and 10 participants responding to questions from the interview plan. All respondents who took part in the study come from Vhembe District Municipality.

4.2 ANALYSIS OF DATA COLLECTED THROUGH RESEARCH QUESTIONNAIRE

In this section, the researcher presents data collected through questionnaires and the information is presented in graphical tube format, frequencies, and percentages, followed by a brief discussion. This part of the research is divided into two sections namely Section A: Respondent Biographical Information and Section B; the role of public participation in improving basic services.

4.2.1 Section A: Biographical Details of Respondents

The researcher in this section presents the biographical details of the respondents who participated in the study. Information is presented in graphical tube form, followed by a brief

discussion of the results. Respondents' biographical information is presented as follows in terms of gender, age, position, educational level, and the name of the municipality to which respondents belong:

Table 4.1 Gender of respondents

#	Response	Frequencies	Percentage
1	Male	146	60.8%
2	Female	94	39.2%
	TOTAL	240	100%

(Own Design, Matloga, 2022).

Table 4.1 shows the biographical information of the respondents by gender. A total of 240 respondents who participated in the study. Many respondents with 146 (60.8%) were men while 94 (39.2%) were women. The researcher intended that there would be a gender equal distribution of instruments, but during data collection it was found that 146 (60.8%) of the male respondents played a role in public participation in the Vhembe district community. From the above information, it can be concluded that most of the respondents who took part in the study were men. This could be due to the fact that there are more men than women employed in Vhembe District Municipality.

Table 4.2 Age of respondents

#	Response	Frequencies	Percentage
1	Less than 30 years	13	5.1%
2	31-40 years	47	19.6%
3	41-50 years	96	40%
4	51-60 years	70	29.1%
5	61 years and older	14	6.2%
	TOTAL	240	100%

(Own Design, Matloga,2022).

The table above shows the biographical information of the respondents in relation to age. The majority of the respondents, 96 (40%), who took part in the study were between 41 and 50 years old, followed by 70 (29.1%) of the respondents were between 51 and 60 years old and

47 (19.6%) were between 31 and 40 years old. Fourteen 14 (6.2%) were aged 61 and over, while few respondents at 13 (5.1%) were under 30 years of age. It can be concluded that most people aged 51-60 participated in the study is a sign of maturity and commitment to issues of public participation to improve primary services, although active and vibrant youth of the community are expected to be empowered through job offers in the local municipalities in the VDM.

Table 4.3 Position of respondents

#	Response	Frequencies	Percentage
1	Municipal manager	02	0.8%
2	Manager	41	17.1%
3	Assistant manager	54	22.5%
4	Councillor	132	55%
5	Community Based Organisation representatives	05	2.1%
6	Community Development Workers coordinator	04	1.6%
7	Traditional Leader	02	0.9%
	TOTAL	240	100%

(Own Design, Matloga,2022).

The majority of the respondents at 132 (55%) who took part in the study were city councillors, followed by deputy managers at 54 (22.5%). Managers accounted for 41 (17.1%), followed by representatives of community-based organizations at 05 (2.1%), community development worker coordinators at 04 (1.6%) and 02 traditional leaders accounting for 0.9%. Although five (05) (2.1%) Community Development Worker coordinators and three (03) traditional leaders were planned to participate in the study and complete questionnaires, during data collection one (01) Community Development Worker coordinator and one (01) Traditional leaders were not available to participate in the study. From this it can be concluded that most of the respondents who took part in the study were council members which were 132 (55%). In the municipalities of Vhembe district, the councillors represent a large number of municipal employees and are more involved in the affairs of public participation and the delivery of basic services, and all municipalities, including traditional leaders, and all public structures participating in the study were involved.

Table 4.4 Educational Qualifications of respondents

#	Responses	Frequencies	Percentage
1	Grade 0 to grade 12	77	32.2%
2	Diploma/ Degree	118	49.1%
3	B. Tech/ Honours Degree	39	16.2%
4	MTech/ master's degree	04	1.6%
5	D.Tech/ Doctoral Degree	02	0.9%
	TOTAL	240	100%

(Own Design, Matloga,2022).

Table 4.4 above showed that the majority of the respondents with 118 (49.1%) participating in the study had a diploma/degree, followed by 77 (32.2%) had 0 to grade 12 and 39 (16.2%) had B. Tech/ Honours degree. Four (04) (1.6%) respondents to the study had an MTech/master's degree and only 02 (0.9%) respondents had a D. Tech/Doctoral degree. It can be concluded that most of the respondents who took part in the study had diploma and degree as their educational qualifications. This clearly shows that most employees within the community are not well qualified as 0 to 12 and degree/diploma make up the majority of respondents with a lower number of postgraduates. Based on the statistics, the researcher believes that the district municipality of Vhembe needs should consider hiring more highly qualified staff in positions as they can also help and support on issues of public participation and the efficiency and effective delivery of basic services to the public. The researcher believes that people's level of education has a major impact and a significant relationship to their undervaluation and standard of living, as illiterate people can be disadvantaged and marginalized by communication and language used during participation.

Table 4.5 Municipality of respondents

#	Responses	Frequencies	Percentage
1	Vhembe District Municipality	39	16.2%
2	Thulamela Local Municipality	62	25.9%
3	Collins Chabane Local Municipality	27	11.2%
4	Musina Local Municipality	40	16.7%
5	Makhado Local Municipality	72	30%

	TOTAL	240	100%
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(Own Design, Matloga,2022).

Table 4.5 above shows all municipalities represented by 240 respondents. Makhado Local Municipality has the highest number of respondents playing an important role in public participation in the whole district with 72 (30%), followed by Thulamela Local Municipality with 62 (25.9%) respondents. Musina Local Municipality at 40 (16.7%) and Vhembe District Municipality at 39 (16.2%), with few respondents coming from Collins Chabane Local Municipality at 27 (11.2%). From the above information, it can be concluded that many of the respondents who participated in the study were from the local community of Makhado, with 72 (30%) of the respondents participating in the study. There was equal representation of respondents based on the size and existence of the community, such as B. The Collins Chabane Local Municipality, which has existed for less than (10) ten years. The District Municipality of Vhembe as the umbrella of all four local municipalities does not have District Councillors but only Proportional Representatives (PR) and that is why they have a smaller number of respondents.

4.2.2 Section B: the role of public participation in the improvement of basic service delivery

This section presents data on the role of public participation in improving delivery of essential services and the information is presented in tabular form, frequencies and percentages followed by a summary information. The section is divided into three themes that arose from the objectives of the study; namely challenges of public participation in improving basic services in Vhembe District Municipality, the role of public participation in improving basic services in Vhembe District Municipality and the strategies that can be used to improve basic services in Vhembe District Municipality. The researcher included the sub-question aimed at finding the root causes of the challenges of public participation in improving basic services.

4.2.2.1 Challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality

In this theme, the researcher presents data on the challenges of public participation in improving basic services in the VDM. The data are presented in tabular form with frequencies and percentages, followed by a summary. On these aspects, the researcher asked the

question to obtain comprehensive answers that led to the findings and recommendations on interaction challenges between the researcher and the study's respondents.

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

#	Responses	Frequencies	Percentage
1	Strongly agree	88	36.7%
2	Agree	129	53.8%
3	Not sure	05	2.1%
4	Disagree	08	3.1%
5	Strongly disagree	10	4.3%
	TOTAL	240	100%

(Own Design, Matloga,2022).

When asked that the municipality consults the public in any process or development, 129 (53.8%) agreed with the statement, while 08 (3.1%) disagreed with the statement. Eighty-eight 88 (36.7%) totally agreed with the statement, while ten 10 (4.3%) respondents totally disagreed with the statement and five 05 (2.1%) respondents were sure whether the municipality consult them. The above information shows that municipalities consult the public in any process or development. Municipalities should consider that 10 (4.3%) of respondents strongly disagreed with the statement and 05 (2.1%) were unsure of the statement.

Table 4.7 Members of the public are reluctant to attend meetings of service delivery

#	Responses	Frequencies	Percentage
1	Strongly agree	52	21.7%
2	Agree	128	53.1%
3	Not sure	11	4.6%
4	Disagree	36	15%
5	Strongly disagree	13	5.6%
	TOTAL	240	100%

(Own Design, Matloga,2022).

Most respondents at 128 (53.1%) agreed that members of the public are reluctant to attend service delivery meetings, while 36 (15%) respondents disagreed. A total of (52) (21.7%) respondents strongly agreed that members of the public are reluctant to attend service delivery meetings, while 13 (5.6%) strongly disagreed and 11 (4.6%) were unsure whether or not members of the public were reluctant to attend service delivery meetings. From the above information, it can be concluded that the majority of respondents (128) (53.1%) who participated in the study agreed that members of the public are reluctant to attend service delivery meetings. However, 36 (15%) of the respondents disagreed with the statement, 13 (5.6%) totally disagreed and 11 (4.6%) were unsure of the statement. The results above indicate that the municipality must improve its strategies of inviting members to attend service delivery meetings.

Table 4.8 Traditional leaders are involved in the issues of municipality

#	Responses	Frequencies	Percentage
1	Strongly agree	87	36.3%
2	Agree	130	54.1%
3	Not sure	11	4.6%
4	Disagree	05	2.1%
5	Strongly disagree	07	2.9%
	TOTAL	240	100%

(Own Design, Matloga,2022).

The results in the table above indicate that of the 240 respondents who participated in the study, many of them at 130 (54.1%) agreed that traditional leaders are involved in community affairs, while only 5 (2.1%) respondents who disagreed with the statement. Eighty-seven 87 (36.3%) respondents totally agreed that traditional leaders are involved in community affairs, while 07 (2.9%) respondents totally disagreed. Only 11 (4.6%) of the respondents were unsure whether or not traditional leaders were involved in community affairs. Based on the above information, it can be concluded that most respondents at 130 (54.1%) agreed that traditional leaders are involved in community affairs. This shows there is a good relationship between traditional leaders and local government in general, which will greatly help local authorities improve the delivery of basic services.

Table 4.9 Councillors encourages public participation in Vhembe District Municipality

#	Responses	Frequencies	Percentage
1	Strongly agree	97	40.4%
2	Agree	121	50.4%
3	Not sure	11	4.6%
4	Disagree	05	2.1%
5	Strongly disagree	06	2.5%
	TOTAL	240	100%

(Own Design, Matloga,2022).

Table 4.9 shows that out of 240 respondents, 121 (50.4%) respondents agreed that councillors encourage public participation in Vhembe District. Whereas 05 (2.1%) respondents disagreed with this statement. About 97 (40.4%) of the respondents strongly agreed that councillors encourage public participation in Vhembe Municipality, while 06 (2.5%) of the respondents disagreed with this statement. Only 11 (4.6%) of the respondents seemed unsure if the councillors encourage public participation in Vhembe District.

Table 4.10 The Community Based Organisation encourages public participation

#	Responses	Frequencies	Percentage
1	Strongly agree	61	25.4%
2	Agree	134	55.8%
3	Not sure	32	13.3%
4	Disagree	09	3.8%
5	Strongly disagree	04	1.7%
	TOTAL	240	100%

(Own Design, Matloga, 2022).

Table 4.10 shows that most of the respondents which is 134 (55.8%) agreed that the community-based organization encourages public participation, while only 09 (3.8%) respondents disagreed with this statement. A total of 61 (25.4%) respondents strongly agreed that community-based organizations encourage public participation, while 04 (1.7%)

respondents strongly disagreed with this statement. Thirty-two 32 (13.3%) of the respondents were unsure whether community-based organizations encourage public participation. Given the above information, it can be concluded that most respondents at 134 (55.8%) agreed that the community-based organization encourages public participation. Thirty-two 32 (13.3%) of the respondents said they were unsure if community-based organisations encourage public participation.

Table 4.11 Lack of consultation by the municipality causes poor service delivery

#	Responses	Frequencies	Percentage
1	Strongly agree	95	39.6%
2	Agree	117	48.8%
3	Not sure	07	2.9%
4	Disagree	11	4.6%
5	Strongly disagree	10	4.1%
	TOTAL	240	100%

(Own Design, Matloga,2022).

Table 4.11 revealed that out of 240 respondents, nearly half 117 (48.8%) of the respondents agreed with the statement that lack of consultation by the municipality causes poor service delivery, while only 11 (4.6%) respondents disagreed with the statement. A total of 95 (29.6%) respondents strongly agreed with the statement and 10 (4.1%) respondents strongly disagreed with the statement, followed by seven 07 (2.9%) who were not sure whether lack of consultation by municipality causes poor service delivery. The conclusion can be drawn from the above information that many respondents at 117(48.8%) agreed with the statement that lack of consultation by the municipality causes poor service delivery.

Table 4.12 Lack of public participation put public in disadvantage when coming to basic Service delivery

#	Responses	Frequencies	Percentage
1	Strongly agree	112	46.7%
2	Agree	111	46.2%
3	Not sure	02	0.8%
4	Disagree	07	2.9%

5	Strongly agree	08	3.4%
	TOTAL	240	100%

(Own Design, Matloga,2022).

Table 4.12 shows that out of 240 respondents, majority which is 112 (46.7%) of the respondents strongly agreed that lack of public participation puts the public at a disadvantage when it comes to the delivery of basic services, while 08 (3.4%) respondents totally disagreed with this statement. About 111 (46.2%) respondents agreed with the statement while 07 (2.9%) disagreed with the statement. Two 02 (0.8%) respondents were unsure about the statement that a lack of public participation puts the public at a disadvantage when it comes to the delivery of essential services. From the statistics above, it can be concluded that most respondents, 112 (46.7%), totally agreed that a lack of public participation puts the public at a disadvantage when it comes to the delivery of essential services.

4.2.2.2 The role of public participation in the improvement of basic service delivery in Vhembe District Municipality

This theme presents the information about the role of public participation in the improvement of basic service delivery in Vhembe District Municipality. The information in this theme is presented in graphical and tubular format, frequencies, and percentage, followed by discussion of the findings, analysis, and interpretation. By posing this question the researcher intended to determine the role of public participation and the way in which public participation can improve basic service delivery within the municipalities.

This topic provides information about the role of public participation in improving the delivery of essential services in Vhembe District Municipality. The information in this topic is presented in graphical and tubular format, frequencies, and percentages, followed by a discussion of the results, analysis, and interpretation. With this question, the researcher wanted to determine the role of civic participation and the ways in which civic participation can improve basic services in communities.

Table 4.13 Public participation plays an important role in the improvement of basic Service delivery

#	Responses	Frequencies	Percentage
1	Strongly agree	122	50.8%

2	Agree	108	45%
3	Not sure	02	0.8%
4	Disagree	04	1.7%
5	Strongly disagree	04	1.7%
	TOTAL	240	100%

(Own Design, Matloga,2022).

Table 4.13 shows that just more than half of the respondents, 122 (50.8%), strongly agreed that public participation plays an important role in improving basic services, while 04 (1.7%) respondents strongly disagreed with this statement. A total of 108 (45%) respondents agreed with the statement while 04 (1.7%) respondents disagreed with the statement. Just 02 (0.8%) respondents were unsure of the statement. Based on the information provided, it can be concluded that many respondents, 122 (50.8%), strongly agreed that public participation plays a crucial role in improving primary services. The statistics showed that the statement was supported by many respondents who took part in the study.

Table 4.14 Members of the public are committed to participate in municipal affairs (projects)

#	Responses	Frequencies	Percentage
1	Strongly agree	64	26.7%
2	Agree	128	53.3%
3	Not sure	24	10%
4	Disagree	21	8.8%
5	Strongly disagree	03	1.2%
	TOTAL	240	100%

(Own Design, Matloga, 2022).

