



**Examining the Level of Satisfaction of Low-Income Housing Beneficiaries:  
The Case Study of Bhambayi Housing Project, INanda (KZN).**

A Dissertation submitted in Partial Fulfilment of the Requirements for admittance  
to the Degree of Master of Housing in the School of Built Environment and  
Development Studies: University of KwaZulu-Natal, Howard College Campus.

**By**

**VUSUMUZI MAHLABA**

**NOVEMBER 2018**

**SUPERVISOR: DR JONATHAN SIPHO NKAMBULE**

## **ABSTRACT**

The South African post-apartheid government considers low-income housing provision as a core focus. As a result, it has embarked on a housing subsidy scheme as a means to address the massive housing backlog. This thesis sought to examine the level of satisfaction of the beneficiaries of a low-income housing project implemented through the South African National Housing Subsidy Scheme in Bhambayi (Jiniva), INanda, Kwazulu-Natal, South Africa. The study used a qualitative research approach, incorporating in-depth interviews, focus groups and observation in examining the level of satisfaction of the beneficiaries of low-income housing. Based on the information gathered through the research, it can be concluded that there was some form of community participation in the housing project. Beneficiaries had the opportunity to express their ideas through community participation and that provided them with direct access to the project. The findings revealed that overall the beneficiaries were satisfied with the housing environment, including housing features and basic services. However, there were complaints about certain aspects of the housing units but these were in the minority. Moreover, the findings revealed that there is a progressive realisation of the right to adequate housing as stipulated in the South African Constitution and which is being met by government. The beneficiaries that were allocated subsidised houses informed the researcher that their standard of living had improved as a result. Thus, in terms of the findings of the study, the Department of Human Settlement's vision of housing promoting social cohesion and an improved standard of living for the poor is being achieved. This study is a contribution to the body of knowledge on the participation of beneficiaries in a low-income housing project in South Africa.

## DECLARATION OF ORIGINALITY

Submitted in partial fulfilment of the requirements for the Degree of Master of Housing in the School of Built Environment and Development Studies: University of KwaZulu-Natal, Howard College Campus.

I **Vusumuzi Mahlaba** declare that this thesis is my own unaided work. All citations, references and borrowed ideas have been duly acknowledged. It is being submitted for the Degree of Master of Housing in the School of Built Environment and Development Studies, College of Humanities, University of KwaZulu-Natal, Durban, South Africa. None of the present work has been submitted previously for any degree or examination in any other University.

**Mr Vusumuzi Mahlaba**

**Date**



...2019/01/31.....

**Supervisor:**

**Dr S.J Nkambule:**

**Date**

.....

.....

## **DEDICATION**

This thesis is dedicated to my parents, Miss. N.P Mahlaba and my late father Mr. S.T Mathonsi who raised me under difficult circumstances in a poor and marginalized family. With little formal education, they were able to prepare for me an opportunity of which they were deprived. They had nothing tangible to offer me but love and guidance. It is because of their sacrifice through social struggles and their prayers that I was able to complete this thesis. Ngiyabonga.

## ACKNOWLEDGEMENT

Mkhulumsebenzi, meaning great work. My extreme thanks go to our Creator, for the opportunity I received to complete my master's degree. I am eternally grateful to God for being my pillar of strength.

I would like to express my sincere gratitude to Dr Siphon Jonathan Nkambule who provided me with valuable guidance and advice throughout this research. His insights into, and knowledge of, the various aspects relating to housing were invaluable and improved the depth and quality of the thesis. I will always appreciate his inspiration, passion and concern in assisting postgraduate students.

I also thank my parents Ntombenhle Mahlaba and my late father Thulani Mathonsi. I am short of words to describe how I feel. Thank you for continuously supporting and motivating me towards finishing my Master's Degree. Special thanks goes to mum Lee Madela she my everything, Sphiwe, Nhlakanipho Themba, Mlondi, and Wandile. I also thank my Thokozile and Nontokoza for their support. Thanks to the rest of the family as well – I love you all.

This study could not have been feasible without those who availed themselves for interviews and discussions and who supported these efforts. Particular mention must be made of the residents of Bhambayi (Jiniva) who were beneficiaries of the housing project and who spared their cherished time in order to be interviewed. Without these dedicated residents this work would not have been possible. I am grateful for your cooperation and contribution.

Finally, my course mates in the School of Built Environment and Development Studies who contributed much to enriching my knowledge of housing in different parts of the world.

## Contents

<b>ABSTRACT</b> .....	<b>i</b>
<b>DECLARATION OF ORIGINALITY</b> .....	<b>ii</b>
<b>DEDICATION</b> .....	<b>iii</b>
<b>ACKNOWLEDGEMENT</b> .....	<b>iv</b>
<b>List of Figures</b> .....	<b>x</b>
<b>List of Acronyms</b> .....	<b>xi</b>
<b>CHAPTER 1</b> .....	<b>1</b>
<b>BACKGROUND AND CONTEXT</b> .....	<b>1</b>
<b>1.1 Introduction</b> .....	<b>1</b>
<b>1.2 Background to the Study</b> .....	<b>1</b>
<b>1.3 Problem Statement</b> .....	<b>3</b>
<b>1.4 Research Objectives</b> .....	<b>3</b>
<b>1.5 Research Questions</b> .....	<b>3</b>
1.5.1 Main Question.....	3
1.5.2 Sub-questions .....	4
<b>1.6 Justification for the Study</b> .....	<b>4</b>
<b>1.7 Structure of the Thesis</b> .....	<b>4</b>
<b>1.8 Conclusion</b> .....	<b>5</b>
<b>CHAPTER 2</b> .....	<b>7</b>
<b>CONCEPTUAL AND THEORETICAL FRAMEWORK</b> .....	<b>7</b>
<b>2.1 Introduction</b> .....	<b>7</b>
<b>2.2 Definition of Concepts</b> .....	<b>7</b>
2.2.1. Community Satisfaction.....	7
2.2.2. Community Participation .....	7
2.2.3 Housing Satisfaction .....	8
2.2.4 Adequate Housing.....	8

2.2.5 Greenfield Development .....	8
<b>2.3 Theoretical Framework .....</b>	<b>8</b>
2.3.1 Theory of Citizen Participation.....	8
2.3.2. Advantages of Community Participation.....	10
2.3.3 Disadvantages of Community Participation .....	11
2.3.4 Bottom-up and Top-down Approaches in Relation to Community Participation .....	11
<b>2.4 Enabling Approach .....</b>	<b>13</b>
<b>2.5 Precedent Studies .....</b>	<b>15</b>
2. 5. 1 International Experience: Salt City in Jordan (Case Study: 1) .....	15
2.5.2 Lessons Learned.....	16
<b>2.6 National Experience: Kliptown, Johannesburg (Case Study: 2) .....</b>	<b>17</b>
2.6.1 Lessons Learned.....	18
<b>2.7. Conclusion.....</b>	<b>18</b>
<b>CHAPTER 3.....</b>	<b>20</b>
<b>STATUTORY AND REGULATORY FRAMEWORK INFORMING COMMUNITY PARTICIPATION .....</b>	<b>20</b>
<b>3.1 Introduction .....</b>	<b>20</b>
<b>3.2 1992-1994 National Housing Forum (NHF).....</b>	<b>20</b>
<b>3.4 The White Paper on Housing 1994 .....</b>	<b>21</b>
<b>3.5 The South African Constitution 1996.....</b>	<b>22</b>
<b>3.6 The Housing Act, No. 107 of 1997 .....</b>	<b>23</b>
<b>3.7 The Municipal Structures Act, No 117 of 1998 .....</b>	<b>24</b>
<b>3.8 The Municipal Systems Act, 32 of 2000 .....</b>	<b>25</b>
<b>3.9 The Integrated Development Plan (IDP) 2000 .....</b>	<b>27</b>
<b>3.10 Breaking New Ground (BNG) 2004.....</b>	<b>29</b>
<b>3.11 The Enhanced People’s Housing Process (EPHP) 2008 .....</b>	<b>30</b>
<b>3.12 Conclusion.....</b>	<b>30</b>

<b>CHAPTER 4.....</b>	<b>32</b>
<b>RESEARCH METHODOLOGY .....</b>	<b>32</b>
<b>4.1 Introduction .....</b>	<b>32</b>
<b>4.2 Research design .....</b>	<b>32</b>
<b>4.3 Research methods.....</b>	<b>32</b>
4.3.1 Secondary Data Sources .....	32
4.3.2 Primary Data Sources .....	33
<b>4.4 Data collection instrument.....</b>	<b>34</b>
4.4.1 In-depth Interviews .....	34
4.4.2 Semi-structured Interviews .....	35
4.4.3 Focus Groups .....	35
4.4.4 Structured Observation .....	36
<b>4.5 Validity, Reliability and Rigour (In the Case of Empirical Research).....</b>	<b>36</b>
<b>4.6 Ethical consideration .....</b>	<b>37</b>
<b>4.7 Data analysis .....</b>	<b>37</b>
<b>4.8 Limitations of the study .....</b>	<b>38</b>
<b>4.9 Conclusion.....</b>	<b>38</b>
<b>CHAPTER 5.....</b>	<b>39</b>
<b>RESEARCH FINDINGS AND DISCUSSION.....</b>	<b>39</b>
<b>5.1 Introduction .....</b>	<b>39</b>
<b>5.2 Location of the Study .....</b>	<b>39</b>
5.2.1 Historical Background of Bhambayi .....	40
<b>5.3 findings and interpretation of the case study of bhambayi (jiniva) low-income housing project .....</b>	<b>42</b>
<b>5.4 Community Participation .....</b>	<b>42</b>
5.4.1 Community Involvement in the Housing Project .....	43
<b>5.5. BNG Housing Allocation, Physical Quality of Structures and Basic Services in Bhambayi. ....</b>	<b>46</b>



5.5.1 Housing Allocations.....	46
5.5.2 The Level of Water Supply .....	47
5.5.3 Sewerage System in Bhambayi.....	49
5.5.4 State of the Internal/Dividing Walls. ....	49
5.5.5 Residential Electricity Services .....	50
5.5.6 Physical Structure of Houses .....	51
<b>5.6 Beneficiaries Level of Satisfaction. ....</b>	<b>52</b>
5.6.1 Housing Structure and Basic Services .....	53
5.6.2 Accessibility to Public Facilities.....	53
5.6.3 Accessibility to Commercial Facilities .....	55
5.6.4 Well-functioning Transportation System.....	56
5.6.5 Respondents on Levels of Satisfaction .....	58
<b>5.7 Role of Ward Councillor in Housing Provision.....</b>	<b>60</b>
<b>5.8 Conclusion.....</b>	<b>61</b>
<b>CHAPTER 6.....</b>	<b>62</b>
<b>SUMMARY OF FINDINGS, RECOMMENDATIONS AND CONCLUSION .....</b>	<b>62</b>
<b>6.1 Introduction .....</b>	<b>62</b>
6.2 Community Participation and Local Leadership. ....	62
6.3 Level of Satisfaction and BNG Housing Allocation.....	63
6.4 Recommendations.....	64
<b>6.5 Conclusion.....</b>	<b>66</b>
<b>REFERENCES.....</b>	<b>67</b>
<b>appendix A: Informed Consent Resource.....</b>	<b>80</b>
<b>Appendix B: Household Survey .....</b>	<b>84</b>
<b>Appendix C: Interview Guide for the (Municipality, NGOs, Development Consultants).</b> .....	<b>86</b>
<b>Appendix D: Focus Group Discussions .....</b>	<b>87</b>

**Appendix E: Structural Observation .....88**

## List of Figures

<b>Figure 1.1:</b> The Ladder of Citizen Participation .....	10
<b>Figure 5. 1:</b> Low-Income Housing Built by South African Government in Bhambayi Housing Project .....	40
<b>Figure 5. 2:</b> Involvement of Beneficiaries in Community Project at Bhambayi .....	45
<b>Figure 5. 3:</b> The Level of Water Supply in Bhambayi Houses.....	48
<b>Figure 5. 4:</b> House Showing Unavailability of Gutter .....	52
<b>Figure 5. 5:</b> Damp on Walls.....	<b>Error! Bookmark not defined.</b> 52
<b>Figure 5. 6:</b> Services that Beneficiaries are Satisfied With .....	58
<b>Figure 5. 7:</b> Building Attributes and Elements .....	60

## List of Acronyms

ANC	African National Congress
BNG	Breaking New Ground
CS	Community Satisfaction
CP	Community Participation
CPF	Community Police Forum
DoHS	Department of Human Settlements
DoH	Department of Housing
EPHP	Enhanced People's Housing Process
FFC	Financial and Fiscal Commission
GEAR	Growth, Employment and Redistribution
HUDC	Housing and Urban Development Corporation
HS	Housing Satisfaction
HWP	Housing White Paper
IDP	Integrated Development Plan
INK	INanda, Ntuzuma, Kwa-Mashu
LED	Local Economic Development
NDH	National Department of Housing
NHBRC	National Home Builders Registration Council
NHR	National Housing Forum

NPA	Natal Provincial Authority
NGO	Non-government Organisation
NHSS	National Housing Subsidy Scheme
PINK	Phoenix, INanda, Ntuzuma, Kwa-Mashu
PHP	People's Housing Process
PIPs	Public Involvement Programmes
RDP	Reconstruction and Development Programme
SABS	South African Bureau of Standards

# CHAPTER 1

## BACKGROUND AND CONTEXT

### 1.1 Introduction

The South African government is facing a huge challenge when it comes to housing delivery. This research project examined the level of satisfaction of low-income housing beneficiaries through a case study of the Bhambayi (Jiniva) housing project in INanda, KwaZulu-Natal (KZN). In 2007 Bhambayi (Jiniva) became one of the beneficiaries of the government housing programme. This study sought to examine the extent of community participation in the housing project as well as determine the level of satisfaction (or dissatisfaction) experienced by the community (beneficiaries) with the project. The focus on participation is underpinned by legislation that has encouraged community participation in both governance and policy-making. The results of this study will hopefully add to the body of knowledge that is being generated to make housing delivery, at the local government level, be more participatory and sustainable.

In this introductory chapter the background to the study is given. This is followed by the problem statement, the research objectives and research questions, the justification for study, the research hypothesis and an outline of the structure of the remainder of the thesis. The chapter ends with a conclusion.

### 1.2 Background to the Study

The South African government is mandated to implement laws, programmes and other initiatives which are necessary to ensure the progressive realisation of the rights of the citizens of the country, including the right to housing (Mashazhu, 2016). The failure of many government housing projects is a result of a lack of knowledge and understanding of the determinants of beneficiaries' satisfaction (Salleh, 2011). The achievement of housing programmes does not only depend on the mere provision of housing units, but also the housing development process. South Africa has one of the most determined public housing programmes in the world. Over three million public housing units have been delivered since 1994. However, serious challenges remain (Statistics South Africa, 2016). Statistics South Africa conveyed in the 2016 housing survey that from 13.5% households rose have improve with 5%, people have been moved to informal dwellings to metropolitan households (Statistics South Africa, 2016). Given the high levels of unemployment in South Africa, according to the Financial and Fiscal

Commission (FFC) (2013) up to 60% of households may be considered for fully subsidised state housing. Unemployment levels have therefore led to a greater dependence on the government to provide housing opportunities in South Africa. At the same time, the government is no longer convinced of its role to provide housing to every South African due to its lack of capacity to do so (Mathabela, 2011). Mathabela (2011) emphasises that leading agencies such as the World Bank affirm community participation as equitable development policy.