Table 4.14 shows that out of 240 respondents, 128 (53.3%) respondents agreed that public feel obliged to be involved in municipal affairs (projects), while 21 (8.8%) respondents disagreed with this statement. About 64 (26.7%) respondents strongly agreed with this statement, while 03 (1.2%) respondents disagreed with this statement. 24 (10%) respondents were unsure about the statement that citizens are committed to participating in

municipal affairs (projects). From the above statistics it can be concluded that most of those questioned, at 128 (53.3%), agreed with the statement that public are committed to participating in municipal affairs (projects). There were large numbers of respondents who were unsure or who disagreed that the public has an obligation to participate in municipal affairs.

Table 4.15 Public structures play an important role in public participation

#	Responses	Frequencies	Percentage
1	Strongly agree	83	34.6%
2	Agree	134	55.8%
3	Not sure	12	05%
4	Disagree	06	2.5%
5	Strongly disagree	05	2.1%
	TOTAL	240	100%

(Own Design, Matloga, 2022).

Table 4.15 shows that out of 240 respondents, majority 134 (55.8%) of the respondents agreed that public structures play an important role in public participation, while 06 (2.5%) respondents disagreed. About 83 (34.6%) respondents strongly agreed with the statement, while 05 (2.1%) respondents strongly disagreed with this statement. Just 12 (5%) of the respondents were unsure of the statement. From the above information it can be concluded that the majority of respondents at 134 (55.8%) agreed that public structures play an important role in public participation. There were only 12 (5%) respondents who participated in the study, who indicated that they were unsure of the statement.

Table 4.16 Municipality consult members of the public about council meetings

#	Responses	Frequencies	Percentage
1	Strongly agree	71	29.6%
2	Agree	132	55%
3	Not sure	19	7.9%
4	Disagree	11	4.6%
5	Strongly disagree	07	2.9%

	TOTAL	240	100%
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(Own Design, Matloga,2022).

Table 4.16 shows that out of 240 respondents, majority of the respondents,132 (55%) agreed that the municipality should consult the public about council meetings, while 11 (4.6%) disagreed. A total of 71 (29.6%) respondents strongly agreed with the statement, while seven 07 (2.9%) respondents strongly disagreed with this statement. Only 19 (7.9%) of the respondents were not sure about the statement. From the above statistic, it can be concluded that many respondents at 132 (55%) agreed that municipality consult the public at council meetings as it allows stakeholders and members of the public to contribute to local authorities through public participation and the improvement of basic services in the municipalities.

Table 4.17 Traditional leaders work hand in hand with the municipality to improve basic Service delivery

#	Responses	Frequencies	Percentage
1	Strongly agree	82	34.2%
2	Agree	133	55.4%
3	Not sure	13	5.4%
4	Disagree	09	3.8%
5	Strongly disagree	03	1.2%
	TOTAL	240	100%

(Own Design, Matloga, 2022).

Table 4.17 shows that out of 240 respondents, most of them 133 (55.4%) agreed that traditional leaders to together with public members to improve the delivery of basic services, while only 09 (3, 8%) respondents disagreed with this statement. A total of 82 (34.2%) respondents strongly agreed with this statement, while 03 (1.2%) respondents strongly disagreed with this statement. Only 13 (5.4%) of the respondents were not sure about the statement. From the above statistics, it can be concluded that most respondents at 133 (55.4%) agreed that traditional leaders work hand-in-hand with the community to improve essential service delivery.

Table 4.18 Lack of public participation causes public protest and political instability

#	Responses	Frequencies	Percentage
1	Strongly agree	110	45.8%

2	Agree	118	49.3%
3	Not sure	03	1.2%
4	Disagree	03	1.2%
5	Strongly disagree	06	2.5%
	TOTAL	240	100%

(Own Design, Matloga, 2022).

Table 4.18 shows that a total of 118 (49.3%) out of 240 of the respondents, agreed that lack of public participation leads to public protest and political instability, while 03 (1.2%) respondents disagreed. Another 110 (45.8%) of the respondents totally agreed with the statement, while 06 (2.5%) respondents totally disagreed with this statement. Only 03 (1.2%) respondents were unsure whether lack of public participation leads to public protest and political instability. From the above statistics it can be concluded that most of the respondents at 118 (49.3%) agreed that lack of public participation leads to public protest and political instability.

Table 4.19 Lack of public participation causes poor basic service delivery

#	Responses	Frequencies	Percentage
1	Strongly agree	100	41.7%
2	Agree	128	53.3%
3	Not sure	02	0.8%
4	Disagree	04	1.7%
5	Strongly disagree	06	2.5%
	TOTAL	240	100%

(Own Design, Matloga, 2022).

While most respondents at 128 (53.3%) agreed that lack of public participation leads to poor service delivery, just four 04 (1.7%) respondents disagreed. One hundred 100 (41.7%) of the respondents strongly agreed with the statement, while six 06 (2.5%) respondents strongly disagreed with this statement. Two 02 (0.8%) respondents were unsure whether or not lack of public participation resulted in poor service delivery. From the above information it can be

concluded that many respondents at 128 (53.3%) agreed that lack of public participation leads to poor service delivery.

4.2.2.3 Strategies that can be used to address the challenges facing basic service

Delivery at Vhembe District Municipality

In this theme, the researcher presents the data on the strategies that can be used to address the basic service delivery in Vhembe District Municipality. Information on this topic was presented graphically in tabular form, frequencies and percentages were followed by brief discussions of the results.

Table 4.20 There are resources to capacitate members of the public to participate actively in municipal affairs

#	Responses	Frequencies	Percentage
1	Strongly agree	39	16.2%
2	Agree	133	55.5%
3	Not sure	34	14.2%
4	Disagree	32	13.3%
5	Strongly disagree	02	0.8%
	TOTAL	240	100%

(Own Design, Matloga, 2022).

Table 4.20 shows that most of the respondents 133 (55.5%) agreed that there are resources to capacitate both public and officials such as councillors to participate actively in municipal affairs, while 32 (13.3%) respondents disagreed with this statement. A total 39 (16.2%) respondents strongly agreed with this statement, while 02 (0.8%) respondents strongly disagreed. About 34 (14.2%) respondents were unsure that resources exist to capacitate the public to participate actively in municipal affairs. Based on the above statistics, most respondents at 133 (55.5%) agreed that there are resources to capacitate the public to participate actively in municipal affairs. Although most respondents, at 133 (55.5%), agreed that there are resources to capacitate the public to actively participate in municipal affairs, there are respondents who disagreed with the statement 32 (13.3%), strongly disagreed 02 (0.8%) 34 (14.2%), disagreed and some were not sure 34 (14.2%) which confirms that the

municipality still has a role to play in informing members that there are adequate resources to capacitate members.

Table 4.21 There is openness and transparency to participate towards decision-making Process

#	Responses	Frequencies	Percentage
1	Strongly agree	52	21.7%
2	Agree	148	61.7%
3	Not sure	20	8.3%
4	Disagree	13	5.4%
5	Strongly disagree	07	2.9%
	TOTAL	240	100%

(Own Design, Matloga,2022).

Table 4.22 shows that out of 240 respondents, most respondents at 148 (61.7%) of the study agreed that there is openness and transparency to participate towards decision-making process, whereas 13 (5.4%) respondents disagreed with the statement. This was followed by 52 (21.7%) respondents who strongly agreed with the statement, while 07 (2.9%) respondents strongly disagreed with the statement. Only 20 (8.3%) respondents were not sure whether there is openness and transparency to participate towards decision-making process or not. From the above statistics, a conclusion can be drawn that many respondents at 148 (61.7%) agreed with the statement that there is openness and transparency to participate towards decision-making process. There were 20 (8.3%) respondents who were not sure, 13 (5.4%) who disagreed and 07 who strongly disagreed with the statement.

Table 4.22 Public complaints are attended to satisfaction by the municipality

#	Responses	Frequencies	Percentage
1	Strongly agree	46	19.2%
2	Agree	141	58.8%
3	Not sure	14	5.8%
4	Disagree	34	14.2%
5	Strongly disagree	05	02%

	TOTAL	240	100%
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(Own Design, Matloga ,2022).

Table 4.22 shows that out of 240 respondents, many of them at 141 (58.8%) agreed with the statement that public complaints are attended to satisfaction by the municipal council, while 34 (14.2%) respondents disagreed with the statement. Another 46 (19.2%) respondents strongly agreed with the statement, while five 05 (02%) respondents strongly disagreed with the statement. The total of 14 (5.8%) respondents were not sure whether public complaints are attended to satisfaction by the municipal council or not. From the above information, it can be concluded that most respondents at 141 (58.8%) agreed with the statement that public complaints are attended to satisfaction by the municipality. Despite the fact that most of the respondents at 141(58.8%) agreed with the statement, there were 34 (14.2%) respondents who disagreed, 05 (02%) who strongly disagreed and 14(5.8%) who were not sure.

Table 4.23 Basic service delivery is done according to IDP and Service Delivery and Budget Implementation Plan (SDBIP)

#			
1	Strongly agree	83	34.6%
2	Agree	137	57.1%
3	Not sure	07	2.9%
4	Disagree	10	4.2%
5	Strongly disagree	03	1.2%
	TOTAL	240	100%

(Own Design, Matloga, 2022).

Data captured in table 4.23 confirms that more than fifty percent 137 (57.1%) of the respondents agreed with the statement that basic service delivery is done in accordance with IDP and SDBIP, while 10 (4.2%) respondents disagreed with the statement. A total of 83 (34.6%) respondents strongly agreed with the statement, while 03 (1.2%) respondents strongly disagreed with the statement. Just 07 (2.9%) respondents were not sure about the statement that basic service delivery is done in accordance with Integrated Development Plan (IDP) and Service Delivery and Budget Implementation Plan (SDBIP). In conclusion, based on the statistics above most respondents at 137 (57.1%) agreed with the statement that basic service delivery is done in accordance with IDP and SDBIP. There are 07 (2.9%) respondents

who were not sure, followed by 10 (4.2%) who disagreed and 03 (1.2) who strongly disagreed with the statement.

Table 4.24 Municipality ensures that the public are aware of Integrated Development Plan (IDP) meetings

#	Responses	Frequencies	Percentage
1	Strongly agree	93	38.8%
2	Agree	132	55%
3	Not sure	06	2.5%
4	Disagree	07	2.9%
5	Strongly disagree	02	0.8%
	TOTAL	240	100%

(Own Design, Matloga, 2022).

Table 4.24 shows that a majority 132 (55%) of the respondents agreed that the municipality ensures that the public is informed about IDP meetings, while 07 (2.9%) respondents disagreed with the statement. A total of 93 (38.8%) respondents strongly agreed with the statement, while 02 (0.8%) respondents strongly disagreed with this statement. Only 6 (2.5%) were unsure whether the municipality ensures that the public is informed about meetings of IDPs. From the above information it can be concluded that most respondents, that is 132 (55%) agreed that the municipality ensures that the public is informed about IDP meetings. Statistics show that local authorities do ensure that the public is informed about IDP meetings, although few respondents disagree, and some were not sure that the public is informed about IDP meetings. By attending IDP meetings, members of the public are expected to gain more knowledge and ideas about public development projects and the prioritization of essential services, including the timeline for when the services will be delivered to them.

Table 4.25 Members of the public are informed about Integrated Development Plan (IDP) Meetings

#	Responses	Frequencies	Percentage
1	Strongly agree	90	37.5%
2	Agree	132	55%

3	Not sure	07	2.9%
4	Disagree	06	2.5%
5	Strongly disagree	05	2.1%
	TOTAL	240	100%

(Own Design, Matloga, 2022).

In table 4.25, most at 132 (55%) out of 240 respondents agreed with the statement that members of the public are informed about IDP meetings, while 06 (2.5%) respondents disagreed with the statement. The total of 90 (37.5%) respondents strongly agreed whereas only 05 (2.1%) respondents strongly disagreed with the statement. Just 07 (2.9%) respondents were not sure with the statement that members of the public are informed about IDP meetings. Thus, based on the above statistics it can be concluded that, many respondents at 132 (55%) agreed with the statement that members of the public are informed about IDP meetings.

4.3 ANALYSIS OF DATA COLLECTED THROUGH INTERVIEW

This section presents data collected through interviews and was divided in two sections; section A provides the biographical details of participants and section B is on the public participation in Vhembe District Municipality. The researcher used note taking during the interview sessions. This study was conducted to answer research questions that arose from the challenges of public participation in the improvement of basic service delivery in VDM; the role of public participation in the improvement of basic service delivery in VDM and strategies that can be used to address the challenges facing basic service delivery in VDM. The collected data were presented in a narrative form followed by a brief discussion.

This section presents data collected through interviews and has been divided into two sections, Section A with the biographical details of the participants and Section B with the involvement of the public in the VDM. The researcher took notes during the interview session to be used during data analysis. This study was conducted to answer research questions arising from the challenges of public participation in improving the delivery of basic services in the Vhembe District Municipality (VDM); the role of public participation in improving basic services in VDM and strategies that can be used to address the challenges faced by basic service delivery in VDM. The data were presented in a narrative form, followed by a brief discussion.

4.3.1 Section A: Biographical details of participants

In this section, the researcher presents the biographical details of the participants who attended the interview session of the study. The information in the form of frequencies and percentages has been presented in graphical tube format below:

Table 4.26 Biographical details of participants who participated in interview session

Participants	Gender	Age	Position	Educational qualification	Municipality
A	Female	41-50 Years	Councillor	Diploma/degree	VDM
B	Male	51-60 Years	Municipal manager	MTech/ master's degree	Thulamela
C	Male	51-60 Years	CBO Rep	Diploma/ Degree	Collins Chabane
D	Male	51-60 Years	CDW	Diploma/ Degree	Thulamela
E	Female	31-40 Years	Internal Audit Manager	Diploma/ Degree	Collins Chabane
F	Male	51-60 Years	Traditional Leader	B. Tech/ Honours degree	Makhado
G	Male	41-50 Years	Municipal manager	Diploma/ Degree	Makhado
H	Male	51-60 Years	Public Participation Manager	Diploma/ Degree	Makhado
I	Female	51-60 Years	Municipal manager	MTech/ master's degree	VDM
J	Male	31-40 Years	Municipal manager	MTech/ master's degree	Musina

(Own Design, Matloga, 2022).

Table 4.26 above, presents the biographical information of the participants who participated in the interview sessions. The information is presented in terms of gender, age, position, educational qualifications, and the municipality where the participants belong to. The

participants B, C, D, F, G, H and J were males. It was intended by the researcher that there will be equal distribution of instruments in terms of gender, but during data collection it was discovered that most participants during the interview sessions were males. Whereas three participants A, E and I were females. This gives the impression that Vhembe District Municipality together with its local municipalities hired more males than females.

Data sources revealed that most of the respondents are between the ages of 51-60 years, which clearly shows that older people are the one who are more involved in public participation in the VDM unlike the youth and middle age who constituted the small number of participants. Municipal Managers of Vhembe District Municipality, Thulamela Local Municipality, Makhado Local Municipality and Musina Local Municipality were interviewed during data collection, except the Municipal Manager for Collins Chabane Local Municipality who was not available to be interviewed during interview sessions. Makhado Local Municipality who was represented by the Municipal Manager, Public Participation Manager and Traditional leader was more represented during interview session than other municipalities. followed by Vhembe District Municipality, Thulamela Local Municipality and Collins Chabane Local Municipality who all have two participants during interview session. Only Musina Local Municipality was represented by one member who is the by Municipal Manager during interview session.

4.3.2 Section B: Public participation in Vhembe District Municipality

This section presents data on public participation in VDM, and the information were presented in narrative form followed by synthesis information. This section was divided into three themes which arose from the objectives of the study, namely, challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality, the role of public participation in the improvement of basic service delivery in Vhembe District Municipality and the strategies that can be used to improve basic service delivery in Vhembe District Municipality.