The end of the Housing White Paper (HWP) era was confirmed by the introduction of the Breaking New Ground (BNG) housing policy in 2004, which was a modification of the former housing policy (DoH, 2004). The BNG is an integrated sustainable human settlement policy which focuses on participative approaches that allow citizens to become local participants in sustainable human settlement development, rather than simply recipients of free government subsidised houses (DoH, 2004). Beneficiary participation offers an opportunity to engage those who are affected by housing issues in a dialogue in which problems are defined and solutions created (Aigbavboa and Thwala, 2013). The inclusion of community stakeholders in the housing process helps ensure that appropriate housing strategies and policies are developed and implemented more efficiently and, through evaluation, to the satisfaction of the beneficiaries. Successful beneficiary participation is important because different ideas and views of the population that have housing needs can be involved in defining the housing problems and in constructing community sensitive solutions (Aigbavboa and Thwala, 2015).

The reason for this study stems from the fact that while government can provide services to people such as housing, beneficiary satisfaction with the services is not a given. Many issues determine the level of satisfaction of beneficiaries. In the case of housing, for example, the issues of building quality and the subsequent services provided by the government are crucial ones. To what extent the needs and expectations of the community are met determine their level of satisfaction. In the case of Bhambayi (Jiniva), a large portion of the community did not have road access to their homes. The limited size of the actual houses and materials that were used in the build were also issues. It is well known that some recipients of houses subsequently sell or rent their homes for financial reasons. One must also keep in mind that the more the renting and selling of subsidised houses takes place, the more this results in the creation of informal settlements/housing as the initial beneficiaries will then start to build shacks in which to live. In this case, the government will be making no progress because it will keep on trying

to address the same issues repeatedly. The South African government thus needs to evaluate this type of provision of low-income housing. It needs to consistently follow-up on the projects it is engaged in and must monitor and consult the beneficiaries of a particular project. In fact, the needs of community members ought to be central to any development initiative.

### **1.3 Problem Statement**

Public participation is key to achieving sustainable development in low-income housing projects. The lack of appropriate public participation strategies in low-income housing delivery results in the unsustainability and, ultimately, the failure of the projects (Huchzermeyer, 2006). In addition, it is clear that the performance of government subsidised housing projects remains a core concern. Thus, the problems of lack of appropriate public participation in, and the frequent failure of, low-income housing projects provided the context and underpinned the need for this study's detailed assessment of the satisfaction of beneficiaries of such a housing project.

### **1.4 Research Objectives**

The objective of the study was to examine the level of satisfaction of low-income housing beneficiaries using the Bhambayi (Jiniva) housing project in INanda (KZN) as a case study. Arising from the main objective of the study were sub-objectives and these were as follows:

- To evaluate the level of community participation in the housing project in Bhambayi.
- To evaluate level of satisfaction of the beneficiaries with the project.
- To evaluate the living conditions of the beneficiaries.
- To review the allocation of housing in the project.
- To determine how the wider community benefited from the project from the initial stage to the completion stage.

### **1.5 Research Questions**

#### **1.5.1 Main Question**

Since the housing subsidy scheme aims to create sustainable human settlements and eradicate housing backlogs the main research question was as follows: What was the level of satisfaction of the beneficiaries of the Bhambayi (Jiniva) housing project? Sub-questions arising from the main question are listed below.



### **1.5.2 Sub-questions**

- How were you involved in the housing project?
- Are you satisfied with the housing project?
- How satisfied are you with living in Bhambayi?
- What was the housing allocation model that used to allocate houses for beneficiaries?
- Does the wider community benefit from the project, that is, from the initial stage to completion stage?

### **1.6 Justification for the Study**

Housing has been universally acknowledged as one of the most essential necessities of human life and is a key economic asset in every nation. Oladapo (2006) states that adequate housing provides the foundation for a stable community, and it promotes sustainable human settlement. This study provides significant insight into the level of satisfaction of low-income housing beneficiaries with their houses and how the satisfaction could be improved through the active involvement of the beneficiaries. Kotze and Kellerman (1997) argue that in order to create development efforts that reflect the real needs and expectations of specific groups and which will satisfy the people, there is a need for a paradigm shift in the current understanding of participation in housing development. “This is a shift from the so-called blue-print approach to development toward a more process and people-centered development that should produce beneficiaries’ participation” (Kotze and Kellerman, 1997).

### **1.7 Structure of the Thesis**

#### Chapter 1: Introduction

Chapter 1 introduced the study the aim of which was to examine the level of satisfaction of low-income housing beneficiaries using the Bhambayi (Jiniva) housing project as a case study. The background to the research was outlined and the objectives, research questions and hypothesis were provided. The justification for the study was given and the chapter ended with a conclusion.

#### Chapter 2: Theoretical Framework and Literature Review

This chapter consists of the conceptual framework where the key concepts are defined and explained. Moreover, the chapter includes the theoretical framework in which various theories

of low-income housing and community participation are discussed and applied to the study. In terms of the literature review, various national and international studies related to the study are examined.

### Chapter 3: Statutory and Regulatory Framework Informing Community Participation

Chapter 3 discusses the South African policies, legislation and programmes that play a vital role in delivering sustainable low-income housing projects through community participation. In this chapter community participation in housing delivery is taken into consideration, as the policies, legislation and programmes discussed also underscore the importance of community participation in such delivery.

### Chapter 4: Research Methodology

This chapter includes the research design, procedure and techniques used to collect the data. The methods used in analysing the data are explained. The chapter also discusses research ethics and outlines the limitations of the study.

### Chapter 5: Research Findings and Discussion

This chapter comprises two sections: The first includes the historical and geographical background of the Bhambayi (Jiniva) project. In the second section, the findings of the study are presented and discussed according to different themes.

### Chapter 6: Summary of Findings, Recommendations and Conclusion

This last chapter presents the summary of the research findings by revisiting the research questions and hypothesis. Recommendations, which are influenced by the findings and lessons learnt, are then put forward. The chapter (and thesis) ends with a conclusion.

## **1.8 Conclusion**

This chapter provided a brief background to the housing situation in South Africa to contextualise the problem under study. It was explained that the government has engaged in a number of programmes to address the housing issue in South Africa. A challenge that dominates such programmes is the dissatisfaction of the beneficiaries with the low-income

housing provided by the government. The objectives and research questions were established and the justification for the study was provided.

The next chapter (Chapter 2) will present the conceptual and theoretical framework as well as the literature review.

## CHAPTER 2

### CONCEPTUAL AND THEORETICAL FRAMEWORK

#### 2.1 Introduction

The chapter presents the theoretical framework for examining the level of beneficiaries' satisfaction with low-income housing using the case study of Bhambayi (Jiniva). It also defines the fundamental concepts that contribute to the core of the research. The concepts discussed are as follows: community satisfaction, community participation, housing satisfaction, adequate housing and Greenfield development. The chapter discusses the theories that allow one to explain, predict and understand phenomena and, in many cases, to challenge and expand existing knowledge within the limits of critical bounding assumptions. The theoretical framework for this study is based on the following two approaches: the theory of citizen participation and, secondly, the enabling approach. The focus of the literature review will be precedent studies drawn from the national and international literature to give a broad understanding of low-income housing satisfaction. The case studies of Salt City in Jordan and Kliptown in Johannesburg were selected because both were concerned with beneficiaries' satisfaction in low-income housing projects. In other words, the case studies were selected based on the topic under investigation.

#### 2.2 Definition of Concepts

##### 2.2.1. Community Satisfaction

Community satisfaction is a complex, integrated concept and is conceptualised differently in different disciplines (Chadbourne, 2015). In the broad context, community satisfaction is a subjective evaluation by which individuals measure how the community environment meets their needs and ambitions through housing and neighbourhood resources (Brower, 2003).

##### 2.2.2. Community Participation

Community participation can be explained as a developmental approach in which affected communities and relevant stakeholders engage and participate in their own development process. This is useful since it unlocks ideas and realistic solutions through partnership and supports effective project implementation in order to enhance the well-being of the poor and marginalised communities (Duraiappah et al, 2005).

### **2.2.3 Housing Satisfaction**

Scholars like Berkoz, L., Turk, Ş.Ş. and Kellekci, Ö.L., (2009) and Baker (2002) tend to define housing satisfaction in the manner that urban planners define it, that is, in relation to socio-economic issues, participation processes, location and the quality of life itself. Housing satisfaction is regarded as the feeling the owner or beneficiary has with the actual house, its design and physical structure (Mohit et al, 2010).

### **2.2.4 Adequate Housing**

According to the United Nations (2009), adequate housing is one of the most significant basic human rights and is recognised in many different international human rights charters. Section 26 (1) of the Constitution of the Republic of South Africa alludes to adequate housing usually comprising a normal house that provides an opportunity to shelter from the elements, and a warm place to eat, relax and raise a family – basic things people need for their survival (Mashazhu, 2016).

### **2.2.5 Greenfield Development**

Greenfield development refers to a new development that is situated on a piece of land that has never been used or built on before whether for residential, commercial or industrial purposes (Huchzermeyer, 2006). The development of low-income housing in Bhambayi (Jiniva) was a Greenfield development. Such development is a viable strategy since it provides local residents with easy access to workplaces and services such as schools and clinics. This access is due to residents not being moved from the settlement.

## **2.3 Theoretical Framework**

### **2.3.1 Theory of Citizen Participation**

Citizen participation is a practice which offers an individual an opportunity to raise issues and impact on public decisions and has long been a component of the democratic decision-making process. According to Florin and Wandersman (1990), public involvement means that citizens have a direct voice in public decision-making. John Stuart Mill (1993), have propounded his theory of citizen participation around the demonstrative government and partitipatory democracy (Bob, T., 2018). While community participation in community development can be approached in many ways it is a desired and essential part of community activities. It means the full involvement of all community members regardless of gender, age, socio-economic

status, political and religious affiliations, and level of education in the planning and implementation of projects and programmes that are of benefit to the members (Onyenemezu, 2014).

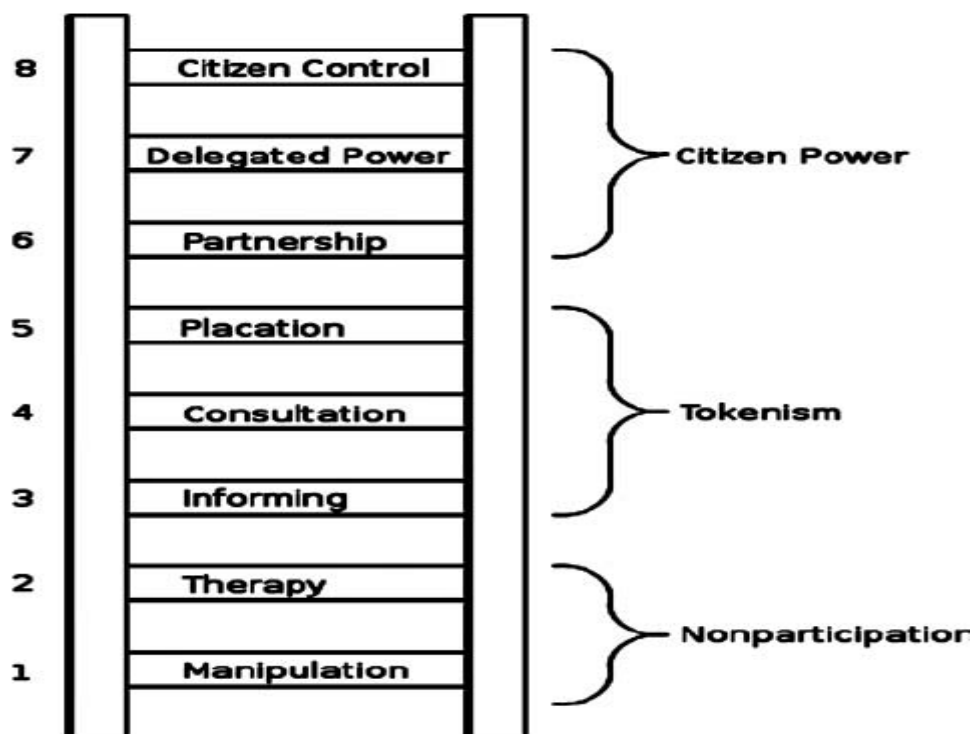
Osuji (1992) refers to community participation in relation to development as the full engagement of members of a community in a project at all stages of decision-making in relation to that project. This necessitates that development projects and programmes must not be imposed on the people who are to be the beneficiaries of the development efforts. Thus, in terms of community development, the beneficiary population of the project or programme should not be passive recipients of the services provided. Rather, they should actively contribute to all the activities concerned with the development of their community.

Onyenemezu (2014) states that community participation taps the energies and resources of individuals within the community. This implies that in community development, citizens' resources are crucial. Community participation is all about engaging with one another to solve community problems and ensure development. Citizens must be fully involved in these matters. When the citizens are fully involved in the projects or programmes which affect them, the chances of them being satisfied are high. Community participation brings a source of special vision, knowledge, experience and information, all of which play a vital role in making certain the soundness of solutions to community problems (Ojuah, 2012).

The Ladder of Citizen Participation was proposed by Arnstein (1969) and addresses the degree of power citizens have when decisions are being made. A typology of eight levels or types of citizen participation were put forward in the form of a ladder with each rung corresponding to the level of participation. The rungs comprise manipulation, therapy, informing, consultation, placation, partnership, delegated power, and citizen control. These rungs are categorised into top, middle and bottom levels of participation (refer to Figure 1.1 below). The bottom rungs of the ladder, (1) manipulation and (2) therapy, represent non-participation because the authority holds the real power to reject the local community participation in decision-making for development. This level reflects the top-down approach, which will be discussed below. The middle rungs of the ladder, (3) informing, (4) consultation, and (5) placation represent tokenism. Here, members of the local community are aware of, and able to offer, their opinions on the project or programme. However, there is no assurance that their opinions will be taken into consideration when the decision-making process takes place. The top rungs of the ladder are (6) partnership, (7) delegated power, and (8) citizen control and represent citizen power.

The participation starts when negotiations take place among the numerous stakeholders that are involved, and the local community members assume responsibility for the decision-making. Thus, at rungs 7 and 8 participation in the decision-making process occurs and the community members at this level are fully empowered to make decisions about the development of the community. In short, the community members have a freedom to make decisions about what they like or do not like concerning the development that involves them.

**Figure 2.1:** *The Ladder of Citizen Participation*



Source: Arnstein (1969)

### 2.3.2. Advantages of Community Participation

It is important to know the advantages of community participation whenever there is programme or project. According to Nelson and Wright (1995), community participation plays a vital role in ensuring that projects are developed in accordance with people’s needs. Once the community members are involved, this will automatically enable people to become aware of the circumstances around them and their latent power to transform these circumstances (Beierle, 1999; Thomas, 1995). Participation encourages community members to be actively involved in the planning and decision-making affecting their community. Furthermore, community participation illustrates to communities how to resolve conflicts, to be open to

different perspectives, and to be heard. Thus, communities will be able to analyse their own situations, organise themselves into strong groups and work on creative ways to change society and increase standards of service delivery. According to Pateman (1970), community members, by improving service delivery, obtain the appropriate skills to pinpoint local resources, mobilise and become less dependent on the state. If the community have been involved in choosing priorities and deciding on plans they are much more likely to become involved in the project or programme.