Table 4.27 Questions and sub-questions on public participation in Vhembe District Municipality

#	MAIN QUESTION	#	SUB-QUESTION
6	What are the challenges of public participation in the improvement of	6.1	What are the causes of the challenges of public participation in the

	basic service delivery in Vhembe District Municipality?		improvement of basic service delivery in Vhembe District Municipality?
7	What are the roles of public participation in the improvement of basic service delivery in Vhembe District Municipality?		
8	What are the strategies that can be used to address the challenges facing basic service delivery in Vhembe District Municipalities?		

(Own Design, Matloga, 2022).

4.3.2.1 Question 6: What are the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality?

The first question sought to find out the challenges of public participation in the improvement of basic service delivery in the VDM. When the question was asked to the participants, the researcher wanted to determine the challenges of public participation in the improvement of basic service delivery. During interviews, participants indicated that there were many challenges which prevent effective public participation and basic service delivery within VDM, and this is how they expressed them.

Participant A:

The participant indicated that the challenges are caused by community perception about the government and that the public is reluctant to participate in the municipality because of empty promises made by the government.

Participant B:

“Poor attendance by stakeholders, poor understanding of processes, and poor understanding of responsibilities on who is responsible for what in local and district municipalities causes challenges in the improvement of basic service delivery”.

Participant C:

Participant replied that challenges are caused by members of the public who are reluctant to attend public participation meetings and when those who attend the meeting have no idea of what is happening in the municipality.

Participant D:

“To my observation stakeholders are not consulted, feedback of the decision agreed upon on public participation is not conveyed back to the people, inadequate financial resources, inadequate human resources, time-consuming and not taking into consideration the public inputs are the main challenges of public participation in Vhembe District Municipality.”

Participant E:

“People do not attend public participation meetings as it is time-consuming, lack of consultation by the municipality, financial constraints, and lack of resources to capacitate members of the community and stakeholders to attend the meeting.”

Participant F:

Participant F replied by saying that the timing and invitation of public participation meetings is a challenge as in most cases most people are at work. Those who attend have no idea about municipal affairs.

Participant G:

“I can say, there are no challenges of public participation as the district is centralised with all local municipalities in terms of mobilizing members of the public to attend every event of the municipality”.

Participant H:

Participant replied by saying that “the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality are mostly because of poor management from different departments in the municipality.

Participant I:

Participants indicated that stakeholders do not attend public participation *Imbizos*, or meetings as expected. Those who attend do not participate meaningfully as they lack understanding of local government administration.

Participant J:

"I can say the main challenge encountered by the municipality on public participation is poor attendance by active and vibrant youth structures of the community. The municipality is constantly meeting with elderly citizens and structures representing senior citizens.

Both participants A and C indicated that members of the public are reluctant to attend public participation meetings because of empty promises by the government and those who attend meetings have no idea of what is happening in the municipality. Participant A further indicates that challenges of public participation are caused by community perception of government. Similarly, participants B and I raise the issue of poor attendance by stakeholders as they do not attend public participation meetings as expected. Participant B further indicates that poor understanding of municipality processes and a poor understanding of responsibilities on who is responsible for what in local and district municipalities. Participants D and E indicated that the lack of stakeholder consultation by the municipality poses a challenge to public participation and the improvement of basic service delivery. Participants D further indicated that failure to provide feedback to the public on decisions that were agreed upon between the municipality and members of the public is a challenge. Participants D further indicates that feedback on the decision agreed upon on public participation meetings is not conveyed back to the people. The issues of inadequate financial resources, inadequate human resources and not taking public input into account when making decisions within the municipality is another challenge. Participants D and E also raised the issue of time consumption, indicating that public participation meetings are time-consuming and as such people do not attend. Participant E highlighted the issue of financial constraints and lack of resources to capacitate members of the public and stakeholders to attend meetings.

Participant F mentioned that the timing and invitation of public participation meetings is a challenge as in most cases people are at work and participants are ignorant of community affairs. Participant F was supported by participants C and I who indicated that the participants in the meeting had no idea what was happening in the community and did not participate meaningfully as they did not understand the local government administration. Participant G pointed out that there are no challenges for public participation in the VDM as the district municipality is centralized with all local municipalities in order to mobilize the public to participate in all municipality events. Participant H pointed out that the challenges in involving the public in improving basic services in the municipality of Vhembe district stem from poor management in the municipality. Participants I add by saying that those who attend public participation meetings do not participate meaningfully as they have no understanding of local government administration. Participant J mentioned that the challenges occur due to the low

participation of active and vibrant youth structures and the community constantly meeting with senior citizens and structures representing seniors.

4.3.2.1.1 Sub-question 6.1: what are the causes of the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality?

The second question is a sub-question that arose from the challenges of public participation in improving basic services in the VDM. This sub-question aimed to identify the root causes of the challenges of public participation in improving essential service delivery, and participants revealed the following in an interview session:

Participant A:

“The main causes of these challenges of public participation in Vhembe District Municipality are empty promises by government and that government is not doing according to the White Paper on Public Service Transformation, 1997 by implementing the principles of *Batho-Pele*.”

Participant B:

“Time scheduled for meetings, community leaders who are not educated or have a school background. Poor understanding of the bigger picture in the district and local municipality are the main causes of challenges of public participation.”

Participant C:

Participant C replied that lack of service delivery makes members of the public angry against the government and as such, they don't want to hear anything about the municipality and public participation.

Participant D:

“I can say lack of skill, facilitators or administrators who organise public engagement process is not equipped with relevant skills. Low efficiency, participating in public meetings is usually not a priority for members of the public compared to their household duties. Members of the public show low interest in public participation meetings and language barriers are the main causes of the challenges.”

Participant E:

“To me, the causes of challenges of public participation are lack of education, language barrier, and failure of the municipality to provide basic service to the community”.

Participant F:

Participant F indicated that the cause is the time of the public participation meeting as it mostly happens during the week when most people like intellectuals were not available because of their work and only a few and those who are not employed attend the meetings.

Participant G:

According to participant G, there are no causes of the challenges of public participation in Vhembe District Municipality as the district and local municipalities work hand in hand to ensure that communities attend every meeting of the municipality.

Participant H:

“Lack of staff and unqualified personnel within the municipality who are responsible with the matters of basic service delivery.”

Participant I:

Participant, I indicated that a lack of understanding of local government administration poses a cause of challenges to public participation, and community structures do not represent the community, but individual needs or personal interest.

Participant J:

“The ignorance by youth, lack of information by youth and poor understanding of municipal procedures.”

Participants B and F mentioned that the cause of challenges of public participation is the time scheduled for public participation meetings as most of the meetings happened during the week when most people including civil servants are at work, and only a few individuals and those who are unemployed become the one who attends meetings. Both participants B and E also mentioned lack of education as a cause of challenges to public participation in the VDM.

Participants C and E replied that the lack of basic service delivery by municipalities makes members of the public angry and turns members of the public against local government and as such people do not want anything to do with the municipality and public participation. Participants D and E stated language barrier as another one of the challenges to public participation. Participant B indicated that poor understanding of the bigger picture in the district and local municipality. Participant A indicated that local government must do according to the White Paper on Public Service Transformation of 1998, which is commonly known as the

Batho-Pele White Paper. Participant A further indicated that empty promises by the government are the main cause of challenges to participation.

Participant D also pointed out that lack of skills is a major challenge because, as facilitators or administrators responsible for organizing public engagement do not have the appropriate skills to perform their duties. Participant D goes further and notes low efficiency as a challenge because attending public participatory meetings is not usually a priority for members of the public compared to doing their homework. Participant G pointed out that there are no public participation problems in the VDM as the district municipality works hand in hand with the local municipalities to ensure that members of the public attend all public participation meetings in the district. Participant H cited a lack of staff and unqualified staff within the community as a cause of public participation challenges. While participant I mentioned a lack of understanding of local governance and community structures that do not represent the best interest of the community, individual and personal interests are the main source of challenges in public participation. Participant J pointed to ignorance among young people, lack of information among young people and lack of understanding of municipal procedures. Participant J also pointed out that the municipality itself poses challenges for public participation in improving the provision of basic services in the VDM.

4.3.2.2 Question 7: What are the roles of public participation in the improvement of basic service delivery in Vhembe District Municipality?

The third question sought to find out the roles of public participation in the improvement of basic service delivery in the VDM and the participants revealed the following:

Participant A:

“Public participation enhances service delivery, through public participation government can consult with the public about the change of ideas and how things can be done better to improve the lives of the community.”

Participant B:

Participant B replied that the role of public participation is to get buy-in from community members, prioritize community needs, and involve communities in their issues which create a sense of ownership of development projects within the municipality.

Participant C:

“Public participation improves and speed-up service delivery. Public participation gives members of the public the information and knowledge they need about Integrated Development Plan (IDP) and other municipality plans.”

Participant D:

“To me, public participation plays an important role in managing conflict, increases accountability by the municipality, promotes democracy, and gives feedback on municipal decision-making processes”.

Participant E:

“Mm, I think public participation plays an important role in improving the delivery of basic services to members of the public, gives information, and encourages community involvement in the matters of the municipality.”

Participant F:

“I can say, public participation plays an important role in the identification of public needs and the prioritization of those needs and the inclusion of those needs in the municipality five years plan.”

Participant G:

Participant G replied that the role of public participation is to convene mayoral *imbizos* every quarter and invite sectoral departments such as South African Social Service Agency (SASSA), home affairs, and other departments to render services to the public free of charge.

Participant H:

“The role of public participation in the improvement of basic service delivery in the municipality is to educate communities on budgetary processes and to make them understand how the Integrated Development Plan (IDP) of the municipality works.”

Participant I:

“I can say, is to help the community structures to participate in the development of the municipality by getting involved in the Integrated Development Plan (IDP) and budget process and policy-making processes.”

Participant J:

Sharing of information, transparency, and openness by government, prioritization of community needs, and the involvement of the community in the matters that affect them to reach an amicable solution on how to improve basic service delivery.

Regarding the role of public participation in improving the provision of basic services, both participants A and E indicated that public participation improves the provision of basic services. Participant A also pointed out that through public participation, the government consults the public about changing attitudes and how things can be done better to improve the life of the community. Participants B and J mentioned that public participation plays an important role in prioritizing community needs and involving them in its affairs, which creates a sense of ownership of the Community development projects. Participant B mentioned that public participation plays an important role in gaining support from community members. Participant C, along with Participant I, pointed out that public participation provides community members with information and knowledge about the municipal's Integrated Development Plan (IDP) and other municipal plans. Participants H and I are informed at public participation meetings about the municipal budget process and the functioning of the municipality's Integrated Development Plan (IDP). Participant C also pointed out that public participation improves and speeds up the process of service delivery. Participant D mentioned that public participation plays an important role in managing conflict, increasing accountability, promoting democracy, and providing feedback to the public on municipal processes.

Another important point was raised by participant E who noted that public participation provides information and promotes community involvement in community affairs. Participant F mentioned that public participation plays an important role in identifying public needs so that municipalities can prioritize those needs according to the IDP. Participant G pointed out that public participation meetings/gatherings bring public services closer to people as government departments such as the South African Social Service Agency (SASSA), Home Affairs and many other government departments and semi-government bodies are invited to provide services to members of the public for free. Participant J further pointed out that the role of public participation is to share information with members of the public, ensure openness and transparency on the part of government, and involve the community and community stakeholders in the issues affecting them to enable them to find an amicable solution on how to improve the provision of basic services.

4.3.2.3 Question 8: What are the strategies that can be used to address the challenges facing basic service delivery in Vhembe District Municipality?

The final question sought to find out the strategies that can be used to address the challenges facing basic service delivery in the VDM and the participants interviewed indicated their experiences in this way:

Participant A:

“The implementation of *Batho-Pele* principles and consultation can work as strategies to address the challenges facing basic service delivery in Vhembe District Municipality.”

Participant B:

“Introduction and implementation of Integrated Development Plan (IDP), budget and partnership between municipalities and members of the community.”

Participant C:

Participant C replied that the implementation of *Batho-Pele* principles, the introduction of the IDP Forum, and engaging with all stakeholders that exists within the municipality can work as the strategy to address challenges of basic service delivery in the Vhembe District municipality.

Participant D:

“I can say, adhering to *Batho-Pele* principles, supply of effective and enough human resource, effective and effective communication and monitoring and evaluation processes by the municipalities can be the strategies to address challenges facing public participation in Vhembe District Municipality.”

Participant E:

“The mayoral *imbizo* outreach programs, involvement of all stakeholders, and the implementation of *Batho-Pele* principles can work as the strategies that can be used to improve basic service delivery in Vhembe District Municipality.”

Participant F:

“The IDP Forum can be used to address and prioritize burning issues of the community such as water and sanitation, electricity, and roads and to ensure that those issues are implemented within five years as per the municipality Integrated Development Plan (IDP).”

Participant G:

“To me, IDP forum, pastor’s forum and organised community-based organisation can be the strategies that can be used to address challenges of public participation and the delivery of basic services in Vhembe District Municipality.”

Participant H:

“Recruitment of qualified personnel into the strategic positions in a different department within the municipality and training of employees can work as strategies to address the challenges of basic service delivery.”

Participant I:

Participant I replied by saying that the implementation of the approved IDP and Service Delivery Budget Implementation Plan (SDBIP), monitoring and evaluation, and Performance Management Systems (PMS) in terms of the PMS framework can be used as strategies to address challenges facing basic service delivery in Vhembe District Municipality.

Participant J:

“Community awareness, effective ward committees, community mass-meetings and benchmarking with other municipality can be strategies to address challenges facing public participation and the delivery of basic service delivery in Vhembe District Municipality.”

The contributions made by participants A, C, D, and E focused on the issue of the implementation of *Batho-Pele* principles whereas participants B, C, F G, and I indicated that implementation of the Integrated Development Plan (IDP) and the formation of IDP Forums can be used as the strategy to address challenges of basic service delivery. Participant B further indicated that the introduction of a budget and partnership between the municipality and members of the public can be the strategies to address challenges facing basic service delivery. Participant C indicated the introduction of Integrated Development Plan (IDP) Forums and engagement of all stakeholders within the municipality. Participant D further mentioned that the supply of effective and enough human resources, efficient and effective communication, monitoring, and evaluation processes by municipalities can be used to address the challenges.

Participant E mentioned that the Mayoral *imbizo* outreach programs can be used as strategies to address the challenge of basic service delivery. Participant F further indicated that the prioritization of burning issues of the community such as water and sanitation, electricity, and roads can work as a strategy to address challenges facing basic service delivery in Vhembe.

District Municipality. Participant G mentioned that Pastors Forum and Community-Based Organisations can be used as strategies to address challenges. Participant H mentioned that recruitment of qualified personnel into strategic positions and training of employees can work as a strategy to address challenges of basic service delivery. Participant I highlighted the implementation of IDP together with Service Delivery Budget Implementation Plan (SDBIP), monitoring and evaluation, Performance Management System (PMS) and Performance Management framework can be used to improve service delivery in the VDM. Finally, participant J indicated that community awareness, effective ward committees, community mass meetings and benchmarking with other municipalities can work as a strategy to address the challenges of basic service delivery.

4.4 CONCLUSION

This chapter discussed the analysis and interpretation of data collected through questionnaires and interviews by discussing the responses of the sample population to gain an understanding of the nature of the research findings focusing on the role of public participation in improving basic service delivery in the VDM. This chapter was divided into two sections namely; analysis of data collected through questionnaires and analysis of data collected through interviews. The research data obtained from respondents through questionnaires were tabulated, using frequencies and percentages followed by a brief analysis of the results. The data collected through the interview plan was presented in a narrative form, followed by a brief analysis of the response. The data obtained showed that there is a lack of public participation and improvement of basic services in the VDM. The next part of the research presents the discussions of results, conclusions, and recommendations of the research results for further research projects and recommendations to other district municipalities to prioritise public participation as strategy to improve the delivery of basic services in the municipalities.

CHAPTER 5

FINDINGS, SYNTHESIS, RECOMMENDATIONS, LIMITATIONS AND CONCLUSIONS

5.1 INTRODUCTION

The previous chapter focused on the presentation, analysis, and interpretation of collected data. The discussions were held based on the responses from the sample population to provide information and understanding of the research findings on the role of public participation in improving the delivery of basic services in the VDM. This chapter presents the research findings, recommendations, and conclusions, as well as recommendations for future research studies on a related topic. This chapter presents the result of the research and summarizes the main findings of the study.

5.2 THE OVERVIEW OF THE STUDY

This study looks at the role of public participation in improving basic services in the VDM. The study was undertaken to answer the research questions arising from the challenges of public participation in improving basic services in Vhembe District Municipality; the role of public participation in improving basic services in Vhembe District Municipality and the strategies that can be used to address the challenges faced by basic services in Vhembe District Municipality. The researcher reviewed the relevant literature on the role of public participation and basic service delivery. The researcher applied a mixed research method in which both quantitative and qualitative research methods were used to collect the research data. The non-probability sampling technique and the subtype of the targeted sampling method were used to target the respondents and participants in the study. The researcher used a structured questionnaire to collect quantitative data and open-ended interview questions to collect qualitative research data.

The data collected was analysed using two data analysis methods, namely statistical and thematic data analysis, and the information was presented in graphical tables in the statistical analysis to show the respondents' responses in terms of frequencies and percentages. Also, thematic analysis was used to present data in narrative form to show participants' responses, followed by a brief discussion of the results. The specific objectives of the study were;

- To determine the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality.
- To identify the role of public participation in the improvement of basic service delivery in Vhembe District Municipality.

- To recommend the strategies that can be used to improve basic service delivery in Vhembe District Municipality.

The critical research questions of this study attempted to answer the following:

- What are the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality?
- What are the roles of public participation in the improvement of basic service delivery in Vhembe District Municipality?
- What are the strategies that can be used to address the challenges facing basic service delivery in Vhembe District Municipality?

5.3 MAJOR FINDINGS OF THE STUDY

This section covers the major findings of the study based on the specific objectives of the study. The three specific objectives of the study benchmarked the realisation of the main aim of the study to identify the challenges facing public participation in the improvement of basic service delivery in Vhembe District Municipality, to determine the role of public participation in the improvement of basic service delivery in Vhembe District Municipality and to recommend the strategies that can be used to address the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality. From the interview schedule, the research added a posing sub-question that addresses the causes of challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality.

Next are the key findings of the study based on the specific objectives of the study. The three specific objectives of the study compared the achievement of the main objective of the study which are to identify the challenges faced by public participation in improving the delivery of basic services in Vhembe District Municipality, to assess the role of public participation in the improvement of basic delivery of basic services in Vhembe District Municipality and to recommend strategies that can be used to address the challenges of public participation in improving the delivery of basic services in Vhembe District Municipality. From the interview plan, the research added a provocative sub-question addressing the root causes of the challenges of public participation in improving the delivery of basic services in Vhembe District Municipality.

5.3.1 Major findings on the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality

The first objective of the study sought to identify challenges of public participation in the improvement of basic service delivery in VDM, and the results of the study confirm that 129 (53.8%) respondents agreed that the municipality consults members of the public in any process or development, which shows a good relationship between members of the public and the municipality. The results further revealed that 128 (53.1%) respondents in the study agreed with the statement that members of the public are reluctant to attend meetings of service delivery, which results in few members who attend service delivery meeting in the VDM. The findings further revealed that traditional leaders are involved in the issues of the municipality, and a total of 130 (54.1%) respondents agreed with the statement, which clearly shows that indeed traditional leaders are involved in the issues of the municipality. Just above half of the respondents 121 (50.4%) agreed that councillors encourage public participation in the VDM. Most of the respondents, which is 134 (55.8%) in the study agreed that Community-Based Organisations (CBOs) encourage public participation in the improvement of basic service delivery. The study findings revealed that one hundred and seventeen 117 (48.8%) respondents agreed that lack of consultation by the municipality causes poor service delivery. An overwhelming majority, which comprised of more than 90% of the total numbers of respondents in the study strongly agreed that lack of public participation put the public at disadvantage when coming to basic service delivery in VDM.

From the interviews that were carried out to determine the challenges of public participation in the improvement of basic service delivery in VDM, the study findings revealed that challenges of public participation arose from the community's perception of government and empty promises made by the government which leads people to become reluctant to attend public participation meeting. The findings of the study revealed poor attendance by community members and stakeholders, poor understanding of municipal processes, and poor understanding of responsibility on who is responsible for what in local and district municipalities. In the findings, the study revealed that members of the public who attend meetings of public participation have no idea of what is happening in the municipality. The research findings further found out that lack of consultation, inadequate financial resources, inadequate human resources, and failure by the municipality to give feedback and take into consideration the inputs of the public during public participation meeting pose a challenge.

From the interviews conducted to identify the public participation challenges in improving basic services in Vhembe District Municipality, the study results indicated that the public participation

challenges arose from the community's perception of government and empty promises made by the leading government which makes people to be reluctant to attend public participation meetings. The results of the study showed poor participation by community members and stakeholders, poor understanding of municipal processes, and poor understanding of who is responsible for what in local and district municipalities. The results of the study revealed that members of the public who attend civic engagement meetings have no idea what is happening in the municipality. The study results further indicated that a lack of consultation, insufficient financial resources, insufficient human resources, and the municipality's failure to provide feedback and consider the public's input during the public participation meeting pose a challenge.

The finding through interviews further revealed that the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality are when people do not attend the public participation as it is time-consuming and lack resources to capacitate members of the public and stakeholders to attend public participation meetings. The findings also revealed that poor management from different departments within the municipality poses a challenge to the improvement of basic services. The findings of the study revealed that the stakeholders do not attend public participation gatherings/ meetings as expected and those that attend do not participate meaningfully as they lack knowledge and understanding of local government administration. The findings also revealed that poor attendance by active and vibrant youth structures in public participation meetings poses a challenge to public participation in the improvement of basic service delivery in Vhembe District Municipality. From the above findings it can be concluded that municipalities in Vhembe District municipality need to work with members of the public and all the stakeholders to ensure the improvement of basic services through public participation.

5.3.1.1 Major findings on the causes of the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality

The second question from the interview schedule was a sub-question that emerged from the first question that was carried out to ascertain the cause of the challenges facing public participation and the improvement of basic service delivery. The sub-question sought to identify the causes of the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality. The findings revealed that municipalities not working in accordance with *Batho-Pele* principles as documented in the White Paper on Public Service transformation, 1997 serve as one of the causes of public participation challenges. The findings of the study revealed that time is scheduled for meetings and community leaders who

do not have an educational background. The findings of the study revealed that lack of basic service delivery makes members of the public be angry against the municipality, which makes them not interested in municipal affairs and public participation. The findings further revealed that unskilled facilitators or administrators of public participation pose a cause of challenges.

The language barrier makes members of the public reluctant to attend public participation meetings and this municipality must use languages that are well understood by members of the public, for example in Vhembe District Municipality, municipalities can make use of Tshivenda, Tsonga, and Northern Sotho languages as a means of communication. The time scheduled for public participation meetings poses a problem as is mostly during the week and most people and intellectuals fail to attend due to work and only a few people who do not understand the operations of the municipality will be the ones to attend. Lack community awareness, poor attendance of youth, illiterate community leaders, poor understanding of municipal policies, and language barrier, which must give the municipality the idea of issuing messages and engaging members of the public with the language that they understand better. The study also revealed that lack of staff and appointment of unqualified personnel in strategic positions can cause challenges of public participation and the improvement of basic service delivery within the municipality. The findings revealed that lack of staff and unqualified personnel within the municipality pose a cause of challenges as the municipalities will be unable to perform their services effectively. Lack of understanding of local government administration by members of the public, make community structures do not represent the community members the way they were supposed to do but represent individual needs and their personal interests. The findings of the study also revealed that lack information and understanding of municipal procedures, and as such, they tend to be ignorant when coming to public participation meetings. This sub-question revealed that there are lot of causes of challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality, since participant raised more problems than solutions.

5.3.2 Major findings on the roles of public participation in the improvement of basic service delivery in Vhembe District Municipality

The second objective of the research sought to determine the role of public participation in the improvement of basic service delivery in Vhembe District Municipality. The research findings revealed that public participation plays an important role in the improvement of basic service delivery. The majority of respondents at one hundred and twenty-two 122 (50.8%) strongly agreed that public participation plays an important role in the improvement of basic service delivery in Vhembe District Municipality. The findings of the study revealed that most

respondents at one hundred and twenty-eight 128 (53.3%) agreed that members of the public are committed to participating in municipal affairs (projects). One hundred and thirty-four 134 (55.8%) respondents agreed that public structures play an important role in public participation. The finding shows that indeed public structures play an important role in public participation in VDM.

The findings of the study further revealed that out of 240 respondents, most respondents 132 (55%) agreed with the statement that the municipality consults members of the public about council meetings, and this shows that municipality consults members of the public about council meetings. One hundred and thirty-three 133 (55.4%) respondents agreed that traditional leaders work hand in hand with the municipality to improve basic service delivery and this shows that indeed traditional leaders work hand in hand with the municipality to improve basic service delivery. The findings revealed that the majority of respondents 118(49.1%) and 110(45.8%) respondents agreed and strongly agreed that lack of public participation causes public protest and political instability in Vhembe District Municipality. The findings of the study revealed that 128(53.3%) respondents agreed that lack of public participation causes poor basic service delivery.

From the interviews that were carried out to determine the roles of public participation in the improvement of basic service delivery in Vhembe District Municipality. The researcher found that public participation plays an important role in prioritizing the needs of the community and creating a sense of ownership by involving members of the public in development projects and on the matters that affect them within the municipality. The researcher found that public participation plays a role in getting buy-in from the community members and introducing communities to the new matters that affect them. The findings revealed that public participation can enhance the delivery of services to the public when government consults with the public on all matters that affect them. the findings revealed that public participation improves and speedup up basic service delivery and gives members of the public the knowledge they need about IDP and other municipal plans.

The findings through the interview session further revealed that public participation can manage conflicts, increase accountability, promote democracy, and help the municipality give information and feedback to the community. The researcher found out that public participation plays an important role in improving basic services and encourages public involvement in the matters of the municipality. The findings of the study revealed that public participation plays a crucial role in the identification of public needs and prioritizing those needs according to the municipality's Integrated Development Plan (IDP) and Service Delivery Budget Implementation Plan (SDBIP) within five years. The researcher found out that during public

participation gatherings/ meetings, the municipality invites different government departments such as the South African Social Service Agency (SASSA), Home Affairs, and others to come and help members of the public free of charge. Public participation plays a role in educating members of the public about the municipal budget, how to participate in municipal development projects and how the municipality's Integrated Development Plan (IDP) works. The findings of the study revealed that public participation helps municipalities to be open and transparent while running community awareness programs and encouraging community structures to participate in the development of the municipality.

5.3.3 Major findings on the strategies that can be used to address the challenges facing basic service delivery in Vhembe District Municipality

The third and last objective of the study sought to make recommendations towards the strategies that can be used to address the challenges facing public participation and basic service delivery in the VDM. The research findings revealed that most respondents 133 (55.4%) agreed that there are resources to capacitate members of the public to participate actively in municipal affairs. A total of 148 (61.6%) respondents agreed that there is openness and transparency to participate in the decision-making process. The findings revealed that most respondents 141 (58.8%) agreed that public complaints are attended to satisfaction by the municipality. Furthermore, 137 (57.1%) respondents agreed that basic service delivery is done in accordance with Integrated Development Plan (IDP) and Service Delivery Budget Implementation Plan (SDBIP). The findings further revealed that most respondents at 132 (55%) agreed that the municipality ensures that the public is aware of IDP meetings. One hundred and thirty-two 132 (55%) respondents agreed that members of the public are informed about IDP meetings.

From the interviews that were carried out to explore the strategies that can be used to address the challenges of public participation in the improvement of basic service delivery, the researcher found out that most participants suggested the implementation of *Batho-Pele* principles in accordance with the White Paper on Public Service Transformation, 1997. Consultation of members of the public whenever the municipality is starting a new project or development. The researcher found out that participants suggested the introduction of an Integrated Development Plan (IDP), formation of a partnership between the municipality and members of the public, IDP forums, Pastor's forums, and youth forums can be used as strategies that can address challenges facing public participation and basic service delivery in VDM. The findings of the research revealed that public gatherings/meetings and outreach programs, and the involvement of all stakeholders in municipal affairs can work as strategies to address the challenges of basic service delivery.

During interview sessions, the researcher further found out that recruiting qualified personnel to occupy strategic positions in different departments within the municipality can also work as a strategy to address challenges facing basic service delivery. These personnel will bring in-depth knowledge of work and ideas on how to improve the delivery of basic services to the public. The implementation of the Service Delivery Budget Implementation Plan (SDBIP), implementation of the Performance Management System (PMS) in accordance with the PMS framework, and the involvement of Community-Based Organisations (CBOs) can be used as strategies to address challenges facing basic service delivery in the VDM. The research also revealed that training of municipal personnel and recruitment of qualified municipal officials in strategic positions can be a great advantage to the municipality. The finding revealed that community awareness, effective ward committees, community mass-meetings positions, and benchmarking with other municipalities in the same level can work as strategies to address challenges of basic service delivery in the VDM.

5.4 SYNTHESIS OF THE RESEARCH FINDINGS

The most important findings of this study from the research questionnaire were summarized as follows:

- Most respondents confirmed that municipalities consult members of the public in any process or development.
- Members of the public are reluctant to attend meetings organized to discuss service delivery issues.
- Most respondents agreed that traditional leaders are involved on matters related to the operation of the municipality.
- Data confirmed that councilors do encourage public participation in the VDM.
- Community Based Organisations (CBOs) encourages public participation.
- Lack of consultation by the municipality indeed causes poor service delivery.
- The majority of the respondents strongly agreed that lack of public participation put the public at a disadvantage when coming to basic service delivery.
- There were many respondents who strongly agreed that public participation plays an important role in the improvement of basic service delivery.
- Some of the respondents were not sure whether members of the public are committed to participating in municipal affairs (projects).
- Public structures do play an important role in public participation.
- The municipality does consult members of the public about council meetings.

- Majority of the respondents confirmed that traditional leaders work hand in hand with the municipality to improve basic service delivery.
- It was revealed that lack of public participation causes poor basic service delivery.
- There were mixed emotions on the issue of providing resources to capacitate members of the public to participate actively in municipal affairs.
- Most respondents agreed that there is openness and transparency to participating in decision-making.
- Most respondents confirmed that public complaints are attended to the satisfaction of the public by the municipality, though few respondents disagreed on this matter.
- In the VDM, basic service delivery is done in accordance with Integrated Development Plan (IDP) and Service Delivery and Budget Implementation Plan (SDBIP).
- The municipality ensures that the public is aware of Integrated Development Plan (IDP) meetings.
- The last finding was that the municipality ensures that members of the public are informed about IDP meetings.

The most important findings of this study generated from the research interviews were summarized as follows:

- When responding to the question on the challenges of public participation in the improvement of basic service delivery, participants pointed out empty promises made by the government that makes members of the public reluctant to attend public participation meetings.
- Poor attendance, poor understanding of municipal processes, poor understanding of the municipal responsibilities, and lack of knowledge on who is responsible for what in local and district municipalities has a negative impact on service delivery.
- Most of the people who attend public participation meetings have no idea of what is happening in the municipality.
- There is no stakeholder consultation, inadequate financial and human resources, and failure by the municipality to give feedback to the community.
- Members of the public complain that public participation meetings are time-consuming, and the municipality does not take into consideration the public input.
- Lack of consultation and lack of resources to capacitate stakeholders and members of the public to attend meetings.