### **2.3.3 Disadvantages of Community Participation**

There are many factors that can hamper the community participation process. Firstly, community participation is costly in terms of time consumed, and money and skills required (Lawrence and Deagen, 2001). It is also difficult to determine the degree to which projects are participatory. According to Lawrence and Deagen (2001) government is usually motivated by a sense of urgency to achieve their pre-determined objectives and goals. When government officials are engaged in working together with community members they are most probably going to experience levels of frustration through what is known as a lack of progress. On the hand, community members themselves experience issues including confusion regarding the facilitator's expectations of the community (Williams et al, 2001). In many cases the government and development practitioners have tended to ignore the process of community participation. Government and non-government organisations (NGOs) are the ones who generally identify the needed development and the involvement of communities is limited to the implementation level. This results in projects or programmes not meeting the expectations and the core (real) needs of the community. Not involving community members in projects or programmes constitutes the typical top-down approach (Irvin and Stansbury, 2004). This approach, together with the bottom-up approach, is further discussed below.

### **2.3.4 Bottom-up and Top-down Approaches in Relation to Community Participation**

#### *2.3.4.1 Bottom-up Approach*

The very fact of distinguishing between top-down and bottom-up approaches to community participation implies that there are potential conflicts of interest. According to Olotuah and Aiyetan (2006), the bottom-up or participatory approach suggests that in order for a project to be successful, beneficiaries must be at the centre of the project. Bhengu (2013) mentions that national government clearly promotes the active participation of beneficiaries in the



development of housing. The bottom-up approach means opening up the market to the widest possible opportunities, and making it work equitably for the individual, the collective and the community. The local communities have valuable experience and a special understanding of their own environment and, because of this, community participation is the key to development (Whittington et al, 2009). The bottom-up approach promotes people-centred development. People-centred development focuses on people and enhances their capacity to influence the direction and implementation of the development process (Oakley, 1991). Communities can only influence the development process through their participation. The bottom-up approach is also demand-driven by communities rather than supply-driven, since it plays a vital role in assisting communities, who are able to do so, to implement improvement projects. The approach promotes community participation by allowing community members to be involved in a project. Moreover, it gives access to a greater number of responses customized to each community's needs, priorities and possibilities (Whittington et al, 2009). The approach has clarified that in sustainable housing delivery people at the grassroots level must be given the opportunity to participate. In summary, the bottom-up approach emphasises local decision-making, grassroots movements and community participation for adequate service delivery. The main focus of the approach is on community participation and the needs of the community.

#### *2.3.4.2 Top-down Approach*

According to Sturzaker (2011) the top-down approach “is the concern of ruling groups to include and integrate subordinate groups into the dominant ideology in order to ensure their own security and sustainability.” Top-down approach strategies operate without informing or consulting beneficiaries. This type of approach neglects community participation by isolating beneficiaries in the development of their community. The top-down approach towards a project or programme is assembled around the use of professional leadership. Moreover, it is top-down in the sense that the management of the project defines where, when and how much the people can participate in their project (Winkler et al, 2008). This means that residents are being limited in teams of participation and are being given instructions by outsiders on how the development of their community will materialise. Decision-making is limited to the top of the organisation and therefore information, suggestions and ideas coming from below are lacking – in essence, members of the organisation are being overlooked. People at the top are not willing to listen to lower-level employees' ideas, suggestions or feedback, resulting in poor employee motivation and performance (Winkler, et al 2008). While what has been said above relates to the organisational context it is, arguably, equally applicable to community members being

subjected to the top-down approach of a government agency in a development project or programme.

In conclusion, it is evident to many researchers that the bottom-up approach is the opposite of the top-down approach. It is also evident that to improve the chances of sustainable development there is a need to shift from a top-down approach towards a bottom-up approach. The participation of citizens is a vital feature of community development because, without community participation taking place, it is unlikely that such development will be successful. Participation in community development can be improved in many ways and these include stressing the benefits of participation and finding suitable organisational structures for the community members to express their interests. Providing community members with better information about their concerns and situations and ensuring that members feel comfortable in the group will assist them to willingly participate in community projects or programmes. In addition, their involvement will boost their self-esteem and increase their confidence in decision-making.

#### **2.4 Enabling Approach**

According to Adebayo (2000) the enabling approach incorporates the poor in their own housing provision in that the state acts as a supporter in housing programmes. This reduces the government share of the housing burden and allows for a much larger part of the population to be catered for. The approach has pursued strategies to improve the functioning of markets. It consists of five major components in the housing process, namely, finance, land, infrastructure, building materials, and skills of the labour force. Also needed is the supply of a suitable regulatory framework (Mkhize, 2003).

In terms of the enabling approach, the state may build a core house and the future residents or beneficiaries are expected to add the remaining housing components (UNCHS-Habitat, 1995; Adebayo, 2000). Thus, the core house serves as an initial starting point and much of the work towards achieving housing begins after this stage has been completed. The World Bank has presented and encouraged the enabling approach as a development strategy to promote the implementation of neo-liberal principles. Pugh (1991) mentioned that the enabling approach aimed to achieve development for many economic sectors involved in housing. The enabling approach emerged in 1990 and this has moved the role of government from being a housing provider to that of being a housing “facilitator” (Buthelezi, 2005). At this time, government was expected to eradicate the so-called obstacles and restrictions that created limitations on

people accessing housing and land, such as low-income housing finance systems and the unsuitable planning rule, while people were tasked with building and financing their individual housing.

According to Magubane (2016), government's role in the enabling approach is to create a flexible environment that assists in making the housing market work. This means the government trying to assist the beneficiaries in the provision of sustainable human settlements by ensuring that the environment caters for different people. The approach motivates those with resources such as land and finance to invest in the stock of affordable housing (Hassan, 2011). Furthermore, the approach takes into consideration that all categories of housing are needed to combat the critical shortage of suitable and affordable housing for local needs. The core feature of the enabling approach, as originally conceptualised, was that the people concerned would be given the chance to improve their housing conditions in relation to their needs and priorities as defined by the people themselves (UNCHS-Habitat, 1995). Citizens thus had the advantage of being able to develop their own houses in the way it best suited them.

The enabling approach to housing integrates the role of the poor in housing delivery with state projects or programmes thereby decreasing the government share of the housing load (Rodell and Skinner, 1983). This approach is considered to be one of the most suitable for South Africa as it plays a vital role in motivating beneficiaries to develop their houses themselves. The approach tries to encourage beneficiaries to be part of the housing development project or programme. People participation is fully taken into consideration in the enabling approach (Hassan, 2011). The Enhanced People's Housing Process (EPHP) is one such programme that supports the statements above. The EPHP equips beneficiaries to be actively involved in decision-making over the housing process thereby allowing them to make a contribution towards the building of their own homes.

Scholars such as Marcussen (1990), emphasise the point that housing is a social necessity. When housing is left to the people themselves, they will build dwellings of types and qualities matching their economic capacity and social circumstances. In order to ensure a sustainable and successful housing development which meets recipients' needs, it should be based on the principle that it is flexible, and people driven. This principle underpinned the present study which examined the level of satisfaction of beneficiaries of the Bhambayi (Jiniva) housing project.

## **2.5 Precedent Studies**

### **2. 5. 1 International Experience: Salt City in Jordan (Case Study: 1)**

Jordan is one of the developing countries that has experienced rapid housing expansion associated with high population growth, augmented by the recurrent influx of refugees from Palestine, Syria, Iraq and elsewhere, and combined with low economic growth. Since it has rapid urban growth, the provision of adequate housing is currently one of Jordan's most important challenges (Alnsour and Hyasat, 2016). Salt is the capital city of the Balqa Governorate. It has an estimated population of 140 000 inhabitants and comprises 80 square kilometres (Jordan, 2013). The National Census in 2004 found that between 15 000 and 20 000 Jordanian residents lived in 2 800 dwellings – approximately seven people per dwelling (Jordan Department of Statistics, 2004). The imperative to develop housing policies that were in keeping with the economic and social conditions has, until recently, never been fully appreciated.

In the policy context, the government of Jordan developed a strategy to maximise low-income housing. A public agency, the Housing and Urban Development Corporation (HUDC), was established with the responsibility of executing housing projects for low-income earners and assisting them to achieve adequate housing. The HUDC has been able to implement 185 residential housing projects, with more than 42,000 housing units (Alnsour and Hyasat, 2016). The authors note that these housing projects are based on contemporary economic and residential standards. In Jordan, housing is provided based on minimum monthly payments. In their study Alnsour and Hyasat (2016) surveyed the level of residential satisfaction/dissatisfaction with the low-income housing provided by the HUDC and the main findings are given below.

Findings showed that the residents in the study area were generally satisfied with their dwelling units with the overall degree of satisfaction described as moderate (64%) (Alnsour and Hyasat, 2016). One of the main characteristics of a housing unit is the floor area. Residents were moderately satisfied with the internal space of the housing units, including the living, kitchen, dining and bedroom areas. These results suggest that dwellings met beneficiary requirements. Mohit et al (2010) stated that most beneficiaries were well satisfied with the features of the houses.

As with housing features, satisfaction with neighbourhood characteristics and social services were also rated as moderate by residents. However, findings revealed that residents were not satisfied with physical services since which were lowly rated with a total value of 48, 3%. Given this, the authors concluded that the physical infrastructure was in poor condition (Alnsour and Hyasat, 2016). The community members were involved in the building of most mosques and churches. The building of this infrastructure was done with the aid of financial contributions from wealthy residents (Mohit et al 2010).

### **2.5.2 Lessons Learned**

The housing conditions in Salt City in Jordan are poor, but the government is working diligently to ensure that all matters are taken into consideration for the purpose of making a better life for all residents/citizens. In South Africa, the government has also implemented policies and legislation to resolve housing shortages through sustainable human development and to ensure that beneficiaries are well-satisfied with service delivery. In that sense the Jordanian and South African governments are similar when it comes to addressing issues of housing. Both countries have monthly payment requirements in order for a beneficiary to qualify for a housing subsidy. Secondly, in South Africa the housing policy, Breaking New Ground (BNG) also promotes subsidies for households whose total income is less than R3 500 per month. This is also done by the HUDC in Jordan to assist low-income earners to access adequate housing. The findings of the Salt City study suggest that not much has to be done in terms of low-income housing as this has been taken care of by the government. It was only the physical services that were lowly rated and where more substantial intervention was required. The residents were moderately satisfied with the internal space of the housing units, including living area, kitchen area, dining area, and bedroom area.

As noted above, the government of Jordan established the HUDC with the aim of assisting low-income earners. This strategy was considered the best way to improve basic infrastructure and it was able to counter the housing backlog by implementing 185 projects. All these projects were completed on time, even though the country was experiencing an influx of refugees from other countries. A community participation strategy was used in the provision of housing. It is one of the sustainable ways to engage with community members in terms of housing projects. The case study of Salt City in Jordan is useful for the South African government in that it addressed the issue of housing through a community participation approach.

## **2.6 National Experience: Kliptown, Johannesburg (Case Study: 2)**

The post-apartheid South African government has focused on urban reconstruction and development programmes to assist low-income or disadvantaged groups. The government has committed to programmes such as the Reconstruction and Development Programme (RDP), which was the backbone instrument for development and growth (Mohit et al, 2010). This was followed by the programme in 1996 of the Growth Economic and Redistribution Strategy (GEAR). This strategy was initiated to correct the lapse of the RDP. In short, through the above programmes, major strategies were put in place by the government to resolve the housing backlog (Aigbavboa and Thwala, 2013).

Kliptown is a suburb of Soweto in the province of Gauteng. It is located about 17 km South-West of Johannesburg and has a population between 38 000 and 45 000 inhabitants. It is the oldest residential district of Soweto and was first laid out in 1891 on land which formed part of the Klipspruit farm. The farm was named after the stream (Klipspruit or “stone stream”) that flows nearby the settlement. The area consisted of informal settlements and squatter camps since 1903 and these were subsequently formalised. Scholars mention that inadequate housing quality is associated with overcrowding, poor building standards, and the lack of basic urban amenities (Fiadzo, et al 2001). Some development has taken place in Kliptown and the area is currently a mixture of purpose-built housing and shacks in informal settlements. Kliptown was located outside the Johannesburg municipal boundary and the apartheid laws and regulations were not strictly applied to the area. It is a site where, in 1955, the Freedom Charter was signed – an historic document that encompassed the democratic values upon which a new nation was eventually founded (Aigbavboa and Thwala, 2013).

The study reported on below focused on the perceptions of low-income housing occupants of the quality of houses that had been built through the National Housing Subsidy Scheme in Kliptown. (Aigbavboa and Thwala, 2013).

The survey revealed that 52.0% of respondents indicated that the quality standard of building materials was very poor, while 20.0% considered it good. In terms of the building workmanship standard, results revealed that 44.0% of respondents indicated that it was very poor while 32.0% said that it was good. Beneficiaries of the houses were not satisfied given the numerous defects which included the floors, doors, roofs and ceilings (Aigbavboa and Thwala, 2013). The study emphasised that it was not only the beneficiaries of Kliptown who were not satisfied with their subsidised houses. Other case studies such as the subsidised housing units in the

Eastern Cape, South Africa and the housing project in the Nelson Mandela Bay Municipality, point to people experiencing the same issues. In addition, the beneficiaries in Kliptown were expecting much bigger houses than those received. Beneficiaries aimed for structures and sanitary systems of a good quality. In summary, all the above-mentioned houses were not properly installed or in-line with what was required by the South African Bureau of Standards (SABS) (Aigbavboa and Thwala, 2013).

### **2.6.1 Lessons Learned**

The Kliptown study revealed that beneficiaries were not entirely satisfied with the subsidised houses that were provided by the government of South Africa. The government needs to make sure that each project that is implemented is monitored through all the phases (Kerzner and Kerzner, 2017). By doing so it will minimise the dissatisfaction that may arise after the project or programme is implemented. The study also pointed to the beneficiaries having their own expectations and should these not be met, it is hard for them to accept what the government is offering. Beneficiaries need to actively participate in identifying and communicating their needs and building a relationship with government.

Davidson et al (2007) also point to the need for beneficiaries to be actively involved in decision-making on projects and state that beneficiaries must have a voice in decisions that shape the community. Beneficiaries need to work hand-in-hand with government for a better outcome that will lead to their satisfaction. The SABS and National Home Builders Registration Council (NHBRC) have to be properly used to ensure adherence to building materials quality and workmanship standards with regard to the housing units. There is also the issue of beneficiaries' unhappiness with the housing subsidy provided. The Kliptown study revealed that government had to consider previous projects or programmes to address the present issue of beneficiary dissatisfaction with low-income housing projects. The government must not only build a house which is made of brick and mortar, but one which is sustainable for human beings. The purpose of building sustainable human settlements is defeated if government continuously builds unsustainable houses for the low-income earners.

### **2.7. Conclusion**

This chapter comprised two sections: The first section provided definitions of concepts which constituted the core of this research. Concepts defined included community satisfaction, community participation, housing satisfaction and Greenfield development. The theoretical

framework was also discussed with the development theories of citizen participation and the enabling approach been highlighted. These theories were presented to offer clear perspective to the examination of the level of satisfaction of low-income housing beneficiaries. The second part of the chapter comprised precedent studies that related to the Bhambayi housing project, the focus of this research. In this regard Salt City in Jordan and Kliptown, Johannesburg were used for the purpose of examining the satisfaction of low-income housing beneficiaries.

In Chapter 3 which follows, the study will discuss the statutory and regulatory framework of community participation in low-income housing projects.



## CHAPTER 3

### STATUTORY AND REGULATORY FRAMEWORK INFORMING COMMUNITY PARTICIPATION

#### 3.1 Introduction

This chapter presents South African housing policies, legislation and programmes to provide a broader context for the study which examined the level of satisfaction of beneficiaries of low-income housing using the Bhambayi (Jiniva) housing project as a case study. There are several pieces of legislation, policies and programmes, developed at a national level in South Africa, which inform the concept of public participation. In this rubric, legislative frameworks guiding and supporting the participation of communities in their development, are discussed.