- Public participation meetings are mostly held during the working day, when most people and civil servants are at work, and most of those who attend have no idea about what is going on in the municipality.
- Poor management of different departments within the municipality due to unqualified personnel.
- Stakeholders do not attend *Imbizos*, or public participation meetings as expected, and those who manage to attend do not make effective contributions because they lack understanding about local government administration.
- Poor attendance by active and vibrant youth structures in the community, as the municipality regularly holds meetings with the elderly and structures that represents senior citizens.
- Failure by the municipalities to implement the principles of *Batho-Pele* in accordance with the White Paper on Public Service Transformation of 1997.
- Lack of basic service delivery makes members of the public angry to the level that they do not want anything to do with the municipality and public participation.
- Language barrier and lack of education is also one of the challenges.
- Lack of staff and hiring of unqualified personnel within the municipality has a bad impact on the functioning of the municipality.
- Public participation plays an important role in getting buy-ins from members of the public by involving them in the matters that affect them.
- Public participation also plays a role in the prioritisation of community needs and in creating a sense of ownership for the community in the municipal development projects.
- Public participation improves and enhances service delivery.
- The findings revealed that public participation manages public conflict and increases accountability by the municipality.
- Public participation promotes democracy and gives public feedback about municipal projects.
- Public participation plays a role in the identification of community needs and prioritization of those needs in the municipality's Integrated Development Plan (IDP).
- During public participation *Imbizos* or meetings, different government departments like South African Social Service Agency (SASSA), Home Affairs and other departments were invited to assist members of the public free of charge.
- The implementation of the approved Integrated Development Plan (IDP) and Service Delivery and Budget Implementation Plan (SDBIP) helps the municipality survive.

- Community awareness campaign, effective ward committees, community mass meetings, and benchmarking with other similar municipalities can work as strategies to address challenges of public participation and the delivery of basic services.

5.5 RECOMMENDATIONS OF THE RESEARCH STUDY

This section presents the recommendations made based on the findings of the study which focused on the challenges of public participation in the improvement of basic service delivery in VDM, the causes of the challenges of public participation in the improvement of basic service delivery in VDM, the roles of public participation in the improvement of basic service delivery in VDM and the strategies that can be used to address the challenges facing basic service delivery. The researcher added a probing sub-question that addresses the cause of challenges facing public participation in the improvement of basic service delivery in VDM and recommendations were made based on this question.

5.5.1 Recommendations on the challenges of public participation in the improvement of basic service delivery in the VDM

Based on the findings of the study, the researcher recommended that municipalities should continue to consult members of the public in any process or development within its jurisdiction. This was confirmed by the results from the questionnaire where 53.8% of the respondents agreed that indeed municipalities consult members of the public which shows good relationship between members of the public and the municipality. Based on the findings the researcher recommended that municipalities must encourage members of the public to attend service delivery meeting, as most of the respondents 128 (53.1%) agreed that members of the public are reluctant to attend service delivery meeting. The findings of the study further revealed that more than half 130 (54.1%) of the respondents agreed that Traditional leaders are involved in the issues of the municipality. The researcher, therefore, recommended that the municipality must support and involve traditional leaders through training and workshops to encourage them. Based on the findings of the study, the researcher also recommended that municipalities should introduce programs to support Councillors to continue to encourage public participation in the VDM. In addition, Community-Based Organisations (CBOs), traditional leaders, and municipal councillors must be supported and capacitated through workshops to acquire more skills in encouraging public participation and the improvement of basic service delivery. Based on the findings of the study the researcher further recommended that municipalities should improve their consultation methods in order to improve basic service delivery. The fact that 90% of the respondents agreed that lack of public participation put the

public at disadvantaged when coming to basic service delivery in municipalities has influenced the researcher to recommend that municipalities should encourage public participation in order to deliver basic services to the public effectively and in a sustainable manner.

Another recommendation was that active and vibrant youth should be encouraged to attend public participation meetings. In view of the above statements, the researcher recommended that members of the public must be encouraged to attend public participation meetings. The researcher recommended that the time scheduled for public participation meetings should accommodate public servants who are busy during the week. The researcher recommended that the municipalities should improve the management teams in different departments within the municipality. It is recommended that resources should be made available to encourage public participation and improve basic service delivery. More importantly, the municipality should start consulting members of the public and all stakeholders about public participation and matters that affect them within the municipality. The researcher further recommended government must keep its promises to the community, there must be community and stakeholder consultation. Government should stop giving members of the public empty promises when coming to basic service delivery, because failure to fulfil the promises influence people to become angry against government and become reluctant to attend public participation meeting including voting for both National and Local Government elections.

Through the findings of the research, the researcher further recommended that municipalities should encourage members of the public to attend meetings of public participation to take responsibility and understand municipal processes. This includes consulting members of the public in every matter that affects them and prioritise basic services in their budget in order to meet the needs of the public. Through the findings, the researcher recommended that municipalities should have civic education to educate members of the public about the importance of attending public participation meetings since most of them see it as time consuming. Based on the findings, the researcher recommended that municipalities must hire qualified personnel in managerial positions to avoid poor management within the municipalities. The researcher recommended that municipalities should encourage all stakeholders to attend public gatherings/meetings and participate actively. Based on the findings of the research which shows poor attendance in meetings by active and vibrant youth, the researcher recommended that municipalities should give support to youth programs and encourage them to be involved and attend public participation and matters of the municipality. From the above recommendations it can be concluded that municipalities in the VDM should consult all stakeholder and members of the public, encourage public participation, and ensure

that strategic positions are filled by qualified personnel in order to improve basic service delivery.

5.5.2 Recommendations on the causes of challenges of public participation in the improvement of basic service delivery in VDM

Based on findings of the study focusing on this sub-question, it is recommended that the municipalities must implement the principles of *Batho-Pele* in accordance with the White Paper on Public Service Transformation, 1997, to encourage the youth to be involved in the municipality affairs as well as to use the language that is well understood by members of the public. The researcher recommended that the government must stop making empty promises to the community as it makes them reluctant when coming to attend public participation meetings and anything that is linked to the government. The researcher further recommended that employees responsible for public participation and those who work in the key position attached to the delivering basic service to the public must be well trained to perform their duties diligently.

The researcher also recommended that the municipality must recruit qualified personnel to carry out duties attached to public participation and basic service delivery. These personnel should have the responsibility to consult all stakeholders and members of the public about public participation and give feedback on any decisions and developments happening within the municipality. Moreover, municipalities should consider public inputs which can help to improve basic service delivery. The inputs include teaching members of the public the importance of attending public participation meetings. Municipalities should also make resources available to capacitate stakeholders and members of the public to attend meetings. Through the findings, the researcher recommended that municipalities should encourage youth to attend public participation meetings.

To promote effective participation when consulting people, the municipality must use the language that is spoken by people in a particular area such as Tshivenda or Xitsonga which are common languages in the VDM. Furthermore, public participation should be scheduled during weekend to allow civil servants and those who works during the week the opportunity to attend the meeting. The researcher also recommended that municipalities should appoint qualified personnel in strategic position to encourage public participation and improve basic service delivery. The researcher recommended that municipalities should have workshops to educate all stakeholders and public representatives on how municipal programs operate to

cater for the needs of the public. This include providing relevant information to the members of the public to help them understand the procedures and processes of the municipality.

5.5.3 Recommendations on the roles of public participation in the improvement of basic service delivery in VDM

The findings of the research confirmed that municipalities should encourage public participation as it enhances and improves the delivery of basic services to the public and also brings governance closer to the people. The researcher, therefore, recommended that municipalities must involve members of the public in municipal affairs (projects) and development to create a sense of ownership for members of the public. This can be achieved by organising workshops and public gatherings/meetings to continue to show commitment in participating in municipal affairs. Based on the findings of the research, the researcher further recommended that municipalities must encourage public structures to play an important role in public participation. This is supported by the fact that municipalities should encourage public participation as the study shows that 53.3% of the respondents agreed that lack of public participation causes poor basic service delivery. In addition, municipalities should continue to consult members of the public about the municipal council meetings. Municipalities should also encourage public participation as it informs members of the public about the municipality's Integrated Development Plan (IDP) and Service Delivery Budget Implementation Plan (SDBIP). Based on the findings of the study, the researcher recommended that municipalities should continue to work hand in hand with the Traditional leaders within the municipality to improve basic service delivery. It is recommended that municipalities should support and encourage public participation as lack of public participation within the municipality causes public protests and political instability. To avoid public protests, they have to increase accountability and feedback to members of the public as it promotes democracy.

Moreover, municipalities must encourage public participation as it assists in the identification and prioritization of public needs in the municipality's Integrated Development Plan (IDP). It is recommended that municipalities should encourage public participation as it creates a sense of ownership municipal properties. The researcher recommended that municipalities should educate members of the public to understand municipal administration and participate in the development of the municipality. This can be achieved by making a provision of budget to capacitate public members and stakeholders to participate in the improvement of basic service delivery. Based on the findings, the researcher recommended that there must be public participation in the municipalities as it improves and speed up basic service delivery. Public

participation can help the municipality to manage conflict, increase accountability, promote democracy and to help in giving back feedback and information to the members of the public. To achieve this, they have to schedule their meeting on the days which most members of the community are free to attend in large numbers. The researcher recommended that municipal employees should be trained to acquire relevant skills for performing their duties and the municipality must use the languages that are used by most of the people in the VDM which are; Tshivenda, Xitsonga, and Northern Sotho.

As data revealed that most community members are illiterate, therefore the VDM should encourage residence to further their studies so that they can be able to read and understand municipal documents such as Integrated Development Plan (IDP). The researcher recommended that municipalities should prioritize community basic needs according to their IDP. The partnership between stakeholders, members of the public, and the municipality should be encouraged to improve basic service delivery. Municipality through councillors must consult traditional leaders about any development in communal land for mutual support of municipal projects to improve basic service delivery. Based on these findings, is recommended that municipalities should hold public awareness campaign programs and encourage public structures to participate in the development of the municipality.

5.5.4 Recommendations on the strategies that can be used to address the challenges facing basic service delivery in Vhembe District Municipalities

It has been reported in this study that one of the basic strategies which municipalities can use to improve service delivery is to set aside a budget for resources to capacitate community members to participate in service delivery projects. This is because 34 (14%) of the respondents were not sure whether there are resources to capacitate members of the public to actively participate in the municipal matters or not. The findings of the study also revealed that about 20 (8.3%) respondents were not sure whether there is openness and transparency to participate in the decision-making process in the municipalities. Thirty-four 34 (14.1%) disagreed with the statement that public complaints are attended to satisfaction by the municipality which reveals that there is no openness and transparency towards the decision-making process and public complaints are not attended to satisfaction by the municipality. It is therefore recommended that municipalities should be open and transparent in decision making. Through the findings of the study, the researcher recommended that the municipalities should continue to attend the public complaints to satisfy the needs of community members. To achieve that, the municipalities should make provision of budget for training to capacitate managers on how to handle complaints from the public and how to

involve them in the decision-making processes within the municipality. The researcher recommended that the municipalities should provide training and workshops sessions in the workplace to assist officials to have the understanding of the process of public participation in the municipality. In addition, they should start implementing *Batho-Pele* principles as a strategy to address challenges facing basic service delivery. It is recommended that municipalities should implement an Integrated Development Plan (IDP) and Service Delivery Budget Implementation Plan (SDBIP) to improve basic service delivery. The researcher recommended that municipalities must recruit qualified personnel in strategic positions within the municipality and should also consult members of the public to be involved in the matters that affect them. Through the findings of the study, the researcher recommended that municipalities should implement Performance Management System (PMS) in accordance with PMS framework to assist in public participation and the improvement of basic service delivery in VDM. This can be achieved through capacitating municipal councillors and managers through workshops and training to perform their duties effectively to improve basic service delivery.

The results of the study highlight that municipalities should continue with Mayoral *Imbizo* and outreach programs, and forms partnership with community and all community structures to improve basic service delivery. They can also start partnership with all structures that represents the interest of the public such as Pastors Forum IDP forum, Youth Forum and people living with disability as a strategy to address challenges facing public participation and basic service delivery. It is recommended that municipalities should always inform all stakeholders and members of the public about IDP meetings. Municipalities should recruit qualified municipal personnel in strategic positions, especially those dealing with public participation and basic service delivery. To achieve better results, the municipality should implement a Performance Management System (PMS) to monitor and evaluate the performance of all employees to improve basic service delivery. It is recommended that VDM should benchmark with other similar municipalities on how to encourage public participation and improve the delivery of basic services. Furthermore, municipalities should involve Community Based Organisations together with all public structures as a strategy to address challenges facing public participation and the delivery of basic services. It is recommended that the government together with the South African Local Government Association (SALGA) need to assist municipalities to develop effective and efficient strategies of communication to consult stakeholders and members of the public to attend public participation meetings to improve basic service delivery. This can be achieved by forming effective partnership between, the government, house of traditional leaders, community structures, and research institutions.

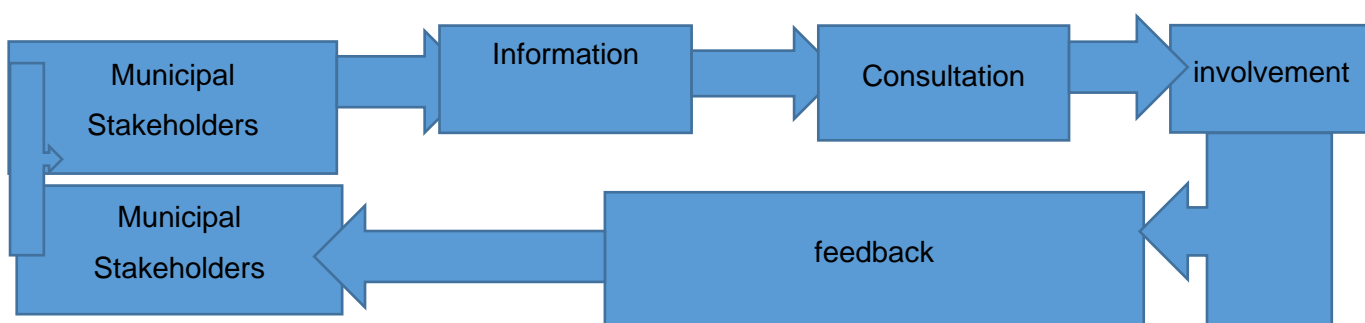
5.6 CONTRIBUTION OF THE STUDY TO PUBLIC ADMINISTRATION AS A BODY OF KNOWLEDGE

The researcher developed the Participation model that can support municipalities in promoting public participation and improving basic services. The model was recommended based on the findings of the study. For this purpose, the municipality must make every effort, within the limits of its financial and administrative resources, to realize the goals outlined in Section 214(2)(d) of the Republic of South Africa's 1996 Constitution, in which the Act of parliament:

- Need to ensure that municipalities are able to provide basic services
- To ensure that municipalities perform functions allocated to them
- To ensure that municipalities is flexible in responding to the people's needs

Arbter (2007) points out that public participation processes bring together people with different interests, views and ideas who may not have met. By expressing their different perspectives, needs and experiences, a common knowledge about the many facets of the project is created. All these public participation processes should go through phases of information, consultation, involvement, and feedback to the municipal stakeholders. All phases can be seen from the diagram below and they are briefly discussed to show how municipal stakeholders should be involved in the matters of local government to support VDM to improve the delivery of basic services through public participation.

Figure 5.1: Participation model to improve service delivery in VDM.



(Own design, Matloga, 2022).

The diagram above shows different phases that likely to involve members of the public. For this study, model is described in relation to the role of public participation in improving the delivery of basic services, as outlined in the White Paper on Public Service Delivery, 1997 (*Batho-Pele* White Paper). The public must receive relevant information about the services

they will receive. Public must first be consulted before the municipality can provide services. Members of the public and their structures must be encouraged to engage in participation in local affairs as one of the objectives of local government, as enshrined in Section 152 (1) of the Constitution of the Republic of South Africa's 1996 and back to basics. In which the principles of back to basics by municipalities is to do things traditionally by fulfilling the needs of the people they serve, good governance and accountability. Finally, municipalities need to ensure that there is feedback to the municipal stakeholders on whether services are being provided or not, which is redress to avoid public protest and political instability, as mentioned in the study findings.

5.6.1 Information

Cloete, De Conning, Wissink and Rabie (2018:147) point out that the information provides the public with balanced and objective information to help them understand the problem and find the solution. This phase provides an opportunity for access to information and is an absolute prerequisite for public participation. Naidoo (2017) argued that the government cannot engage in public consultation, participation, and feedback without first providing information and education relevant to the intended public participation opportunity. Key components or tools of the information phase include disseminating information, informing, and educating the public so that they can meaningfully participate in the decision-making process on issues affecting their lives. The key components, if implemented effectively, would lead to public empowerment, which in turn would lead to active community advocacy. Information and education can take the following forms, but are not limited to;

- General information to municipal stakeholders;
- Educational material to municipal stakeholders;
- Educational workshops to municipal stakeholders;
- Specific information relating to public hearings or public participation opportunities;
- Specific information relating to proposed legislation or matters of national or local importance; and
- Feedback to members of the public on previously discussed issues.

Information dissemination, awareness and education are not only basic requirements that all public participation mechanism must follow, but an area which government can strengthen public participation processes. The model provides balanced and objective information to enable them to understand the problem, alternatives, and possible solutions.

5.6.2 Consultation

Consultation offers the opportunity for public input to influence the relevant decision-making process. However, the public must first be informed before starting a consultation process. Consultation in anticipation of stakeholder engagement increases appropriate contextualization of the issues at hand to ensure the process is solving or addressing the right issue. The main components or tools of the consultation phase include the distribution or presentation of information, the invitation for public comment, or the transmission of the information provided or collected. According to Naidoo (2017:36) consultation may take the following forms, but is not limited to;

- Hearings;
- Stakeholders;
- Public meetings;
- Interviews followed by a questionnaire asking for feedback;
- Synthesis and reporting on input received from stakeholders;
- A stakeholder comment or hearing period and request for written submissions; and
- Feedback to stakeholders.

In general, consultation involves gathering comments on analyses, alternatives, and decisions. This includes acknowledging concerns and providing feedback on how public input has influenced the decision.

5.6.3 Involvement

This model provides opportunity for public dialogue and interaction. However, prior to involvement members of the public should first be informed and then consulted on the matter or issues of consideration at hand. Cloete et.al (2018:147) indicated that involvement stage is when government works directly with the public throughout the processes to ensure that public issues and concerns are consistently understood and considered. Naidoo (2017) argued that effective public involvement in the matters of governance encourages two-way communication with the focus on consideration of public inputs, interest, and issues of concern. The key components or tools of the involvement can include amongst others mutually accepted objectives, such as jointly identification and addressing of one or more specific issues. Participation may include, but is not limited to;

- Public hearings;
- Round table discussions;
- Facilitated public meetings; and
- Group discussions

The goal is to involve all stakeholders as equal partners in every aspect of decision-making, including developing alternatives and identifying preferred solutions. The goal of informational public participation is to make the plans or decisions known and understandable to a wide public participation that has the opportunity to influence the decision in question (Arbter (2007)).

5.6.4 Feedback

Feedback gives local governments the opportunity to provide feedback to the public and all stakeholders. This can only be achieved through consolidated public information, consultation, and participation. An important part of the feedback is to provide feedback from the public and stakeholders on the topic being discussed. The feedback provides the public and stakeholders with an opportunity to learn about the status of the issue and to plan actions to address the issues identified Feedback may take the form of, but is not limited to;

- Follow-up visits to communities;
- Information dissemination;
- Communique; and
- Monitoring and evaluation reports.

Naidoo (2017) maintained that effective information will lead to active members of the public that may be eager to create public participation opportunities. The consulting, which involves feedback, was deployed subject to context of public participation mechanisms concerned and public interest generated by discourse problems at hand. The main aim being to put the ultimate call within the hands of the public. This may make sure that the choices taken by the municipal council are simply accepted by the public. For this study, public participation because the cornerstone of democracy with the ability to provide basic services to public members.

5.6.5 Municipal stakeholders

In this study municipal stakeholder are all members of the public involved in the municipal affairs including Community Based Organisations (CBO's), integrated Development Plan (IDP) Forum, Local labour Forum, Business Forum, Traditional Leaders Forum, Youth Forum, Community Development Workers (CDW) and all previously disadvantaged members of the public. Fassin (2009) refers to stakeholders as stake watchers who do not have a direct claim in the municipality but having legitimacy and power that affect the municipality. According Harrof (2019), all municipalities in South Africa need to develop structures and processes that provide a framework for decision making, participation, policy making and implementation of services within their municipal jurisdiction. Harrof (2019) further highlighted that there is no one right stakeholder engagement method and municipalities may choose a number of

different methods at different stages of the policy or project process. Selecting the appropriate method of stakeholder engagement and the relevant tools and techniques to facilitate the engagement process can vary according to the situation, time, skills, and budget. To ensure the success of the recruitment process, it is important to conduct recruitment processes appropriately with trust, respect, and openness.

5.7 RECOMMENDATION ON THE THEORY OF THE STUDY

According to Creswell (2008), a theory is a coherent set of constructs or variables formed into statements or hypotheses that define the relationship between variables that help to explain or predict phenomena occurring in the world. Longman (2003) defines a theory as an idea or set of ideas intended to explain something about life or the world that has not been proven to be true. The researcher chose structural-functional theory because it was related to societies as organisation and society, including service delivery as a goal or activity. Structural-functional theory refers to organizations and society that perform functions related to various structures and organisations.

Structural functional theories underpin contemporary approaches to organisational and social problems (Harper 2011). Structural-functional theory is relevant to this study because it includes organisations such as municipalities and society as it relates to community members and how the two are theoretically related. Harper (2011) noted that structural-functional theory can serve as a "grand theory" of society and as a useful organizational framework. The researcher used structural-functional theory because it works well with organisations and society. In this study, various organizations and social structures were used to determine the role of population participation in improving first aid. For this research to work effectively and efficiently for organisations (communities), they must involve public structures and stakeholders such as Non-Governmental Organisations (NGOs), Community-Based Organisations (CBOs), pastors' forums, business forums and traditional leaders. Structure-function theory has a clear idea about the role of organisation and various structures of society.

5.8 RECOMMENDATION OF PUBLIC PARTICIPATION AND BASIC SERVICE DELIVERY BASED ON PUBLIC ADMINISTRATION DISCIPLINE THROUGH SIX GENERIC FUNCTIONS.

The researcher recommended that practice and functions of Public Administration be included as key to the role of public participation in the improvement of basic service delivery within VDM. This section outlined the role of public participation and basic service delivery within the

Discipline of Public Administration through (06) six generic functions, which are Policymaking, Financing, Staffing, Organising, Work procedure, and Control. Public Administration in broad terms can be described as the development, implementation, and study of government policy by ensuring that the public service is well-run. The municipality services are effective in meeting the goals of the state. As a discipline, Public Administration is linked to the pursuit of public participation through the enhancement of civil society and social justice to make life more acceptable for members of the public through the work done by officials within government institutions and to enable these institutions to achieve their objectives at all spheres of government.

5.8.1. Policymaking

No public action should be undertaken without the prescription of a clear policy, according to Cloete (1967:57). Municipalities must set up their policies for effective and efficient execution based on the study's findings. The same municipal policies should be put into practice in accordance with this to promote and enhance the provision of fundamental services to the community. Participatory majority rule is defined in Section 72 of the Local Government: Municipal Structures Act, 1998 Act (No 117 of 1998), which also outlines the responsibility of municipal staff and council members in enhancing participatory governance in municipalities. The communities must be considered in the creation of municipal policies, planning, and other choices that may have an impact on them, according to these laws. The establishment of efficient methods, processes, and procedures by municipalities to promote local community involvement, including local authorities, is mandated by a number of statutory regulations. In order to enhance the provision of crucial services, the researcher further advises local authorities to make sure that all parties are considered in decision-making when formulating policies. The mandate provided by the votes of the people of the society is reflected in the policies, laws, and regulations adopted by the parliament.

5.8.2. Financing

The organization's revenue and expenses are mostly determined by its financial situation. Municipal management has both direct and indirect financial effects, and municipalities require financial resources to carry out activities like providing the public with essential services. The researcher suggests that Vhembe District Municipalities implement participatory budgeting, where members of the public and other local stakeholders have the right to participate in the development of their municipalities' fiscal policies and participate in the definition of how resources will be used to enhance the delivery of fundamental services. Municipalities must actively give the general public the information they need to take a real interest in meaningful

involvement and to be aware of how their contribution will affect the kind of service offered. The White Paper on Local Government, published in 1998, urges municipalities to consider the viewpoints, needs, and objectives of common citizens when making decisions about their operations, including financial ones. It also advocates for a framework that is centred on service delivery and the needs of the individual.

The Municipal Financial Management Act of 2003 (Act No. 56 of 2003) establishes a framework within which municipalities can create and approve budgets. The Act also specifies the appropriate economic criteria to be applied for allocating public monies. Public servants and local governmental entities must be open and responsible with public funds. The Municipal Financial Management Act of 2003 (Act No. 56 of 2003), which will be passed within 28 days following the budget approval and which includes performance targets and quantitative indicators, promotes public engagement in the local government budgeting process. The society has a duty to foster better communication among the administrative team, council members, and the general public.

5.8.3. Staffing

Municipal administration needs staff/personnel to archive their objective of delivering basic services to the community in a sustainable manner as enriched in Section 152 of the Constitution of the Republic of South Africa, 1996. Based on the response of participants during interviews, the researcher recommends that VDM should make sure that they recruit qualified personnel in different strategic positions within the municipality to encourage public participation and improve the delivery of basic services. The municipality employees should be well trained and well capacitated through workshops to deliver basic service to the public efficiently and effectively. To enable the government to recruit and retain qualified professionals, the conditions and environment of service should be conducive for employees to perform their duties diligently, these can be done through a partnership between municipalities and members of the public. In simple terms staffing is the management of the administrative organisation. Employees are recruited for administrative management; training is provided, and a favourable environment is created while improving their working conditions. The public service act is an important legislative framework that provides guidelines for public service employment. Public Administration in the public service has a much-matured collective bargaining structure that is fully used for the benefit of public workers to prevent disputes over wages, bonuses, and other compensation matters in public service. Besides the recruitment of qualified personnel in different strategic positions, municipalities should also come up with strategies for staff retention to improve basic service delivery.

5.8.4. Organising

Public administration provides organisational mechanisms, develops goals and objectives, works with legislative bodies and civil society organizations to attract public support for public programs, establishes and reviews organizations. Organization involves the distribution of resources among the employees of the organization for the careful execution of their tasks. In order for municipalities to be able to effectively deliver essential services to citizens, there must be proper organization. Within society, organization is the process of making decisions to give direction and guidance to employees to get things done. It is recommended that municipalities do this. Local governments have the responsibility to encourage members of the public and public structures to be involved and participate in the matters of local government as enriched in section 152 of the Constitution of the Republic of South Africa, 1996.

The municipal management should give clear direction to those employees who work directly with members of the public on how to perform their duties diligently to assist in the improvement of basic service delivery within the Vhembe District Municipality. The organised municipalities should have Service Delivery Survey Self-Assessment (SDSSA), Medium Term Strategic Plans (MTSP) and Medium-Term Expenditure Framework (MTEF) action plans to improve basic service delivery, together with the participation of the members of the public in municipal affairs. When organising municipalities, there are activities which need to be considered such as: directing, supervising employees, providing leadership, communicating, and receiving communications determining work methods and procedures. The municipal performance, exercising controls, and other functions performed by government executives and supervisors come through planning.

In this study organising is regarded as a relevant factor necessary for the achievement of goals and objectives. Within the municipalities it is the duty head of departments to organise and guide their subordinates to focus on the implementation of different legislations as a guide to involving all members of the public in any process or development through public participation to improve the delivery of basic services. The municipalities need to capacitate all employees including municipal councilors to possess sufficient knowledge and skills. They need to enrich their knowledge, skills, and abilities so that they can encourage public participation and improve basic service delivery. The municipal employees in leadership positions such as instructors, supervisors, managers, principals, heads, directors, and so forth, need to implement the functions of directing and guiding their subordinates. Municipal leaders should be aware of methods and strategies to promote public participation to improve basic citizen services. In addition, municipalities must organise and develop mutual

understanding and integration with the community they serve. Directors or heads of departments must ensure that subordinates can meet the needs of the community, especially when they are given tasks or responsibilities. The municipality administration helps to increase the knowledge and skills of its subordinates.

5.8.5 Work procedure

Civil servants must understand the methods and procedures of work while performing their daily work. This is done so that the officers do not deviate from the normal way of performing their duties and activities. A work order is a guide on how human resources or employees should work when performing public actions. It is recommended that all local authorities in VDM ensure that local officials follow proper procedures in the performance of their day-to-day duties to encourage public participation and improve the delivery of basic services. Administrative activity should be based on the principle of active participation of citizens and reflect the will of the majority. The strength of the civil service lies in its values, which form the basis of service for the public good through work practices.

The researcher, therefore, recommended that municipalities should consider that the work cannot become a complete unit without the coordination of the work performed by different branches or divisions. Work procedure serves as the focal point within the municipality and as such municipalities should ensure that there is good relationship between members of the public and the municipality to provide basic services sustainably. The values of work procedure should clearly articulate the principles of the non-political alliance, impartiality, professionalism, responsiveness, and accountability that should be held by all public officials. Public officials particularly those in the highest posts should always be sensitive to the political implications of their actions, bearing in mind the role of administrative executive institutions in the public sector.

The procedure and mechanisms of public service through public participation should comprise integral parts of the political organisation, the public, and the work of public officials in municipalities. The education system as a functional institution of public administration is under the influence of political decisions and policies of the ruling party. Workflow in public administration shows the integration of different parts of a coordinated work by dividing the task into different branches according to efficiency.

5.8.6. Control

Control refers to the process of monitoring and educating public officials on how to carry out government objectives and implementation of policies. In this instance municipal management through control measures and mechanisms must ensure that personnel carry out their functions effectively with the aim of encouraging public participation and improve basic service delivery. For a municipality to offer quality service as efficiently as possible the country would need an improved administrative service. However, an improved public participation poses some challenges, particularly in policy development and implementation. The administration through control should set targets for performance and set standards that should be monitored to hold public officials accountable for their public actions. Members of the public, as consumers of public services, expect policies that are effective and enforceable to deliver essential services.

5.9. RECOMMENDATIONS FOR FUTURE RESEARCH STUDIES

The aim of this study was to investigate the role of community participation in improving basic services, a case study of Vhembe Municipality in Limpopo Province. The study is based only on VDM and not on other district municipalities within the province. Therefore, the researcher recommended that the same study be conducted in other similar municipalities in Limpopo province and South Africa as a whole. The results will support South Africa as a democratic country to identify the challenges, roles, strengths, and weaknesses of public participation in an endeavor to improve the delivery of basic services in municipalities. The researcher recommended that VDM and other municipalities in the same category should take advantage of the findings and recommendation of this research for future reference to encourage public participation and improve basic service delivery. Over and above that, municipalities should encourage all stakeholders, youth, including the disabled to become involved in all matters of municipal development through workshops and the establishment of youth and disability units.