The following housing policies, legislation and programmes are designated on the basis that they all cover low-income housing development and community participation in that development: the 1992-1994 National Housing Forum (NHF), the White Paper on Housing 1994, the South African Constitution 1996, the Housing Act, no. 107 of 1997, the Municipal Structures Act, No 117 of 1998, the Municipal Systems Act 32 of 2000; the Integrated Development Plan (IDP) 2000, Breaking New Ground (BNG) 2004 and, finally, the Enhanced People's Housing Process (EHP) 2008.

#### 3.2 1992-1994 National Housing Forum (NHF)

The NHF, founded on 31 August 1992, was officially established as the front line in solving or dealing with housing matters (Rust, 1996). It was a development that influenced some of the approaches in post-apartheid housing policy in South Africa. As Huchzermeyer and Karam (2015:70) point out "...South Africa's housing policy has its roots not directly in the ANC's RDP, but in the 1992-1994 National Housing Forum (NHF) negotiations...". This means that South African housing policy was not created based on the ANC's RDP, but rather its roots were straight from the NHF. The NHF had come to the point where its discussions centered on debates about the state versus the private sector's role in the delivery of housing that would be for the majority of the population who had been side-lined by the apartheid government. Therefore, the policies wanted included the need for corrective measures to ensure a wider access to adequate housing. Numerous stakeholders in the NHF were part of the process including non-governmental organisations (NGOs), labour associations, private contractors and political parties.

The NHF practiced community participation in that the stakeholders themselves (as listed above) were also, in effect, members of communities. Therefore, it was in this sense that the practice of community participation was taken into consideration by, and became an integral part of, the NHF.

The presence of the NHF was most important given that it played a role in addressing the rapid number of housing complaints that were emerging in the transition period (Adler, 2016). Nell and Rust (1993) state that the NHF was introduced because of a meeting between the Development Bank of South Africa and the Independent Development Trust to discuss the socio-economic conditions of worker hostels. Various stakeholders continued to be engaged and further housing debates held as South Africa moved towards democracy. The NHF was established to discuss and debate housing issues on an inclusive basis for the benefit of the general public. The forum was thus the “middleman” between the public and the government (Adler, 2016).

There were essentially two debates around the development of housing policy. The first debate concerned whether housing should be delivered by the state or by the market. The second concerned whether the standard should be a completed four-room house or a progressive (incremental) house (Tissington, 2011). In terms of the first debate the private sector argued that it should only be used as a contractor to minimise its financial risks, whereas making the state the main provider would have budgetary constraints. The trade-off between providing complete or progressive housing was also, as mentioned, debated. It was argued that providing bigger houses would only reach a select few, while providing smaller houses would, on the other hand, cover a larger population. The subsequent policies reflected the numerous views and options which emerged from the NHF deliberations (Adler, 2016).

### **3.4 The White Paper on Housing 1994**

The White Paper on Housing 1994 highlighted the importance of the poor by encouraging community participation in the delivery of housing. The Public Involvement Programmes (PIPs) were promoted so that people would be able to have a say on their own future housing development. Moreover, the policies and strategies of the Housing White Paper clearly show that it fully encouraged and supported initiatives emerging from communities. It also promoted local compacts aimed at equipping and empowering people to control their own economic progress and development of their physical environment to the satisfaction of their basic needs (World Bank, 1996). In terms of housing policy, the White Paper on Housing is one of the key

documents. The White Paper discusses a housing policy aimed at offsetting the apartheid approach. Moreover, the policy committed to developing the standard of living of the poor and marginalized. This was done to ensure that no-one was neglected in terms of housing and to achieve better living standards for all citizens. Tissington (2011) described the White Paper as one of the new deals for housing in South Africa and that the policy vision and targets were different from others, even from those of other countries.

The policy's vision was to create viable, social and economically integrated settlements by putting community participation into action. It further elaborated that on the integrated settlement, people would be able to have access to opportunities, infrastructure and services (Huchzermeyer, 2001). In short, the policy vision was that all South Africa's citizens would have direct access to: (i) permanent residential structures with security of tenure, privacy, and adequate protection against the elements; and (ii) adequate sanitary facilities, domestic electricity supply, waste disposal, and potable water (Magubane, 2016).

According to Tissington (2011), the White Paper on Housing established the basis for government's entire programmatic approach to the housing problem. Policy is designed to put together the resources, efforts and initiatives of communities, the state, and private and commercial sectors (Jenkins, 1999; Tissington, 2011).

### **3.5 The South African Constitution 1996**

There is a need for enhanced community participation and this is clearly articulated in the Constitution of the Republic of South Africa, 1996 as well as in many developmental and local government pieces of legislation. The South African government considers community participation as the cornerstone of democracy and service delivery. It stipulates that participation is not a privilege, but a constitutional right for all citizens living within the country's borders. It is clear that constitutional provision places the responsibility to create community participation structures and systems on government. The provision of community participation must be done not only for the sake of complying with legislation, but it must also be done for promoting good governance. For effective community participation to take place the public must be fully aware of, and understand how, government operates. Moreover, the public must not only be aware of local government, it has to understand all spheres of government. Community members have to be informed to ensure effective public participation in the matters of government. However, the community participation process takes place mostly in the sphere of local government. The literatures indicates that before the election of a

democratic government in South Africa in 1994, local government was a product of legislation and the last or third level or sphere of government. This means that it was constitutionally unrecognised and unprotected. The introduction of the Constitution in 1996, together with a variety of pieces of developmental and local government legislation, has changed the status of this third sphere of government. Importantly, particular emphasis has been given to the need for community participation pertaining to local government matters. Chapter 7, section 152 of the Constitution emphasises that community participation really matters in local government and is a means for better service delivery. With the participation of community members in housing projects or programmes, government will be able to provide sustainable human settlements for the citizens of South Africa.

Magubane (2016) states that the Constitution aims to redress the racial divisions imposed by apartheid, by making sure that community participation occurs in housing initiatives. The Constitution works in conjunction with international housing adequacy standards for the sake of delivering Article 26 of the Bill of Rights, namely, that everyone has the right to have access to adequate housing. All citizens deserve a proper house, which is sustainable. Scholar like Mashazhu (2016) mention that a house is more than just bricks and mortar and a roof over one's head. Adequate housing is not only recognised as one of the most important basic human rights in South Africa but in other countries as well and also finds recognition in international human rights contracts (Mashazhu, 2016).

The South African Constitution is one of the constitutions that take into consideration the advancement of historically disadvantaged citizens of a country. This has been done through ensuring that all South African citizens are guaranteed the basic human right to housing (Magubane, 2016). The involvement of community members in service delivery is the key to bringing sustainable human development to the citizens of South Africa.

### **3.6 The Housing Act, No. 107 of 1997**

The Housing Act, No. 107 of 1997 is one of the pieces of legislation that works with the National Department of Housing (NDH) (now known as Department of Human Settlements) to provide the means for the Department to accomplish its responsibility and at the same time be able to accept orders (Tomlinson, 1999). The foreword of the Housing Act takes into consideration that housing is an important part of integrated development planning and necessary for the socio-economic well-being of the nation. In simple terms, the Act aims to promote practices of racial, economic, social and physical integration in both urban and rural

areas. Furthermore, the Act requests that housing development incorporates community and recreational facilities.

The Housing Act provides for the current housing subsidy delivery strategy. The Act is a milestone piece of legislation that sets out the principles behind the realisation of housing rights (United Nations Human Settlement Programme, 2006). This means that the Act considers housing rights from all perspectives. In doing so it takes community participation (or involvement) as a driving strategy towards development. The Housing Act prioritises the poor and dealing with their special needs. In order for the Act to deal with specific needs, community participation is needed, since it is concerned with community issues and experiences in a particular place. The Housing Act is a further example of the government's commitment to meeting identified housing needs with the aid of active community participation.

Furthermore, the Housing Act places the obligation of prioritising the needs of the poor in housing development on all sectors of government. The Act further extends its focus by ensuring that the housing needs of marginalised women and other groups disadvantaged by unfair discrimination are promoted. Its strategy is driven by, and aligned with, the objectives of the 1996 Constitution which encourages the provision of special housing needs. Furthermore, housing needs are not limited to people with disabilities at the national, provincial and local tiers of government (United Nations Human Settlement Programme, 2006).

### **3.7 The Municipal Structures Act, No 117 of 1998**

The Municipal Structures Act, No 117 of 1998 makes provision for the establishment of a ward committee as a means of encouraging public participation (community participation). This necessitates the municipality providing all citizens with the opportunity to take part in the development of the community. In terms of the Act, a ward is defined as a unit for the participation in the municipal area. The Act explains that the ward has a representative, which is known as a committee (Majola, 2014). The members of the ward committee include the councillor representing the ward on the municipal council and who must be the chairperson of the committee. The above emphasises that leadership qualities are needed to improve service delivery in local government, and community participation is a way forward for such delivery and sustainable development.

Chapter 4 (part 4) of the Municipal Structures Act underscores the point that all municipalities are required to have ward committees which are driven by the objective of enhancing

participatory democracy in local government. The primary purpose of the ward committee and councillor is to ensure that community members get service delivery on time and to also ensure the promotion of the practice of community participation.

Section 19 of the Municipal Structures Act requires the municipality to endeavour to achieve the objectives set out in Section 152 of the Constitution, namely, to develop mechanisms to involve the community and community organisations as part of performing its functions and exercising its powers (Thornhill, 2008). Finally, Section 72 (3) of the Act stipulates that the objective of ward committees is the enhancement of participatory democracy in local government (Putu, 2006:17).

### **3.8 The Municipal Systems Act, 32 of 2000**

The Municipal Systems Act, 32 of 2000 also underscores community participation stating that the municipalities must include local communities in the development, implementation and review of their performance management systems (Pretorius and Schurink, 2007). The Act emphasises that municipalities must allow community members to take part in the establishment of appropriate key performance indicators and targets (Craythorne, 2006). The Act goes on to make provision for community involvement in local government planning and budgeting processes as well as observing performance review activities. The Act requires municipalities to assist in building the capacity of local communities to enable them to participate in the affairs of the municipality. Moreover, municipalities must contribute to raising the capacity of their councillors and staff to encourage community participation (Craythorne, 2006).

The Municipal Systems Act has listed several ways in which participation can be achieved including the preparation, implementation and review of the Integrated Development Plan (IDP). The strategies that are used will act as guides ensuring that the community's voice is heard. They will assist in ensuring that the Act is actively implemented both in theory and in practice to provide for holistic delivery when it comes to development. This means that promises that are made on the theoretical level are also implemented in an effective manner (Pretorius and Schurink, 2007). In doing so the Act supports the Constitution and the practice of democratic government that gives its citizens a voice in their development. Strategies like community-based planning and participation help communities to work together in the fight against poverty. Such participation also results in improved local authorities' and other agencies' plans (Majola, 2014).

Thornhill (2009) points out that the Municipal Systems Act contains the rights and duties that the members of a local community need to abide by. For example, the right to participate in municipal decision-making is linked to the duty to utilise the procedures and mechanisms established to enable participation. The Act states that municipalities must adopt a pre-planned programme that elaborates on the timeframes required for the different stages of the public participation process (Majola, 2014). In short, the Act stipulates that municipalities must implement strategies to guide public participation, with specified timelines. This will ensure that projects are completed timeously which, in turn, should result in cost savings.

Section 17 of the Municipal Systems Act discusses the creation of conditions that can enable participation by the disabled, illiterate and other disadvantaged sections of communities. Moreover, the Act makes much reference to participation. In this regard Section 29 (b) of the Act states that “The process followed by a municipality to draft its integrated development plan... must through appropriate mechanisms, processes and procedures ... allow for ... the local community to be consulted on its development needs and priorities.” Importantly, the local community also has to be given a platform to participate in the drafting of the IDP (see above) (Craythorne, 2006).

According to Majola (2014), the methodology of community-based participation provides municipalities with the means to strengthen the participatory nature of their IDP. Thus, importantly, meeting the requirement of the White Paper for Local Government of 1998 and the Municipal Systems Act. Such participation also helps to promote ward-level plans and community action.

Participation is therefore recognised by both the White Paper for Local Government and the Municipal Systems Act and both emphasise that participation is a foundation of democracy. Participation highlights the important role that consultation plays in ensuring that suitable and sustainable decisions are made based on the real needs of the community. Informing community members will make an IDP and other council plans more effective and viable leading to positive change for society. Consultation will promote service delivery and sustainable development practice since it is concerned with the beneficiary’s satisfaction of a project (Thornhill, 2009).

In addition, continual interaction with the community through feedback and reporting promotes accountability. Development and having improved access to services requires a partnership

with all the stakeholders (Craythorne, 2006). According to Majola (2014) participation is viewed as a two-way process, whereby the local municipality is responsible for setting up the process within which consultation and participation must be allowed to take place. Conversely, Section 5 of the Municipal Systems Act outlines the rights and duties of the members of a community.

The above-mentioned rights necessitate participation. Thus, for example, community members have the right to take part in the decision-making in the municipality; the right to receive quick responses from the municipality to queries; and the right to be informed by the municipality concerning decisions which affect them. On the other hand, while a community has rights, it also has responsibilities, and these include: to observe the municipal procedures when exercising their rights; the responsibility to pay for services and rates promptly; and to obey the applicable municipal by-laws (Craythorne, 2006; Majola, 2014).

### **3.9 THE Integrated Development Plan (IDP) 2000**

Integrated Development Planning is a process through which municipalities prepare a strategic development plan, for a five-year period. The IDP is a product of integrated development planning process. IDP is, then, the principle strategic planning, budgeting, management and decision-making tool in a municipality (Maleate and Mistake, 2008). According to the Municipal Systems Act, every new council that comes into office after the local government elections has to prepare its own IDP which will guide them for the five years that they are in office. IDP is a main instrument that is used to enlighten all the planning and decision-making in the municipalities throughout the country and monitor (DPLG, 2009). IDP was announced in 1996 as a system of the strategic planning for local government in South Africa, it involves local communities and allows them to choose housing design that contributes meaningfully to their lives and culture through community participation (Phago, 2009).

The Stakeholders involve in drafting the IDP include, communities and other stakeholders (NGO), municipality, national and provincial sector department and councillors. Firstly, the community and other stakeholders are responsible for ensuring that their needs and priorities are at the focal core of the IDP. Secondly, the municipality monitors the development plan of local municipality in all steps (eThekweni Municipality, 2015). Thirdly, the national and provincial sector departments are responsible for the contribution of relevant information on the provincial sector departments. These include plans, programmes, budget, objectives,



strategies and projects in a brief and reachable routine. Lastly, councillors are liable for making decisions that are based on needs and goals of the community (eThekweni Municipality, 2015).

The aforementioned stakeholders assemble together under the supervision of the Overstrand Municipality Advisory Forum (OMAF). The forum has been established in order to engage with drafting of an IDP. The main reason to involve this forum is to make sure that the IDP is transparent, inclusive and comprehensive (Visor, 2001).

The IDP process have five phases which is preparatory, analysis, strategies, projects, integration and approval phase (Longwave, 2011). Firstly, analysis phases, through this phase information is collected on the existing conditions within the municipality. In addition, it focuses on the types of problems faced by people in the community and causes of these problems. Secondly, strategic phase, the municipality works on finding solutions to the problems evaluated in phase one. In this phase, strategic issues such as vision, mission, objectives, future directions, strategic outcomes and outputs as well as measures and targets for each strategic are discussed. Thirdly, projects, programmes and capital budget phase, municipality works on the design and content of projects/programmes identified during Phase two. Fourthly, integration phase, once all projects have been identified, the municipality has to check that they contribute to meeting the objectives drawn in phase two. Lastly, approval phase, encompasses the finalisation and approval of draft IDP and draft annual budget (Sowman and Brown 2006).