5.10. LIMITATIONS OF THE STUDY

The researcher had some limitations during the process of conducting this study. The first limitation encountered was the delay of communities and traditional authorities in granting permission to the researcher to collect data. The second limitation was that the Mavambe traditional authority denied the researcher permission to collect data because the traditional leader was ill during the time for data collection. The third limitation of the study was the Covid-19 pandemic which was at the peak in 2020 and made it difficult for the researcher to access the respondents to distribute the survey questionnaires. Additionally, Covid-19 pandemic

made it difficult for the researcher to interview the participants face-to-face as some of them were unavailable due to illness and Covid-19 regulations.

Another limitation was that most municipalities had strict regulations regarding Covid-19, which made it uneasy for the researcher to enter the municipal sites and interview respondents. The time limit for the completion of the researcher presented a limitation because the data collection process was very slow due to the Covid-19 pandemic. Despite all the limitations, the researcher was able to complete the research within the given time frame and the outcome of the research was never affected by these limitations.

5.11 CONCLUSION

The study looked at how public involvement may help the VDM provide better fundamental services. The research topic was explicitly stated, as were the abstract, direction, and background information. The goals of the study that assessed whether the research objective had been met were to pinpoint the issues with community participation in enhancing basic services, ascertain the part that public participation plays in enhancing basic services, and suggest possible solutions to the problems with basic service delivery in the VDM.

The literature of the study, together with the theoretical, conceptual, and legal framework related to public participation and basic service delivery in the municipalities have been documented. The historical context of public participation in South Africa, benefits and drawbacks of public participation, the significance of public participation in improving the delivery of basic services, levels of public participation in improving the delivery of basic services, the relationship between public service and improving the delivery of basic services, the principles of public participation in improving the delivery of basic services, public participation challenges in improving basic service delivery in municipalities, public participation challenges from an international perspective, methods of public participation, local government democracy and public participation, the Integrated Development Plan (IDP) and public participation, public participation mechanisms in improving basic service delivery, and empirical data

The study's findings indicated that, as stated by the study's respondents, the municipality has to address a number of issues related to public engagement and fundamental service provision. Additionally, the implementation of the Batho-Pele principles, the Integrated Development Plan (IDP), the Service Delivery Budget Implementation Plan (SDBIP), the hiring of qualified personnel in strategic positions, consultation, Monitoring and Evaluation along with the implementation of the Performance Management System (PMS) in accordance with the PMS framework can help with public participation and the enhancement of basic service delivery in the community. When examining how public participation may enhance the delivery

of fundamental services, the researcher used mixed research methodologies in both the study's design and research approaches (quantitative and qualitative research methods). The researcher employed a field study as the research strategy for this investigation.

The research, which focused on VDM as one of the in Limpopo. Thulamela, Collins Chabane, Makhado, and Musina are the four local municipalities that make up VDM, and all four were included in the research. The researcher chose the respondents and participants based on their expertise, availability, and feature traits that were required in the study, hence non-probability sampling was utilized. The questionnaire and interviews were the two data gathering techniques employed by the researcher. The study's demographic, study region, sampling procedures, data collecting, data analysis, and ethical considerations were all well described. For this study the researcher used two methods of data analysis which were descriptive statistics and thematic analysis, followed by the ethical consideration which highlighted morality and the respect of humankind. All sampled respondents took part in the study except the Traditional leader from Collins Chabane Local municipality who failed to participate due to sickness. Chapter 4 of the study was about presentation, interpretation and analysis of data collected through questionnaire and interviews in providing understanding of the nature of the research findings on the role of public participation in the improvement of basic service delivery. It has been indicated that data analysis involves what has been found, seen, heard, read, and told in order to finalise the data collected. The chapter was divided into two sections; presenting, interpreting, and analysing data collected through questionnaires and the data collected through interviews. The responses from the questionnaire items were presented in a tabular form followed by a brief synthesis of the findings and the responses of the interviews were presented in a narrative form followed by a brief synthesis of the findings.

The final chapter of this research presented the research findings, synthesis, recommendations, and conclusions of the study. The researcher presented the overview of the study which focused on providing the objectives of the study which benchmarked the realisation of the main aim of the study. The synthesis of the research findings was also presented focusing on the findings of the study. The study found that members of the public are reluctant to attend the public participation meetings, there is no implementation of *Batho-Pele* principles, and the municipalities are hiring unqualified staff personnel in strategic positions which poses challenges in public participation and the improvement of basic service delivery. Through the findings, the researcher recommended that municipalities should encourage community members to attend public participation meetings and ensure that *Batho-Pele* principles are implemented. To improve service delivery, municipalities should hire qualified personnel in all positions within the municipality.

The researcher also indicated the limitations that made it difficult to carry out the study, such as the delays by the municipalities and traditional authorities to grant permission to the researcher to start conducting the researcher. The outbreak of Coronavirus known as Covid-19 made it difficult to conduct this study as there were a lot of restrictions which prevented some respondents to go to work. The timeframe given to complete this study was inadequate due to lockdown restriction imposed after the outbreak of Covid-19. The key finding from all chapters above led the researcher to conclude that public participation plays an important role in the improvement of basic service delivery. It is envisaged that the findings of the study will assist VDM and other municipalities to come up with strategies to overcome challenges of public participation and improvement basic service delivery within their municipalities.

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ANNEXURES

ANNEXURE A: LETTER TO RESPONDENT

04 Crescent Street

Eltivillas

Makhado

0920

14 MAY 2021

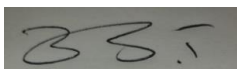
Dear Sir/Madam.

I am a registered student at the University of Venda doing Doctor of Administration (DADMIN). My research topic is entitled "The role of Public Participation in the improvement of Basic Service delivery in Vhembe District Municipality", Limpopo Province. South Africa. Kindly assist in completing the attached questionnaire as part of my research project and I assure you that the survey will be anonymous, and it is conducted only to obtain an overall statistical data.

I undertake that whatever information that will be given to me will only be used for this study and nothing else.

I highly appreciate your assistance in this matter.

Kind regards,



Matloga Sanah Tebogo

Student No: 9519649

Mobile No: 072 318 4024 or 066 217 1983

ANNEXURE B

RESEARCH ETHICS COMMITTEE

UNIVEN Informed Consent

Appendix B

LETTER OF INFORMATION

Title of the Research Study: The role of public participation in the improvement of basic service delivery in Vhembe district municipality, Limpopo province.

Principal Investigator/s/ researcher : Matloga Sanah Tebogo
Doctor of Administration (DAD)

Co-Investigator/s/supervisor/s : Dr. E. Mahole

: Dr. M.M Nekhavambe

Brief Introduction and Purpose of the Study:

Outline of the Procedures : The participant's responsibility will be to attend or to be available on the day of the interview, to complete questionnaire or to answer questions on interview schedule. The participants will be contacted by the researcher a week before the submitting of questionnaire and interview. The venue and the time of meeting will be agreed upon during consulted of the participants. The venue will also be accessible to all the participants. Only participants with information about the public participation in the municipalities will be included in the study. The researcher will go through all the questionnaires upon the time of delivery. Pens for answering questions and extra papers if need arise will be provided. The interview will take 45 minutes or less per participant. The participants are expected to give information by answering the questions on the questionnaire and interview schedule.

Risks or Discomforts to the Participant: All risks will be avoided by not delaying the starting time for participants with transport problems or re-scheduling another date that will be suitable for the participants.

Benefits: New ideas obtained will improve public participation and the delivery of basic services to the local community by the municipalities. The researcher will also learn more about matters of local government and on how public participation can improve the delivery of basic services to members of local community. And the researcher can also publish paper or journal about the research.

Reason/s why the Participant May Be Withdrawn from the Study: Participants may be withdrawn from the study if they are no longer willing to be part of the study, if they have health related problems which might hinder them to continue with the study, and if the participant is not complying. There will be no adverse consequences against them should they choose to withdraw.

Remuneration: Participants will not receive any form of remuneration for participating in the study.

Costs of the Study: Participation is free of charge to all participants.

Confidentiality: All participants' names and identities will remain anonymous and will not be shared with other people. Data will be collected in a secured room where there will be data collector and the participant only, so that the information shared will not be heard by other people. The information and responses shared during the process will remain private and confidential to protect the identities of the participants. All the anonymous materials used during the process for the collection of information will be kept in the safe place and where accessibility will not be granted to research team for scholastic expectation.

Research-related Injury: the researcher will not expose research participant to unnecessary physical and psychological harm. Accordingly, participants will be told before the process if the research will create physical discomfort and be provided with debriefing and counselling after participation. The participant will be given assurance that they will be indemnified against any physical and emotional harm. The researcher will refer the participant for debriefing session if it may happen that they become emotionally affected during the sessions.

Persons to Contact in the Event of Any Problems or Queries:

(Matloga ST) Please contact the researcher (072 318 4024), my supervisor (015 962 8145 or the University Research Ethics Committee Secretariat on 015 962 9058. Complaints can be reported to the Director: Research and Innovation, Prof GE Ekosse on 015 962 8313 or Georges Ivo.Ekosse@univen.ac.za

General:

Potential participants must be assured that participation is voluntary and the approximate number of participants to be included should be disclosed. A copy of the information letter should be issued to participants. The information letter and consent form must be translated and provided in the primary spoken language of the research population.

CONSENT

Statement of Agreement to Participate in the Research Study:

- I hereby confirm that I have been informed by the researcher, (Matloga Sanah Tebogo), about the nature, conduct, benefits, and risks of this study - Research Ethics Clearance Number:
- I have also received, read, and understood the above written information (*Participant Letter of Information*) regarding the study.
- I am aware that the results of the study, including personal details regarding my sex, age, date of birth, initials and diagnosis will be anonymously processed into a study report.
- In view of the requirements of research, I agree that the data collected during this study can be processed in a computerized system by the researcher.
- I may, at any stage, without prejudice, withdraw my consent and participation in the study.

- I have had sufficient opportunity to ask questions and (of my own free will) declare myself prepared to participate in the study.
- I understand that significant new findings developed during the course of this research which may relate to my participation will be made available to me.

Full Name of Participant Date Time Signature

I,
(Name of researcher) herewith confirm that the above participant has been fully

Informed about the nature, conduct and risks of the above study.

Full Name of Researcher

Sanah Tebogo Matloga Date: 03 September 2020 Signature 

Full Name of Witness (If applicable)

..... Date Signature.....

Full Name of Legal Guardian (If applicable)

..... Date..... Signature.....

Please note the following:

Research details must be provided in a clear, simple and culturally appropriate manner and prospective participants should be helped to arrive at an informed decision by use of appropriate language (grade 10 level- use Flesch Reading Ease Scores on Microsoft Word), selecting of a non-threatening environment for interaction and the availability of peer counseling (Department of Health, 2004)

If the potential participant is unable to read/illiterate, then a right thumb print is required and an impartial witness, who is literate and knows the participant e.g., parent, sibling, friend, pastor, etc. should verify in writing, duly signed that informed verbal consent was obtained (Department of Health, 2004).

If anyone makes a mistake completing this document e.g., a wrong date or spelling mistake, a new document has to be completed. The incomplete original document has to be kept in the participant's file and not thrown away, and copies thereof must be issued to the participant.

References:

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Available at: http://www.nhrec.org.za/?page_id=14

ANNEXURE C: INSTRUMENT - QUESTIONNAIRE

THE ROLE OF PUBLIC PARTICIPATION IN THE IMPROVEMENT OF BASIC SERVICE DELIVERY IN VHEMBE DISTRICT MUNICIPALITY

The aim of this study is to investigate the roles of public participation in the improvement of basic service delivery in Vhembe District Municipality, Limpopo Province. This is an opportunity for you to give your perception about public participation and basic service delivery by the municipalities. For each statement below place a cross (**X**) in the box that applies to you.

SECTION A: BIOGRAPHICAL DETAILS

1. Gender

Male	1
Female	2

2. Age

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

3. Position

Municipal Manager	1
Manager	2
Assistant Manager	3

Councilor	4
Community Based Organisation (CBO) representative	5
Community Development Worker (CDW) coordinator	6
Traditional leaders	7

4. Educational Qualifications

Grade 0 to Grade 12	1
Diploma/ Degree	2
B.Tech/ Honour's Degree	3
M.Tech/ Master's Degree	4
D.Tech/ Doctorate Degree	5

5. Municipality

Vhembe District Municipality	1
Thulamela Local Municipality	2
Collins Chabane Local Municipality	3
Musina Local Municipality	4
Makhado Local Municipality	5

SECTION B: PUBLIC PARTICIPATION IN VHEMBE DISTRICT MUNICIPALITY

Item no.	Challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
6.	Municipality consult members of the public in any process or development.	1	2	3	4	5
7.	Members of the public are reluctant to attend meetings of service delivery.	1	2	3	4	5
8.	Traditional leaders are involved in the issues of municipality.	1	2	3	4	5
9.	Councilors encourages public participation in Vhembe District Municipality.	1	2	3	4	5
10.	The CBO'S encourages public participation.	1	2	3	4	5
11	Lack of consultation by the municipality causes poor service delivery	1	2	3	4	5
12	Lack of public participation put public in disadvantage when coming to basic service delivery	1	2	3	4	5

Item no.	The roles of Public Participation in the improvement of basic service delivery in Vhembe District Municipality	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
13.	Public participation plays an important role in the improvement of basic service delivery	1	2	3	4	5
14.	Members of the public are committed to participate in municipal affairs (projects)	1	2	3	4	5
15.	Public structures play an important role in public participation	1	2	3	4	5

16.	Municipality consults members of public about council meetings	1	2	3	4	5
17.	Traditional leaders work hand in hand with the municipality to improve basic service delivery	1	2	3	4	5
18.	Lack of public participation causes public protest and political instability	1	2	3	4	5
19.	Lack of public participation causes poor basic service delivery	1	2	3	4	5

Item no.	Strategies that can be used to address the challenges facing basic service delivery in Vhembe District municipalities	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
20.	There are resources to capacitate members of the public in order to participate actively in municipal affairs.	1	2	3	4	5
21.	There is openness and transparency to participation towards decision making process.	1	2	3	4	5
22.	Public complaints are attended to satisfaction by the municipality.	1	2	3	4	5
23.	Basic service delivery is done in accordance with IDP and Service Delivery and Budget Implementation (SDBIP).	1	2	3	4	5
24.	Municipality ensures that the public are aware of IDP meetings.	1	2	3	4	5
25.	Members of the public are informed about IDP meetings	1	2	3	4	5

Thank you for your contribution.

ANNEXURE D: INSTRUMENT - INTERVIEW SCHEDULE

THE ROLE OF PUBLIC PARTICIPATION IN THE IMPROVEMENT OF BASIC SERVICE DELIVERY IN VHEMBE DISTRICT MUNICIPALITY

The aim of this study is to investigate the roles of public participation in the improvement of basic service delivery in Vhembe District Municipality, Limpopo Province. This is an opportunity for you to give your perception about public participation and basic service delivery by the municipalities. For each statement in Section A below place a cross (X) in the box that applies to you and in Section B please answer the questions.

SECTION A: BIOGRAPHICAL DETAILS

1. Gender

Male	1
Female	2

2. Age

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

3. Position

Municipal manager	1
Manager	2
Assistant Manager	3

Councilor	4
CBO representative	5
CDW coordinator	6
Traditional leader	7

4. Educational Qualifications

Grade 0 to Grade 12	1
Diploma/ Degree	2
B.Tech/ Honour's Degree	3
M.Tech/ Master's Degree	4
D.Tech/ Doctorate Degree	5

5. Municipality

Vhembe District Municipality	1
Thulamela Local Municipality	2
Collins Chabane Local Municipality	3
Musina Local Municipality	4
Makhado Local Municipality	5

SECTION B: PUBLIC PARTICIPATION IN VHEMBE DISTRICT MUNICIPALITY

6. What are the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality?

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7. What are the causes of the challenges of public participation in the improvement of basic service delivery in Vhembe District Municipality?

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8. What are the roles of Public Participation in the improvement of basic service delivery in Vhembe District Municipality?

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9. What are the strategies that can be used to address the challenges facing basic service delivery in Vhembe District municipalities?

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Thank you for participating.

ANNEXURE E: PERMISSION LETTER FROM VHEMBE DISTRICT MUNICIPALITY

VHEMBE DISTRICT MUNICIPALITY

PRIVATE BAG X5006, THOHOYANDOU, 0950
TEL: 015 960 2000, FAX: 015 962 1017
Website: www.vhembe.gov.za




Ref: 4/2/1
Enq: Tshikovha NC
Date: 18 May 2021

Attention: Ms Matloga S.T

APPLICATION TO CONDUCT ACADEMIC RESEARCH: YOURSELF

1. Your application dated 07 May refers.
2. It is with pleasure to inform you that your application to conduct research on "The role of public participation in the improvement of basic service delivery in District Municipality" is hereby granted to you.
3. Please contact Office of the Speaker at 079 751 3648/015 960 2087 in order to arrange the starting date.
4. Should there be anything you need clarity on, feel free to call our office at 015 960 3558/015 960 3541.

Kind Regards



MUNICIPAL MANAGER
NDOU T.S

19/05/2021
DATE

ANNEXURE F: PERMISSION LETTER FROM MUSINA LOCAL MUNICIPALITY



Postal Address:
Musina Local Municipality
Private Bag X611
Musina
0900

Physical Address:
21 Irwin Street
Musina
0900

Information Center
(015) 534 6100
info@musina.gov.za
www.musina.gov.za

ENQUIRIES SPEAK TO

RIKA LE ROUX

REFERENCE NO

95/4/A

15 May 2021

Matloga S.T
Private Bag X5050
THOHOYANDOU
0950

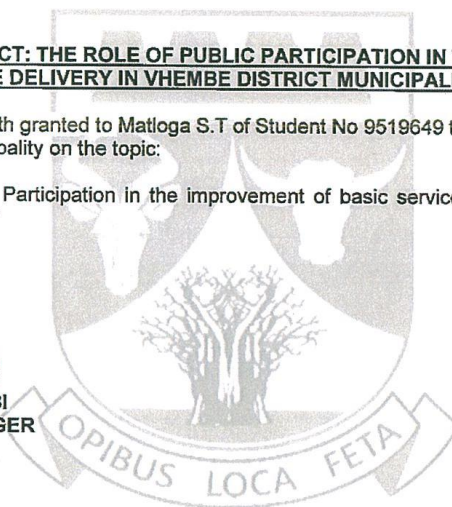
RESEARCH PROJECT: THE ROLE OF PUBLIC PARTICIPATION IN THE IMPROVEMENT OF BASIC SERVICE DELIVERY IN VHEMBE DISTRICT MUNICIPALITY.

Permission is herewith granted to Matloga S.T of Student No 9519649 to conduct research at Musina Local Municipality on the topic:

"The Role of Public Participation in the improvement of basic service delivery in Vhembe District Municipality."

Regards


TN TSHWANAMBI
MUNICIPAL MANAGER



ANNEXURE G: PERMISSION LETTER FROM THULAMELA LOCAL MUNICIPALITY



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

Ref : 4/3/4/1
Enquiries : Mabasa N.H.
Tel : 015 962 7514
Fax : 015 962 4020

To : Ms MATLOGA S.T.
From : THULAMELA MUNICIPALITY
Date : 17 MAY 2021

Subject : PERMISSION TO CONDUCT RESEARCH AT THULAMELA MUNICIPALITY

1. The above matter refers.
2. Kindly note that permission to conduct research has been granted.
3. Contact Human Resources Section for more information.
4. Hoping that this will meet your favourable considerations.



MUNICIPAL MANAGER: MALULEKE H.E



THULAMELA
MUNICIPALITY

ANNEXURE H: PERMISSION LETTER FROM MAKHADO LOCAL MUNICIPALITY



MAKHADO MUNICIPALITY

Vision: A dynamic hub for socio-economic development by 2050
Mission: To ensure effective utilization of economic resources to address socio-economic imperatives through mining, agriculture and tourism

INTERNAL MEMORANDUM

Ref no.: 5/3/1 & 5/4/2
Enquiries: E Nangambi

TO: THE ACTING MUNICIPAL MANAGER
FROM: CORPORATE SERVICES DEPARTMENT
(HUMAN RESOURCES DIVISION)
DATE: 25 MAY 2021

SUBJECT: REQUEST TO ALLOW MS MATLOGA S.T. A REGISTERED DOCTORATE STUDENT IN ADMINISTRATION AT UNIVERSITY OF VENDA TO CONDUCT A RESEARCH UNDER THE TITLE: THE ROLE OF PUBLIC PARTICIPATION IN THE IMPROVEMENT OF BASIC SERVICE DELIVERY IN VHEMBE DISTRICT MUNICIPALITIES

STRATEGIC OBJECTIVE

Good Governance and Administrative Excellence

PURPOSE

To seek approval by the Acting Municipal Manager in respect of Ms Matloga S.T. to be granted a permission to conduct study research based on the subject mentioned above.

DETAILS

Ms Matloga S.T. a registered student in Doctor of Administration at University of Venda is hereby requesting a permission to conduct a research on the public participation in the improvement of the basic service delivery in Vhembe District Municipalities. Attached herewith please find her request letter.

COMMENT

It therefore recommended for Ms Matloga S.T. to be granted a permission to conduct the above-mentioned research, subject to best practice and conventions for students that undertake research on council's records viz.

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

SUBJECT: REQUEST TO ALLOW MS MATLOGA S.T. A REGISTERED DOCTORATE STUDENT IN ADMINISTRATION AT UNIVERSITY OF VENDA TO CONDUCT A RESEARCH UNDER THE TITLE: THE ROLE OF PUBLIC PARTICIPATION IN THE IMPROVEMENT OF BASIC SERVICE DELIVERY IN VHEMBE DISTRICT MUNICIPALITIES

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

FINANCIAL IMPLICATIONS

None

POLICY

It's part of Training and Development

LEGAL IMPLICATIONS

None

RISK IMPLICATIONS

None

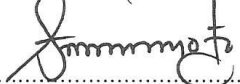
ENVIRONMENTAL IMPLICATIONS

To promote good Governance.

CHANGE MANAGEMENT IMPLICATIONS


It therefore recommended for Ms Matloga S.T. to be granted a permission to conduct the above mentioned research.

CONSIDERATION (RECOMMENDATION)


.....

MR. E.M.NANGAMBI
SENIOR ADMIN CLERK

25/05/2021
.....
DATE


.....

MR. N DAGADA
MANAGER HUMAN RESOURCES

2021/05/28
.....
DATE

ANNEXURE I: PERMISSION LETTER FROM COLLINS CHABANE LOCAL MUNICIPALITY

Old DCO Building
Hospital Roads
Malamulele
0982



Private Bag X9271
Malamulele
0982
Tel (015) 851 0110
Fax (015) 851 0097

COLLINS CHABANE LOCAL MUNICIPALITY

ENQ: MAKHASA V.E
CELL: 0721966531
EMAIL: vusi.makhasa@collinschabane.gov.za

MR Dr E MAHOLE
UNIVERSITY OF VENDA
P.O BOX X5050
UNIVERSITY ROAD

SUBJECT: PERMISSION IS GRANTED FOR MS MATLOGA S.T

1. The above matter bears refer.
2. Permissions is granted to Ms Matloga S.T to conduct her research. She is a student from University of Venda who is currently doing Doctor of Administration (DADMIN).
3. Kindly note that the Municipality is not responsible for the payment of stipend for the student and this is only an opportunity for them in order to integrate theory into practice as part of fulfilling the requirements of their studies..

Yours Sincerely

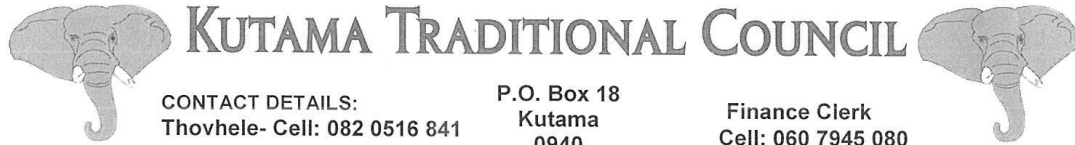

R.R SHILENGE
ACTING MUNICIPAL MANAGER

03/08/2021
DATE

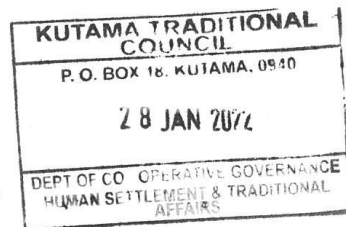
Vision: "A spatially integrated and sustainable local economy by 2030"

Mission: To ensure the provision of sustainable basic services and infrastructure to improve the quality of life of our people and to grow the local economy for benefit of all citizens

ANNEXURE J: PERMISSION LETTER FROM KUTAMA TRADITIONAL COUNCIL



Ref: CH 11/8/4-49
Enq: M.R Tshivhula
Cell: 060 7945 080



Kutama T Council
Box 18
Kutama
0940
28/01/2022

This letter is to confirm that Ms. Matloga came to Kutama Tribal Office to collect data for doctor of Administration study. The Kutama's Headman and Mr. Nthabalala from Tshikwarani Village attended the meeting.

Hope that you will find this in order.

Yours Faithfully


Secretary (Richard Tshivhula)



ANNEXURE K: PERMISSION LETTER FROM MANENZHE TRADITIONAL COUNCIL

Manenzhe Traditional Council
P.O Box 01
MANENZHE
0967

Enquires : Manenzhe T.E
Contact : 072 508 2787

To: : University of Venda




SUBJECT: PERMISSION TO CONDUCT RESEARCH AT MANENZHE TRADITIONAL COUNCIL BY MATLOGA S.T STUDENT NO. 9519649

1. The above matter refers
2. I hereby confirm that Ms Matloga S.T was given the permission to collect Research data at Manenzhe Traditional Council with the Research topic "**The role of Public Participation in the improvement of Basic Service Delivery in Vhembe District Municipality, Limpopo Province.**"

Yours truly

Senior Traditional Leader

Manenzhe Takalani Elon


.....

ANNEXURE L: PERMISSION LETTER FROM TSHIVHASE TRADITIONAL COUNCIL

Tshivhase Traditional Council
P.O Box 1093
VHUFULI
0971

Enquires : Singo A
Contact : 083 3742 037
: 076 0442 247

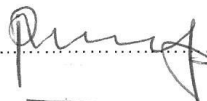
To: : University of Venda

**SUBJECT: PERMISSION TO CONDUCT RESEARCH AT TSHIVHASE
TRADITIONAL COUNCIL BY MATLOGA S.T STUDENT NO. 9519649**

1. The above matter refers
2. I hereby confirm that Ms Matloga S.T was given the permission to collect Research data at Tshivhase Traditional Council with the Research topic "**The role of Public Participation in the improvement of Basic Service Delivery in Vhembe District Municipality, Limpopo Province.**"

Yours truly

Thovhele Vho- M.P.K Tshivhase



28-03-2022.

ANNEXURE M: LANGUAGE EDITOR CERTIFICATION

FACULTY OF HUMANITIES, SOCIAL SCIENCES AND EDUCATION **DEPARTMENT OF ENGLISH, MEDIA STUDIES, AND LINGUISTICS**

Enquiries: Dr MJ Maluleke

19 January 2023

Email: mzamani.maluleke@univen.ac.za

Contact: +27 680707323

To whom it may concern

This serves to certify that I have edited a full thesis for Matloga Sanah Tebogo, Student number 9519649. She is a student registered in the Department of Public and Development Administration, in the Faculty of Management, Commerce and Law. The editing entails correcting grammatical errors, to rephrase sentences, ensure consistency in British English and improves readability.

The title of the study is: **The role of public participation in the improvement of basic service delivery in the Vhembe District Municipality, Limpopo Province.** I have read the whole document and made suggestions reflected through track changes, as well as effecting changes in some areas.

Yours Sincerely



Mzamani J. Maluleke



ANNEXURE N: TURNITIN REPORT

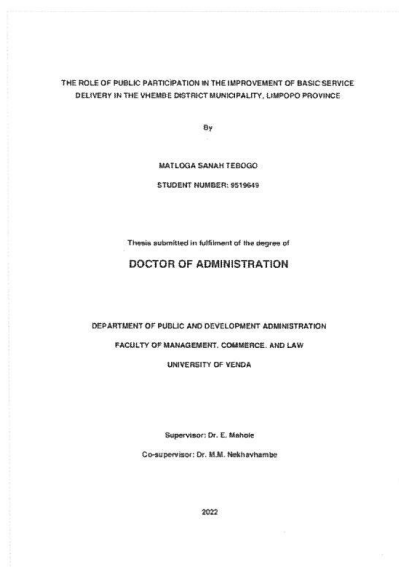


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Assignment title: Research Project
Submission title: The role of public participation in the improvement of basic ...
File name: Matloga_ST_Student_No_9519649_PHD_Thesis_15_Feb_2023....
File size: 3.83M
Page count: 258
Word count: 86,955
Character count: 511,458
Submission date: 15-Feb-2023 09:58AM (UTC+0200)
Submission ID: 2014692011



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The role of public participation in the improvement of basic service delivery in the Vhembe District Municipality, Limpopo Province

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ANNEXURE O: ETHICAL CLEARANCE CERTIFICATE

ETHICS APPROVAL CERTIFICATE

RESEARCH AND INNOVATION
OFFICE OF THE DIRECTOR

NAME OF RESEARCHER/INVESTIGATOR:

Ms TS Matloga

STUDENT NO:

9519649

PROJECT TITLE: The role of public participation in the improvement of basic service delivery in Vhembe District Municipality, Limpopo Province.

ETHICAL CLEARANCE NO: SMS/20/PDN/18/2501

SUPERVISORS/ CO-RESEARCHERS/ CO-INVESTIGATORS

NAME	INSTITUTION & DEPARTMENT	ROLE
Dr E Mahole	University of Venda	Promoter
Dr MM Nekhavhambe	University of Venda	Co - Promoter
Ms TS Matloga	University of Venda	Investigator – Student

Type: Doctoral Research

Risk: Minimal risk to humans, animals or environment

Approval Period: January 2021 - January 2024

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

General Conditions

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

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

ISSUED BY:

UNIVERSITY OF VENDA, RESEARCH ETHICS COMMITTEE

Date Considered: November 2020

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

Signature:




ANNEXURE P: UHDC APPROVAL LETTER

UNIVERSITY OF VENDA

OFFICE OF THE DEPUTY VICE-CHANCELLOR: ACADEMIC

MR/MS S.T MATLOGA

SCHOOL OF MANAGEMENT SCIENCES

FROM : PROF. J.E CRAFFORD

DEPUTY VICE-CHANCELLOR: ACADEMIC

DATE: 16 MARCH 2021

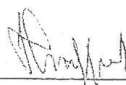
DECISIONS TAKEN BY UHDC OF 16th MARCH 2021

Application for approval of Thesis Proposal Report in Management Sciences:
S.T Matloga (9519649)

Topic: "The Role of Public Participation in The Improvement of Basic Service Delivery in Vhembe District Municipality, Limpopo Province."

Promoter	UNIVEN	Dr. E. Mahole	
Co-promoter	UNIVEN	DR. Nekhavhambe	M.M.

UHDC approved Thesis proposal



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