According to Natali (2011), the South African government has associated community participation in the IDP process with democracy. Mautjana and Mtapuri (2014) emphasise that the reasons for community participation in the IDP process are that it assists in ensuring that development responds to people's needs and problems; provides a sense of ownership to local communities by using local resources; and promotes transparency and accountability by creating space for all who are concerned with negotiating different interests. These relations form an important part in the determination of the quality of interaction and participation from official role players in the IDP process which, in turn, influences the sustainability of IDP and subsequently the effectiveness of local government in improving the living conditions of society (Natali, 2011).

### **3.10 Breaking New Ground (BNG) 2004**

Breaking New Ground (BNG) seeks to improve community participation by ensuring that integrated human settlement is sustainable. It is important to involve people in the understanding of the concept of sustainability and how important the role public participation plays in the successful identification of sustainability indicators (South Africa, 2004).

The BNG programme focuses on refining complete housing delivery. The state-subsidised houses that have been given to qualifying beneficiaries are formulated on present housing policy as articulated in the White Paper on Housing (1994).

In 2004 the cabinet of the South African government approved a comprehensive plan (the BNG) for the development of sustainable human settlements over a five-year period to assist in housing delivery (Charlton and Kihato, 2006). The BNG was not intended to be a new programme direction but rather a renewed plan to refine the current mechanisms which were in place. It managed to come up with specific objectives which committed the Department of Housing to move towards and respond to more quickly. Moreover, the focus on effective delivery was part of a new, wider housing vision of accelerating housing delivery while at the same time using the delivery of sustainable human settlements as a primary job creation strategy (Mnguni, 2010). Since the BNG's emphasis is on developing sustainable human settlements this entails that all spheres of government need to be involved in bringing about, in practice, the right to human settlement. An objective of BNG is to provide community support services through housing delivery with an emphasis on encouraging community participation in community projects.

According to Tissington (2011), a strength of the BNG plan was that both current and future residents would have an opportunity to be provided with sustainable human settlements. The BNG recognises community participation as a fundamental tool in decision-making processes. The BNG also notes that community participation should always be a crucial component of the planning process. This means that community participation is a key in low-income housing development projects. The South African government must fully engage with community members in delivering sustainable human settlements. By doing so it will encourage social cohesion and give ownership to beneficiaries, since they will be involved in the project (Huchzermeyer, 2006). The above relationship between government and beneficiaries will promote a positive attitude to service delivery – communities will be fully informed of, and participate in, service delivery projects.

### **3.11 The Enhanced People's Housing Process (EPHP) 2008**

The main aim of the Enhanced People's Housing Process (EPHP) 2008 is to deliver better human settlement outcomes (at both household and community level) based on community contributions and the leveraging of additional resources through partnerships (Ogunfeditimi, 2008). The EPHP replaced the People's Housing Process (PHP) 1998 and should be seen as a new housing programme, with dedicated support and funding for harnessing community initiative, community empowerment and building community partnerships (Ogunfeditimi, 2008). The EPHP provides for a process in which beneficiaries actively participate in decision-making over the housing process and housing product. Women and the youth are more directly involved in the process – ensuring skills transfer (Mzolo, 2016).

According to Tissington (2011), the EPHP, by providing for active participation of beneficiaries, will develop livelihood interventions which will lead to outcomes such as job creation, community empowerment, the development of a culture of savings, skills transfer, the building of community assets and social security. Members of communities are being assisted to construct their own housing and increase the worth of their houses. By doing so they can accumulate assets to leverage finance in the market.

The EPHP enables communities to be active participants in, and contributors to, the housing development process (Mzolo, 2016: 43). In doing so, community members will take ownership of the process and not just be passive recipients of housing. Beneficiaries have to take full responsibility for housing since it belongs to them (Tissington, 2011). The EPHP is structured in a way that it includes principles such as community decision-making and choice.

According to Tissington (2011: 84) the EPHP is designed around the value-added principle that it can deliver and provide a mechanism to facilitate the flow of resources from the government to resource poor groups. Furthermore, it makes available mechanisms that are accountable and responsive to a participatory approach (Tissington, 2011).

### **3.12 Conclusion**

In this chapter various policies, legislation and programmes concerning housing in South Africa have been outlined and discussed. The conclusion can be drawn that low-income housing development can be an effective process especially when members of the respective communities work together, and mutual support is joined with a positive attitude. The Constitution of post-apartheid South Africa promotes sustainable human settlements. It

provides a platform for community members to participate in the implementation, construction and evaluation of the IDP, at the local level, for better housing delivery. The White Paper on Housing (1994) highlighted the needs of the poor and promoted community involvement. Numerous strategies have been implemented to ensure that participation of disadvantaged people is achieved through community participation. Local government legislation has been consolidated and new spaces for citizens to directly participate in their own governance have been opened up. By involving beneficiaries in housing projects, the South African government has created a sense of ownership of the houses on the part of the beneficiaries.

In Chapter 4 which follows, the research methodology that was used for the study is outlined and discussed.

## **CHAPTER 4**

### **RESEARCH METHODOLOGY**

#### **4.1 INTRODUCTION**

This chapter presents the research methodology used in undertaking the study. As will be explained below, the study adopted a qualitative research approach. This chapter discusses how secondary and primary data sources to collect valid information were used. The study used two sampling strategies, namely, purposive and snowball. The purposive sampling focused solely on key informants, whereas the snowball sampling was used to identify community respondents. The research conducted two forms of interviews: the first was semi-structured interviews used with the key informants, and the second was structured interviews in the form of survey questionnaires used with the community members. In addition, focus group discussions were also used to collect data from community members. Finally, the study also used structured observation to get more insight on the research topic. Data analysis, validity and reliability, ethical considerations and limitations of the study are discussed. The chapter begins with a brief discussion of qualitative research.

#### **4.2 RESEARCH DESIGN**

The qualitative method is a broad methodological approach to the study of social action (Bowen, 2009). The qualitative approach was useful for this research as it allows for the study of societal issues and provides insight into people's views, opinions, attitudes, behaviour, concerns, motivations and aspirations. This study examined the level of satisfaction of low-income housing beneficiaries in Bhambayi (Jiniva). The concerns and opinions of community members and community leaders were revealed through their answers to the questions presented to them. In addition, the qualitative nature of the study was further underpinned using focus groups and structured observation.

#### **4.3 RESEARCH METHODS**

##### **4.3.1 Secondary Data Sources**

According to Johnston (2017), secondary data are collected by individuals, agencies and institutions. They are data that have already been analysed. The secondary data used in the study were obtained via journal articles, books, the internet, research papers, local documents that included community participation, integrated development plans (IDPs), the eThekwini

Municipality Policy document, as well as the Department of Traditional and Local Government's Resource Book for Ward Committees. The information obtained from the above sources allowed the study to strongly imitate international experience on community participation and the satisfaction of beneficiaries in low-income housing projects.

#### **4.3.2 Primary Data Sources**

According Tansey (2007), the term primary data source is used broadly to embody all sources that are original. Primary data sources provide first-hand information that is close to the object of study. Original reports of research found in academic journals detailing the methodology used in the research, in-depth descriptions, and discussions of the findings are considered primary data sources of information. In addition, other common examples of primary sources include speeches, letters, diaries, autobiographies, interviews, official reports, court records, artifacts, photographs, and drawings (Bogdan and Biklen, 1992).

In this research, primary data was used, because collecting data first-hand helped to get a pure or clear understanding of the Bhambayi (Jiniva) housing project. According to Bogdan and Biklen (1992), the study utilised primary data which was obtained through interviews, structured observation, questionnaires and focus groups. This was done in order to get clarification on, and the main thoughts of, the low-income housing beneficiaries' in terms of their satisfaction with the subsidised houses in Bhambayi (Jiniva).

As noted in the introduction above, two sampling methods were applied to accumulate primary data in this study, namely, snowball and purposive sampling. Firstly, one must understand the meaning of sampling. In simple terms it involves the selection of individual units to measure from the larger population (Sandelowski, 2000). Sampling may be defined as the act, process or technique of selecting a suitable sample, or the representative part, of the population for determining the parameters or characteristics of the whole population. Noy (2008) states that snowball sampling is normally known as referral or network sampling. It starts when the researcher begins to gather information from one person and depends on that person putting the researcher in touch with others. In this study key informants such as the ward councillor and ward committee members referred the researcher to the specific beneficiaries of low-income housing received in terms of the Bhambayi (Jiniva) housing project. The survey was conducted once the beneficiaries of the project had been identified through application of the

snowball sampling method. Once the beneficiaries were identified, the researcher was able to visit the respective households to do the survey.

The second type of sampling used in the study was purposive sampling. Purposive sampling is defined by Singleton and Etikan et al (2016) as “a form of sampling where the investigator relies on his or her expert judgment to select units that are ‘representative’ or ‘typical’ of the population.” Purposive sampling was thus used in this study to select the people who were beneficiaries of the Bhambayi (Jiniva) housing project. The importance of using purposive sampling lay in it assisting the researcher to focus on participants that aligned with study. Fifty-two housing units had been built in terms of the project and the researcher, for the purposes of the study, selected 50% of the population, namely, 26 housing units. The decision to use 50% of the houses was taken on the basis that such a sample size would provide sufficient data to answer the research questions posed. The researcher acknowledges that increases in the sample size (by increasing the proportion of the population selected) allows a study to be more detailed and also allows for more information to emerge since more ideas, challenges and solutions can become apparent. However, as noted, 50% was deemed to be enough proportion for this study.

The 26 housing units were divided into two sections. The first section consisted of 18 housing units and formed part of the door-to-door household survey. Then the second section with the remaining eight units on focus groups.

#### **4.4 DATA COLLECTION INSTRUMENT**

##### **4.4.1 In-depth Interviews**

Boyse and Neale (2006) state that in-depth interviewing is a qualitative technique that includes conducting intensive individual interviews. The beneficiaries who were participants in the in-depth interviews were selected based on their responses to the questionnaires. As noted above, the ward councillor and ward committee also assisted in identifying participants. The researcher was then able to do a door-to-door survey of the beneficiaries. In-depth interviews were done with 18 households during which they had to answer questionnaires the researcher had constructed. The interviews were conducted in a face-to-face session during which members of each household answered the researcher’s questions. As the settlement has a mixture of Indian and African residents, the interviews were conducted either in English or in isiZulu depending on the preference of the participants. In terms of accuracy, each interview session was managed and audio-taped by the researcher. The benefit of audio-taping in-depth

interviews is that it helps ensure that responses are accurately recorded and that this is reflected in the subsequent transcriptions which are used to combine the findings of the research. The community members were interviewed between 6 October 2017 and 15 October 2017.

#### **4.4.2 Semi-structured Interviews**

Semi-structured interviews involve the preparation of an interview guide that lists predetermined sets of questions on the issues that are to be discovered during an interview (Cohen and Crabtree, 2006). The key informants for the semi-structured interviews were the ward councillor and ward committee members. The selection of the ward councillor was important given that his/her primary role is to represent their ward or division and the people who live in it. Furthermore, whenever community members have issues within the community they usually report, in the first instance, to the ward councillor. Thus, the ward councillor was knowledgeable about community members' complaints (or praises) regarding the Bhambayi (Jiniva) housing project. This provided the researcher with comprehensive information on the study area and clarified issues relating to the satisfaction of the beneficiaries with the housing project.

Ward committee members were selected on the basis that one of the objectives of such committees is to enhance participatory democracy in local government. Ward committee members are an extension of the ward councillor and act as a support to the councillor. Since ward committee members must live within the study area they were fully aware of community issues such as infrastructure, transport, and public safety. Conducting interviews with ward committee members put more value on the data collected since they are members of the community and work closely with the ward councillor and community.

#### **4.4.3 Focus Groups**

According to Doherty (2006), the focus group typically adds to the data that are being obtained using other qualitative methods such as individual interviews and participant observation. A focus group is defined as a group of individuals with common interests or characteristics who interact together. The researcher used the groups and their contributions as a strategic source of information for the study. The most important aspect of the focus group is that through discussion the participants will share information. This method is helpful in that if one respondent talks about an issue, the other members could relate to the matter being discussed and thus add more value to the discussion and the information being produced. The participants



in the focus groups were chosen through snowball sampling (see 4.4 above). As noted, the researcher was referred by the ward councillor and ward committee members to the appropriate beneficiaries of the Bhambayi (Jiniva) housing project.

The participants in the focus groups comprised of the respondents who took part in the in-depth interviews. The reason for this was to check if the data that was collected in the interviews were truthful and accurate since, given the nature of the focus groups (there were several beneficiaries participating), it is not easy to provide incorrect information. The eight participants in the focus groups were the heads of households and were drawn from eight families. The eight participants were divided into two groups with each group consisting of four participants. Each group was interviewed separately. The focus group discussions were held in the community hall at Bhambayi and lasted approximately one hour. Prior to the sessions, participants were made aware of the purpose of the research and consent that they were willing to participate in the research was obtained from them.

#### **4.4.4 Structured Observation**

Structured observation, also known as systematic observation, is a method whereby data is collected without the researcher being directly involved (Sapsford and Jupp, 2006). An observation schedule or checklist was used to cross-check information that was gathered using the questionnaires which, in turn, linked with the objectives of the study. The observation schedule was used to assist in the collection of information on, for example, building attributes, materials and structure of the houses. Observation goes beyond listening to various oral expressions in that, in the study, it was used as a tool to analyse interactions between, and relations amongst, the respondents living in the settlement. Kitchin and Tate (2000) emphasise that actions are most important in research as they play a huge role in providing information. Moreover, actions are significant in the sense that people tend to express their feelings and attitudes through what is referred to as non-verbal communication (Kitchin and Tate, 2000). During the field survey digital photographs were also taken which assisted in the collection of valid detail concerning the environment of the study.

#### **4.5 VALIDITY, RELIABILITY AND RIGOUR (IN THE CASE OF EMPIRICAL RESEARCH)**

As noted above, the data were evaluated before analysis to assess the rigour of the study. Validity focuses on the accuracy and truthfulness of findings which requires determining the extent to which conclusions effectively represent empirical reality (Riege, 2003). To enhance

the validity of the data the researcher used a variety of data collection methods and triangulation as a method of data comparison once the data had been collected. To ensure reliability, that is, a consistent and stable study, adequate and specific questions were asked on each objective and research question. No research assistant was used during data collection which was done by the researcher himself. This helped ensure that the data was reliable and valid as the researcher was able to ensure consistency in conducting the empirical research thus reducing the inconsistency and vagueness which can occur if a research assistant is used and the information is communicated second-hand to the researcher (Riege, 2003).

#### **4.6 ETHICAL CONSIDERATION**

Ethics in social science is concerned with the issue of fairness and the protection of research participants. It is essential to have good ethical guidelines to ensure that one's research is fair and accurate. The questions which were posed to the participants tried as far as possible to not be emotionally threatening to them. In addition, the research was presented as low-risk to the participants. The duty of the researcher was to make sure that all participants were well-informed about the research purpose and that their participation was voluntary. The latter meant that participants could choose not to answer any specific question or withdraw participation at any given time. Once the researcher had explained the purpose of the research to the beneficiaries, they expressed their willingness to participate in the study and the subsequent relationship between the researcher and participants was a positive one.

The research proposal was submitted to the Research Ethics Committee for approval and this was obtained on 20 September 2017 having met the requirements of the University of KwaZulu-Natal research ethics policy.

#### **4.7 DATA ANALYSIS**

Bernard (2017) states that data analysis is the process of examining and evaluating data using analytical and logical reasoning. Resources such as interview transcripts from key informants and households, audiotapes from focus groups, field notes from the structured observation and photographs were used to record data concerning beneficiaries' satisfaction with the housing project. Data contained in these resources were précised to assist in the analysis and to make valid sense of the research topic. The collected data were assessed for their reliability, credibility and overall validity and were analysed using thematic analysis. The various themes under which the data were analysed and categorised were as follows: community involvement

in the housing project, BNG housing allocation and physical quality of structure and basic services, beneficiaries' level of satisfaction, and the role of the ward councillor in housing provision. The study findings provided a basis for the recommendations on how the delivery of housing could be improved.

#### **4.8 LIMITATIONS OF THE STUDY**

The researcher did, at times, have trouble in securing meetings with the ward councillor as, in most cases, he was involved in attending meetings. Despite this, the collection of data from the councillor was successful. About the focus group sessions, one of the limitations was that participants who were politically affiliated tended to speak more than those who were not. Given time constraints this did have a negative effect initially on the equal participation by all. The researcher respectfully asked the politically affiliated participants to allow the other beneficiaries to participate as well given that the focus group discussion was directed at all the members of the group (and community). After this intervention from the researcher, everyone participated on an equal basis. In addition to the above, there was reluctance on the part of some participants to willingly disclose matters of the project. This problem was resolved by the researcher explaining that the research was for academic purposes only and would not prejudice their participation in the housing project. Finally, during the in-depth interviews some households were not available as members were at work or not around the settlement of Bhambayi (Jiniva). The researcher resolved this issue by collecting data on weekends. This flexibility on the part of both the researcher and household participants to allow for weekend data collection ensured the success of the data collection component of the study.

#### **4.9 CONCLUSION**

This chapter discussed the qualitative research methods used to collect the data. The researcher used snowball and purposive sampling techniques. Data collection involved semi-structured and in-depth interviews, focus group discussions and structured observation. Data analysis was based on various themes regarding the study. Limitations of the study were outlined as was how the researcher managed to resolve these limitations. The above-mentioned data collection tools were engaged to gather valid information relating to the satisfaction of beneficiaries in a low-income housing project.

The results that emerged from the analysis of the data collected will be presented and discussed in the next chapter, Chapter 5.

## CHAPTER 5

### RESEARCH FINDINGS AND DISCUSSION

#### 5.1 Introduction

The main objective of this chapter is to present the findings of the research on the satisfaction of beneficiaries of a low-income housing project in Bhambayi (Jiniva), INanda. The chapter begins by providing a brief overview of the geographical location and historical background of the case study area. This is followed by the presentation of the findings in the form of figures, graphs and photographs as well as direct quotations from the interviewees – from both the in-depth interviews and focus groups to ensure the presentation of reliable and accurate data. The four themes outlined in the previous chapter will provide a basis for the presentation of the findings and discussion.

#### 5.2 Location of the Study

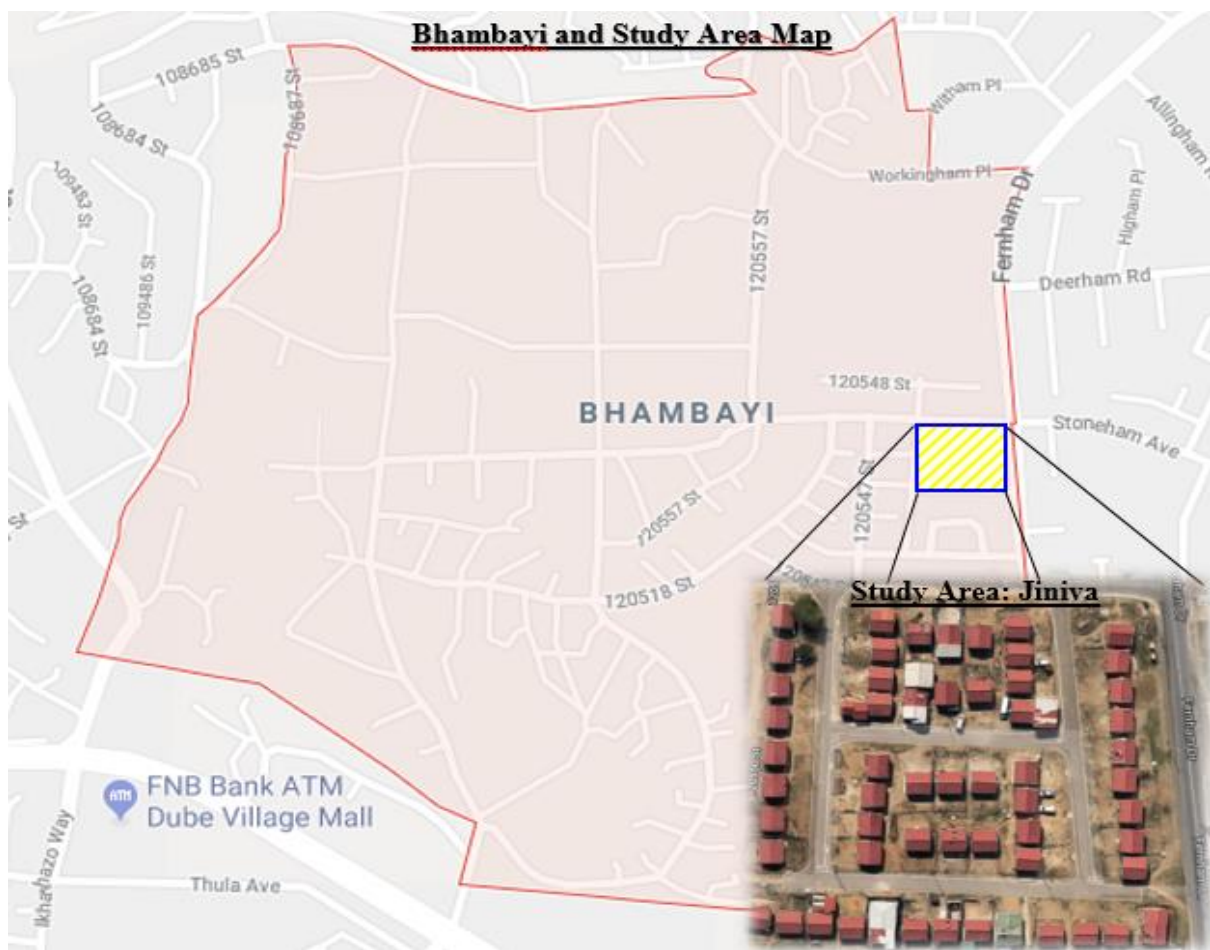
Bhambayi (Jiniva) is a mixed formal/informal settlement located in the INanda region of KwaZulu-Natal. It is 35 km north of the eThekweni (Durban) city centre (which is one of the major economic centres of the county) and is situated between the settlements of Phoenix and New Farm. While many of the residents have lived in the area for more than 20 years, the past decade has seen an influx of people from the Eastern Cape and neighbouring African countries such as Mozambique, Zimbabwe and Kenya (DPLG, 2009).

INanda formed part of a predominantly residential area property node known by the acronym of INK (INanda, Ntuzuma and KwaMashu) (Mathabela, 2011). However, with the addition of Phoenix the node is now referred to as PINK (Froise and Moffett, 2015). The areas which comprise the node are all, as mentioned, predominantly residential and share common challenges including relatively high levels of unemployment, poverty, low-income levels, limited access to the means of production and to government and business services. Mathabela (2011) points out that even though the settlements are located far away from the city, they do have the advantage of being near the economic activities of the Phoenix industrial area.

As noted, the case study was located in INanda which is the oldest of the four areas comprising PINK. INanda was established in the 1800s as a “reserve” for African people. A great number of the local Indian population also resided in the area until 1936, when it was designated a “Released Area” for exclusive occupation by Africans (DPLG, 2009). The area consists of

predominantly informal settlements and has a considerable formal housing backlog (Tshishonga and Bandyambona, 2016). Figure 5.1 below is a map of the settlement of Bhambayi (Jiniva) where the study was conducted. The red line on the map demarcates the Bhambayi area in which Jiniva is situated. The yellow area on the map, which is surrounded by a blue line, represents Jiniva and the zoomed picture on the bottom right of the figure shows the low-income housing built there.

**Figure 5.1:** *Low-Income Housing Built by South African Government in Bhambayi Housing Project.*



Source: Google Maps (2018)

### 5.2.1 Historical Background of Bhambayi

According to Maharaj (2012) townships were first established between the World Wars to house the working class and were some distance away from the city but nearer the manufacturing sectors. The apartheid and colonial planning of townships in Africa and South

Africa was characterised by segregation based on class and race and has resulted in many diverse development issues. According to CoGTA (2009: 4) the South African townships were racially engineered through what is known as the Group Areas Act of 1950 and were designed to maintain exclusion through the containment and control of mainly non-white labourers (CoGTA, 2009: 4).

Maharaj (2012) mentions that the segregation and lack of adequate planning of townships, has resulted in them being neglected and characterised by underdevelopment, poor access, poverty and hardship, and insufficient transport links. Post-1994, the democratic government planned numerous strategies to solve the underdevelopment and fight against the poverty experienced by the majority. INanda was identified as an area of neglect and underdevelopment with a high percentage of poor when compared to other townships (Maharaj, 2012). The political contestation and land tenure impasse that dominated INanda hindered development and delayed service delivery in the area. INanda is significant in that it was the home of South African icons such as Dr John. L. Dube, the founder of the African National Congress (ANC), and Mahatma Gandhi, the advocate of passive resistance and non-violence. Moreover, the area is also the preserve of the Shembe Church of South Africa.

INanda was established as a satellite of Durban under the apartheid regime. The area's development and administration were the mandate of the Natal Provincial Authority (NPA). The area was populated by predominantly black people between the years of 1846 and 1910 and this was followed by an influx of Indian indentured labourers into the area. Influx control, which was introduced by the Native Amendment Act of 1952, resulted in the formation of townships to house Africans who were forcibly removed from suburbs nearby the city (INanda Development Forum, 1995). INanda is facing the issue of population growth with the concomitant demand for land.

According to Maharaj (2012), throughout apartheid and post-apartheid, INanda had, and has, active civil society organisations. Lack of development during the apartheid era made it a key area of redress due to it being cut off from white South Africa. INanda was denied access to development planning budgets due to its unusual political problems and its remote rural location of nearly 30 km from the city. The area is part of Durban's largest residential cluster and is categorised by insufficient infrastructure and services in both quantity and quality. Most of the population is African with a small percentage of Indians.

Within INanda one finds the Bhambayi settlement which is the focus of this study. The Phoenix settlement trust area was founded by Mahatma Gandhi in 1904, which is within the area of Bhambayi. Mathabela (1999) and Maharaj (2012) mention that this settlement was purchased by Gandhi and subsequently given to a Trust with the intention of establishing a new form of social expression. The settlement was home to several Gandhi's descendants for many years until 1985 when extensive social disturbances in INanda forced the Indian people out of the area. Bhambayi was invaded and, over the years, became a major informal settlement and earmarked for development. According to Mathabela (1999), in 1992 the settlement consisted of at least 3 000 structures, with most of those housing more than one family. In the same year (1992), the City Council made available from its development budget an estimated 12 million rands (R12 000 000) for development in Bhambayi. However, before any real progress could be made political violence erupted and this unstable environment led to delays in the development of the area (Maharaj, 2012).

### **5.3 FINDINGS AND INTERPRETATION OF THE CASE STUDY OF BHAMBAYI (JINIVA) LOW-INCOME HOUSING PROJECT**

This section of the study discusses the themes that were used to categorise the findings collected in examining the level of satisfaction of low-income housing beneficiaries in Bhambayi (Jiniva). As noted, the study had four themes which were supplemented by sub-themes and these were as follows: Firstly, community participation, with the sub-theme of community involvement in the housing project. Secondly, the BNG housing allocation, physical quality of the structure and basic services in Bhambayi, with the sub-themes of housing allocations, the level of water supply, sewerage systems, state of the internal/dividing walls, residential electricity services, and physical structures of the houses. Thirdly, the beneficiaries' level of satisfaction that involved the sub-themes of housing structure and basic services, accessibility to public and commercial facilities, and a functioning transportation system. The final theme concerned the role of the ward councillor in housing provision.

#### **5.4 Community Participation**

Community participation is concerned with the involvement of individuals and communities in decisions about things that effect their lives. While community members cannot be forced to participate in projects that affect their lives, they should be given an opportunity, where possible, to do so (Duraiappah et al, 2005).

#### **5.4.1 Community Involvement in the Housing Project**

In the study, 65% of the respondents participated fully in the project through attending community meetings, providing labour and sharing their views. In terms of Arnstein's Ladder of Citizen Participation, Bhambayi (Jiniva) residents were in total control of the project as they were involved in the decision-making which took place. Beneficiaries stated that through the community participation process they had a direct voice in public decision-making and thus received better access to services. This is in line with Arnstein's Ladder of Citizen Participation whereby the top three rungs, namely, partnership, delegated power and citizen control represent citizen power. The theory of citizen participation emphasises that community members have freedom in the decision-making regarding development that affects them as a community. The residents were provided with the opportunity to be the backbone of the housing development, meaning there had a say in the decision-making concerning their housing delivery. This represents a bottom-up approach in that the Bhambayi residents were the champions of their development. Community members participated at every stage of the project providing their own ideas and generating initiatives to deliver (and receive) a sustainable human settlement project. One can safely conclude that the project was carried out according to the needs of the community, as it was able to influence decision-making during the stages of the project, namely, project initiation, planning, execution, monitoring and closure.

However, 6% of respondents were unable to participate in the project due to various reasons. The main reason for some beneficiaries not participating in the development of the project was that they were working and could not attend community meetings. Given this, some beneficiaries were not part of the decision-making because of the clash of working and community meeting times. Thus, no flexibility in terms of community meeting times meant that several beneficiaries were unable to participate in the project. Neither were there alternative means of participation, for example, there was no platform for voicing their views through the community radio station, or the use of social media such as Facebook. A further 29% of the respondents revealed that they did not participate in the development of the project because it was not important to them. The respondents raised several reasons for not participating in the project. Some of the reasons given were the unclear of some community members, and the political dynamics of the area. In some instances, the members of the community who were ward committee members did not give feedback in an appropriate way to the beneficiaries of the subsidised houses. The reasons for this varied including not being a family member or close friend of the person in the political position. The political dynamics



are such that those who are in power tend to discriminate against those who are not in the same political party and this could manifest, for example, in feedback not being given when asked for. On the issue of not taking part in the project, one of the focus group respondents stated the following:

*The South African government have been making empty promises for the long time, so what is the use to participate on something that will not happen. I cannot waste my time attending those meetings, politics is a mind game (October 2017).*

It is clearly evident from the above that the majority of respondents in the study were actively involved in the decision-making concerning the housing project. However, a substantial minority (35%) were not involved.

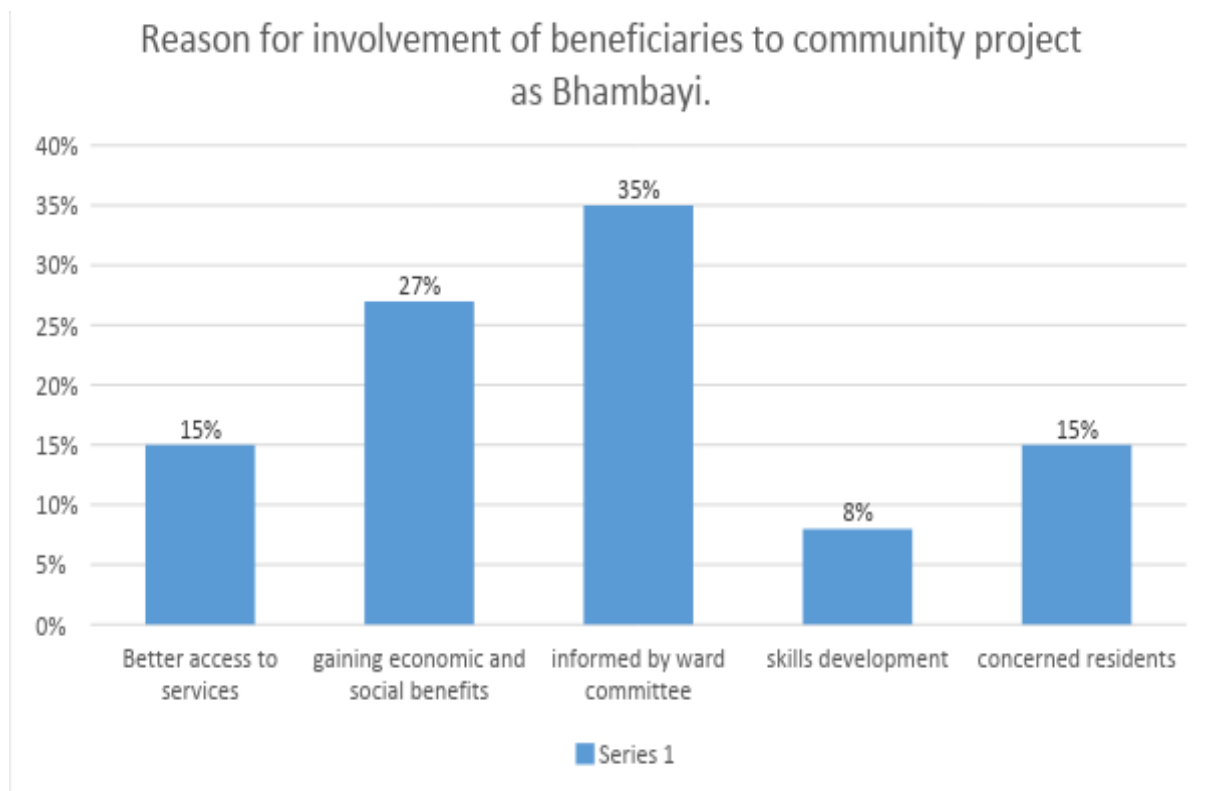
The findings revealed various reasons for the involvement of beneficiaries in the low-income housing project in Bhambayi (Jiniva) and these are summarised in Figure 5.2 below. The reason mentioned the most (by 35% of respondents) was that they were informed or updated by the ward committee. This provided a form of encouragement for the beneficiaries to participate in the provision of housing and have a voice in their development. The findings do show that the beneficiaries of the project, in general, had a good relationship with the ward committee and community participation was achieved. Arnstein's Ladder of Citizen Participation is applicable here in that tokenism represented by rungs 3, 4 and 5 (informing, consultation and placation) was practiced in the housing project with both informing and consultation been taken into consideration. The beneficiaries of the project were fully aware of the steps that were taken in the project as they were being informed of this by the ward committee. This means that the project reached the partnership rung (number 6) in Arnstein's Ladder of Citizen Participation – the community members' inputs into the provision of houses was taken into consideration. At this point one can safely state that at this level the beneficiaries had the capacity to negotiate and engage in decision-making with the power holders. Thus, community members had the power to control and influence their development. Respondents referred in their responses to the skills development that was achieved during the housing project. One of the respondents in an in-depth interview stated that:

*The project of low-income housing in our settlement Bhambayi (Jiniva) has been useful in terms of gaining skills even if the project has been completed. As members of the community, we were tasked to different sector of the project, as I was tasked to the team*

*for installation of water meters. The skills I've gain was to install and fix water meters, which helps me even now and that's skills puts food on the table since I work for people wherever their experience issues on water meters in my community and outside my community (October 2017).*

According to the participants their standard of living improved due to the skills gained during the housing project. Beneficiaries, after the project had access to job opportunities and were able to put food on the table, using the skills that were acquired with during housing project. This applied to the beneficiaries who were employed during the project. On the other hand, and as per Figure 5.2 below, 27% of the respondents mentioned that they participated in the project solely to gain economic and social benefits. This was followed by 15% of respondents stating better access to services as their reason for participating. The same percentage of respondents (15%) mentioned that they participated as they were concerned residents. The remaining 8% of respondents cited the above-mentioned skills development as their reason for participation.

**Figure 5.2:** *Involvement of Beneficiaries in Community Project at Bhambayi*



Source: Fieldwork (2017)

While most respondents participated in the project, there were some who, as noted above, did not. Various reasons for the non-participation were put forward with the main one being the issue of time – respondents were unavailable because of workplace duties. In addition, the

distance between the households and the place where the community meetings were held was such that it made attendance, for the elderly, difficult and, as a consequence, the meetings were not attended by some.

### **5.5. BNG Housing Allocation, Physical Quality of Structures and Basic Services in Bhambayi.**

Housing allocation systems are used by the South African government to identify qualifying housing beneficiaries. The criteria used include the following: households need to be earning below R3 500 a month, the head of the household must be over 18 years of age, not received a housing subsidy in the past, and be a South African citizen. The current housing allocation systems are a response to the housing backlog (Gilbert, 2004) and the concomitant demand for housing that this backlog generates. The South African government implemented programmes and strategies to address housing backlogs which are comprehensive clarified on chapter 3. The government is most fortunate to have a constitution containing progressive socio-economic rights, which include the right to health care services, adequate housing and sufficient water. Basic services are the building blocks of an improved quality of life and one has to keep in mind that basic service delivery is not to individuals but to groups of beneficiaries who live together and share resources as households (Charlton and Kihato, 2006).

The structural quality of housing is generally used to measure the ability of the building to accommodate its future purposes. Moreover, structural quality in a building is, in various ways, subjective and becomes a matter of judgment given that quality means different things to different people. In short, housing does not only mean a roof over one's head – it also means adequate privacy, space, physical accessibility and structural stability (Pike, 2003).

The sub-themes that will be discussed below are as follows: housing allocations, level of water supply, sewerage systems, state of the internal dividing walls, residential electricity and physical structure of the houses.

#### **5.5.1 Housing Allocations**

The Constitution of the Republic of South Africa emphasises that housing allocation policy goals must ensure that residents of South Africa have access to adequate housing opportunities, and the allocation of beneficiaries to housing is done in an accurate and visible manner (Huchzermeyer, 2001). As noted, the beneficiaries who were residing in the low-income housing in Bhambayi (Jiniva), had occupied the houses since 2007 when the housing subsidies

were provided by government. The respondents stated that the houses were constructed while they were still staying in shacks in an informal settlement called ko-Thayela. Ko-Thayela is situated within Bhambayi and its name stems from the material that was used in the construction of the informal houses, namely, corrugated iron. The findings revealed that all the interviewed beneficiaries were moved to the new settlement known as Jiniva (in Bhambayi) once the government had completed the subsidised low-income houses.

The subsidised houses were built on a Greenfield piece of land located within Bhambayi. The respondents who were residents (and beneficiaries) were fully aware of the period each had spent in their houses. At the time of the study (2017) the residents of Bhambayi (Jiniva) had occupied their subsidised housing for almost 11 years. This means that all the interviewed beneficiaries of the project had remained on the settlement since its inception in 2007 and continued to do so. According to the respondents, there were no incidences of corruption in the allocation of housing. The ward committee in Bhambayi (Jiniva) was part of the housing development and helped ensure that the allocation of houses to the beneficiaries was fairly done and that the housing allocation procedures were closely followed. This was done in partnership with the ward councillor in terms of the eThekweni Municipality's guidelines and procedures concerning the housing allocation process that need to be followed when service delivery takes place. While the ward committee was not directly involved in the allocation of housing, it played an important role by providing information about the process such as who to speak to in order for a community member to be registered on the housing database. The housing allocation process in the Bhambayi (Jiniva) project differed from the general trend in the allocation of housing in South Africa in that the latter is fraught with a high rate of corruption (Smith and Vawda, 2003).

### **5.5.2 The Level of Water Supply**

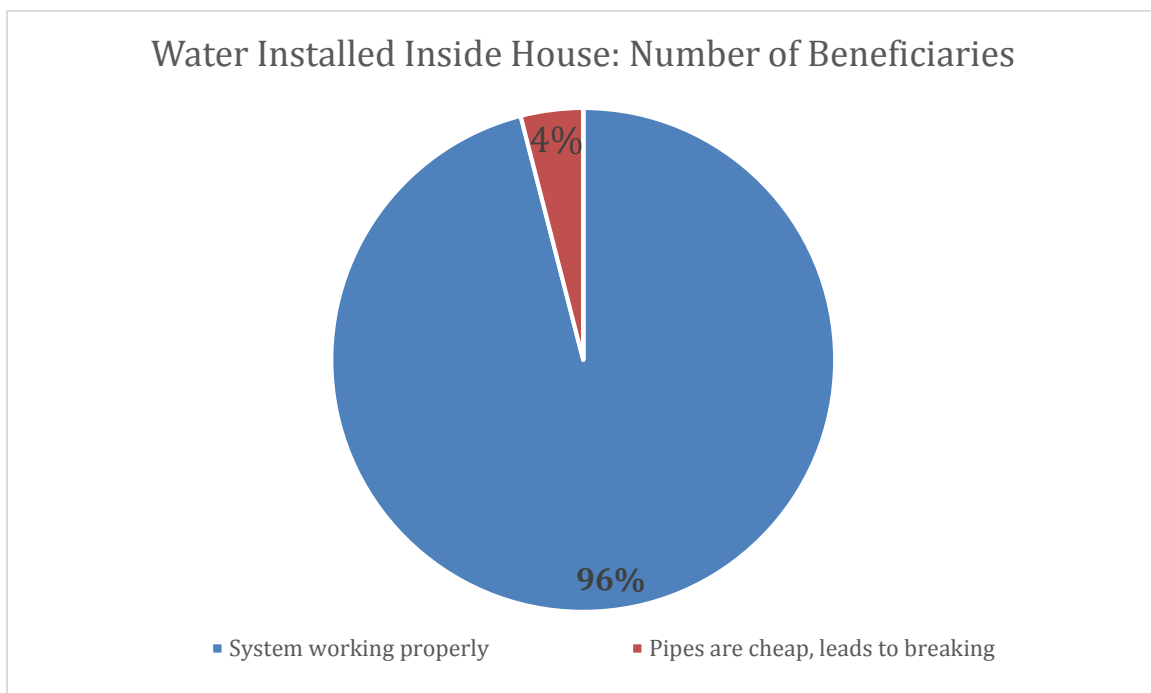
All the subsidised houses in the project had water pipe lines fully installed before occupation by the beneficiaries. The survey revealed that in some of the houses the installed water system did not work adequately which impacted on the supply. This is illustrated in Figure 5.3 below. However, the vast majority (96%) of respondents indicated that the water system installed in their house was working properly. Interviewed beneficiaries who were not satisfied with the water supply complained about the material that was used in the project, raising issues that pipes were cheap, and this would automatically lead to breaking or other problems. They pointed out that while water could still be provided despite leaks, the leaks could cause

structural faults such as cracks and damp walls. On a positive note, the respondents reported that the privilege of receiving water in the community increased their level of freedom and independence and ensured a reliable water supply. In addition, a respondent in an in-depth interview said:

*It is our responsibility as the beneficiary residents of Bhambayi to maintain the quality, and safely of our municipality water and water systems (October 2017).*

This statement above emphasises that the beneficiaries of the Bhambayi (Jiniva) housing project were well-satisfied with the housing and basic services in the form of water supply provided by government. It is evident that beneficiaries had given thought to the development of the houses and basic services delivered to them. As noted and illustrated above, almost all (96%) of the respondents were satisfied with the water system installed inside their houses. It is also evident that beneficiaries did take the initiative in terms of looking after their environment and maintaining the basic services.

**Figure 5.3:** *The level of Water Supply in Bhambayi Houses*



Source: Fieldwork (2017).

### **5.5.3 Sewerage System in Bhambayi**

During the fieldwork at Bhambayi (Jiniva), a question on the state of the sewage system was asked. Findings revealed that 4% of respondents said that their sewage system was not in working order and that it was easily breakable – the latter suggesting that systems were made of cheap material. In the main, it was the toilets that were blocked.

In contrast, 96% of the respondents emphasised that their toilets were in excellent working order. Evidence of this was captured by the researcher during his observation of the sites in Bhambayi (Jiniva). The quality of life and the hygienic conditions in the area where the sewage system operates had improved. Pollution of the ground water through the discharge of sewage waste in the area had come to an end. One of the focus group respondents referred to the quality of life stating that:

*With the services we have in our community of Bhambayi (Jiniva) low-income housing, we as beneficiaries of the projects there is no doubt if we all cooperates, ourselves and our children will enjoy a better quality of life in the years to come. Moreover, we will secure a better environment to the forthcoming generation (October 2017).*

The above illustrates that the beneficiaries of the housing project were well satisfied with the project and the quality of the services in the form of the sewage system and, as with the water supply, they were willing to maintain the service for future generations.

### **5.5.4 State of the Internal/Dividing Walls.**

During the fieldwork, a question on the state of the internal/dividing walls in the houses was asked (and answered). All the housing units have internal/dividing walls in the interior of the house. However, there was no dividing wall to separate the kitchen from the lounge or sitting room. Some residents had added an internal dividing wall at their own expense due to the fact that there is a lack of privacy when people are in the kitchen and sitting room at the same time. Those beneficiaries who could afford to add the dividing wall had the privilege of having the financial resources to do so. Some respondents did insist that they would erect an internal wall when the time was right, and they had enough money for the addition. Finance was thus the deciding factor as to whether a dividing wall was added or not. As noted, most of the respondents were not working and those who were, being low-income earners, were not in a financial position to add such a wall.

The survey revealed that there were only 22 interviewed beneficiaries who were able to add an internal/dividing wall in their subsidised houses. Only four which is (15%) of the households interviewed were unable to do so for financial reasons and had to live with the lack of privacy.

### **5.5.5 Residential Electricity Services**

The delivery of adequate housing goes beyond the provision of the simple structure of the house, that is, a single free-standing house. The provision of basic services such as electricity (and water and sewage above) goes together with the provision of the housing units themselves. It is evident that electricity installation in houses improves the standard of living (Bredenoord and Lindert, 2010). Electricity that is being used by the residents in Bhambayi (Jiniva), is pre-paid. The study revealed that the respondents were satisfied with the electricity mentioning that it was affordable and reliable. The respondents also stated that it was convenient to purchase the electricity, as some of the members of the community sold electricity. There was thus no need to travel to pay bills at the end of each month or at any other time and this was clearly beneficial in terms of saving on transportation costs. This suggests that the Bhambayi (Jiniva) housing project did understand the importance of creating a sustainable human settlement. One respondent in an in-depth interview stated the following:

*The project of low-income housing in Bhambayi (Jiniva), have been able to reduce the need for fuels sources like coal, paraffin and wood which means that there is lower risk for community. The installation of electricity really played a role to us. In that way the settlement, it a health environment to us as resident, since we are coming from the informal settlement where we were used to the fuel sources mentioned above (October 2017).*

All the houses in the housing project had electricity installed. There is evidence from the household survey confirming that the electrical wiring and plugs, including the earthing, were correctly installed. All (100%) respondents were satisfied with the electricity situation in their houses. Some respondents did make the point that there was no proper installation of electricity where they had stayed before and that this could cause serious damage to the shack should an electrical fault start a fire. In contrast, the respondents did point out that they felt safe in terms of the electricity installation in their present situation.

### 5.5.6 Physical Structure of Houses

Structural faults were noticeable in some of the housing units in Bhambayi (Jiniva). This led to some of the respondents (8%) reacting negatively to the structure which in turn led to the quality of their houses being negatively rated. Participants raised the issue that when the walls of their houses were cracking it forced them as beneficiaries to fix the matter, whereas the government could have solved the building fault before it manifested by making sure that building standards were being followed and monitored. Respondents also raised the issue of not having financial resources to repair the walls which were cracked. The government needs to quickly react to the matter, because normally, when beneficiaries cannot afford to fix the subsidised houses and they start to deteriorate, they will start to build shacks/informal houses which are connected directly to the subsidised ones. As a result, informal settlements will increase in number and the issue of housing backlogs will continue to rise, since the government will then have to deal with those beneficiaries who extended their subsidised houses with shacks.

One respondent in an in-depth interview stated that:

*Whenever am in the house I notices these cracks on my wall, I believe it an indication of serious structural problems that is needs to be taken to consideration before it destroys the whole house (October 2017).*

However, the findings revealed that the clear majority (92%) of respondents stated that their housing units were not experiencing any cracking of the walls. They indicated that the walls of the houses were smooth, and they could not see any cracks in the walls. They were thus satisfied with the structure of their houses. Given that it was only a small minority (8%) or respondents who stated that their houses had cracked walls, it can be concluded that only a few of the housing units which were part of the Bhambayi (Jiniva) housing project were affected in this way. Thus, the clear majority (92%) of respondents were satisfied with the physical structure of the house and had no fear that it might fall in on them.

However, about the roofing, respondents stated that the houses were designed with no external timber rafters, purlins or trusses to which gutter brackets could be attached. It was thus difficult for residents to install gutters and rain tanks to prevent the water flowing from the roof of the house (see Figure 5.5). Moreover, the respondents mentioned that the houses were, therefore, experiencing damp in the walls, which could in the future create cracks in the structure of the



house (see Figure 5.6.) Apart from being a danger to the structure of the house, damp has been proven beyond doubt to cause breathing illnesses, and a host of other health-related issues. No guttering means that the door of the house is also affected as it not protected from the water flowing from the roof. This can result in water entering the house.

**Figure 5.4:** House Showing Unavailability of Gutter



**Figure 5.5:** Damp on Walls



Source: Fieldwork (2017).

### **5.6 Beneficiaries Level of Satisfaction.**

In 1994, South Africa's democratic government increased basic service delivery to poor areas in many cities. This resulted in citizens having direct access to electricity and sewage systems that had previously only been for the white-only apartheid suburbs. The delivery of basic services by the government and access to these services has enriched the lives of South African communities (Nkomo, 2017). Because of government prioritisation of the delivery of basic services, progress has been achieved over the past few decades in the level of satisfaction with the delivery of basic services in South Africa. It is clear, as previously stressed, that basic services are the fundamental blocks for improving the quality of life, and adequate supplies of safe water and sanitation are necessary for life, well-being and human dignity. The provision of basic services in the Bhambayi (Jiniva) housing project was, given the findings above, certainly achieved. The vast majority of interviewed beneficiaries revealed that they were satisfied with the services provided as well as the housing structure. These aspects relating to the theme of satisfaction are further discussed below under the sub-sections: housing structure

and basic services; accessibility to public and social facilities; accessibility to commercial facilities; and, lastly, transportation system and infrastructure.

### **5.6.1 Housing Structure and Basic Services**

The participants in the Bhambayi (Jiniva) housing project revealed that they were satisfied with the quality of the low-income houses (which comprised of a single housing typology) provided to them as beneficiaries. Ninety percent of the respondents who participated in the study were satisfied with the houses. The low-income housing provided by the state consisted of a permanent residential structure with security of tenure, ensured internal and external privacy, and provided adequate protection against the elements. In addition, the respondents commended the housing project for ensuring adequate basic services such as potable water, a domestic electricity supply, and full waterborne sanitation within the house.

However, there were few respondents that were not happy with supply of basic services as demonstrated in figure 5.6 below, 30% were not satisfied with water cuts which were experienced in Bhambayi (Jiniva). Respondents believed the rates for the services were too high, even though the government does provide a certain percentage of basic services, such as water, free of charge to each household. The reason for respondents' concern with the rates, was that most of the residents in the settlement do not have a source of income.

When the respondents were asked about what they would like to change in Bhambayi (Jiniva), a few revealed that they were not satisfied with the design of the house. The issue regarding the design of the house raised by the beneficiaries was that it limits the residents when they need to extend the housing structure. Furthermore, the limited space in the yard was pointed to and respondents complained about the struggle to build further additions because of this and even to fence the yard. This was further complicated by their being no boundaries between the houses.

### **5.6.2 Accessibility to Public Facilities**

Educational facilities such as crèches and primary and secondary schools are easily available to the community, even though some are situated in residential areas adjacent to Bhambayi (Jiniva). The respondents stated that they were well-satisfied with the accessibility of the educational facilities in the settlement. Gandhi Primary and High Stone Primary schools and INanda Newtown Comprehensive high school are all accessible in that they are within walking, and a few minutes driving distance, irrespective of where one stays in Bhamabayi. In addition,

Whetstone Library is located within the settlement as are several crèches. That the above facilities are all within walking distance assists in minimising the transportation costs of the community members. In short, the location of the facilities encouraged sustainable human settlement in the community of Bhambayi (Jiniva). Having facilities within a convenient travelling distance is supported by RedBook, Volume one, Guidelines for Human Settlement Planning and Design as specified (CSIR 2005).

Social cohesion refers to positive social relationships and is defined as the extent to which a geographical place achieves community in the sense of shared values (Beckeley, 1994). In the case of Bhambayi (Jiniva) the schools are multi-functional in that they also provide a place for assembly activities where citizens can interact with each other through sports, music groups, community councils, and teachers' or parents' associations. Family and community involvement foster partnerships among schools, family and community groups, as well as the individuals themselves. These partnerships result in the sharing and maximising of resources, help learners develop healthy behaviours, and promote healthy families which in turn contribute to social cohesion. An example of a multi-functional school is the Kasturba Gandhi Primary School situated in the grounds of the home where the Gandhi's lived in INanda. The school has a fine history. It was founded by Kasturba Gandhi, Mahatma Gandhi's wife, when they spent time in Durban between 1893 and 1914, while Mahatma Gandhi was fighting for civil rights. The school addresses the educational needs of the current children and future generations. The fact that it is in the yard of the civil rights person who played a role in South Africa's struggle for freedom does, in a way, give it added importance. The school is playing an important role in shaping children's careers and characters and plays a significant role in the growth and progress of the community. Normally, if residents of a community are educated they can make an important contribution to stimulating the community. The creation of a culture of care and community in which learners support one another and take responsibility for the well-being of each other and the total community is possible. All the above-mentioned activities automatically create social cohesion, where beneficiaries share ideas. Moreover, the school further promotes social cohesion in the sense that community members hire the school hall for church events, wedding occasions and community meetings.

There are various crime prevention initiatives that have been implemented by the local community in Bhambayi in partnership with the South African Police Service (SAPS). The SAPS ACT of 1995 legislated that the Community Policing Forum (CPF) was the only

recognised consultative forum designed to allow communities to make their safety and security concerns known to the police (Rauch, 2001). The need to form a CPF was prompted by the high rate of crime in Bhambayi. The CPF is a platform whereby the community members of Bhambayi, youth organisations, businesses and other relevant stakeholders meet to discuss local crime prevention initiatives. While CPFs have been established and are active, there remain concerns about police attitudes and how seriously the police take the forums. Members of the local CPF originate from the residents of Bhambayi and one can say that these community members are concerned citizens. The reason for this is that the CPF members take the initiative to protect their community with the aim of building a safe environment which can be appreciated by future generations. The Bhambayi (Jiniva) low-income housing community are using the CPFs strategy to minimise crime on the settlement. Findings from the study reveal that out of 26 interviewed participants, 22 respondents felt safe and 4 respondents stated that they were not safe since they had been victims of robbery, housebreaking and mugging. The above findings clearly demonstrate that most participant beneficiaries considered themselves safe in the community. However, the 4 respondents who did not feel safe, is a cause for concern. Given what has been discussed above, one can positively say that the CPF of the Bhambayi (Jiniva) community has been both a lifesaver for, and a protector of, the community members by ensuring that their safety and security is their first and main priority.

### **5.6.3 Accessibility to Commercial Facilities**

A neighbourhood shopping centre is presently in walkable distance of the settlement of Bhambayi (Jiniva). The respondents pointed out that the settlement is in close proximity – a 9-minute walk and a 2-minute drive – to a neighbourhood shopping centre that includes a Goolams retail shop and a privately-owned health practice. The Dube Village Mall is a shopping centre also within reach of the residents of Bambayi (Jiniva) – in this instance a 16-minute walk and a 6-minute drive. The mall provides beneficiaries benefits and satisfaction in terms of job opportunities. These facilities, being in walking distance, also contribute towards minimising the transportation costs of residents when they need to make purchases of food and other items. Furthermore, the Bhambayi Supermarket is also located within the settlement. The South African town planning standards recommend that the distance community members should travel in order to access commercial facilities, should be a maximum travel time of 20-30 minutes. Therefore, the Bhambayi (Jiniva) housing project did take into consideration the town planning standards for Human Settlement Planning and Design as contained and specified

in Volume one of the RedBook (CSIR 2005). In doing so, the travelling distance to commercial facilities stipulation was easily met.

To return to the issue of social cohesion, it is realised through social interaction and this was achieved in the Bhambayi (Jiniva) housing project. The social networking interactions offer the residents information, friendship, and social and practical support. This is specifically so for people who are mainly reliant on the neighbourhood for their day-to-day activities and their social contacts. The availability of the shopping mall and supermarkets within easy reach of the settlement plays a vital role in integrating community members, which also leads to the promotion of social cohesion.

Moreover, for the main part, households with young children and elderly people, profit from these social networking interactions. Several types of social interaction are found in the shopping mall or supermarkets. The social interaction can range from a minor connection, caused by people greeting one another, or a discussion between buyer and seller. The sharing of information can lead to the formation of social networking interactions. The commercial facilities in and around Bhambayi (Jiniva) are places for strong social bonding, places where friends and families trade and interact with one another and, in a sense, form a particular family. Social cohesion is thus promoted with the availability of the above-mentioned facilities in, and close to, Bhambayi (Jiniva).

#### **5.6.4 Well-functioning Transportation System**

Positive feedback was received when the respondents were interviewed about the transportation system in Bhambayi (Jiniva). They stated that it was very convenient because it ensured mobility and connectivity within and outside the settlement. Taxis enter the settlement when collecting or dropping off the residents. In the in-depth interviews one respondent mentioned that:

*We as residents of Bhambayi (Jiniva) phase one low-income housing project. We have a privilege of direct access to the road from our own houses, and the road is flexible in terms of connecting it to our drive-in (October 2017).*

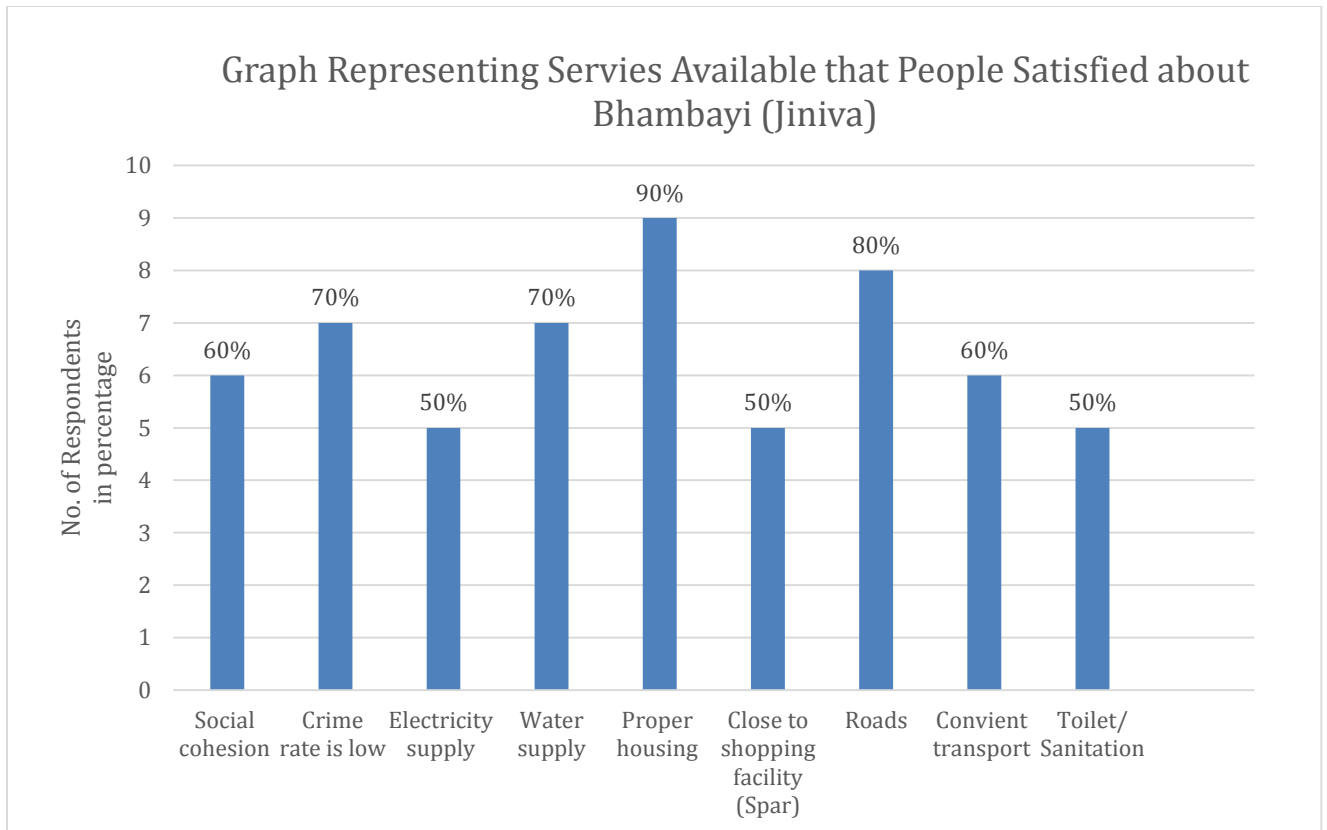
In addition, the settlement is situated next to main roads with the availability of public transport provided by the eThekweni municipality which in turn has the advantage of using these roads when providing services to the community. The respondents also mentioned that

the road layout in the settlement is structured in such a way that the public transport can drop one outside one's house. This was clearly satisfactory for the beneficiaries and the road infrastructure was therefore an important and successful part of the Bhambayi (Jiniva) housing project. The research findings on transportation systems have revealed that the project was one of the best developed in terms of integrated human settlement.

Thus, it is evident that the interviewed beneficiaries have good access to transportation that allows community members to easily commute between home and the work-place, which would decrease households cost. More importantly, for the low-income household's easy access to public transportation is one the main factors determining accessibility to employment opportunities.

Speed humps on roads increase the level of safety for members of the community. The speed humps that exist at Bhambayi (Jiniva) force drivers to slow down whether they want to or not. Respondents mentioned that while speed humps cannot eliminate car accidents completely, they can decrease the chances of them happening and make the impact less severe. With the presence of speed humps vehicles do move at a slower speed than if there were no speed humps at all, and this greatly reduces the chances of life-threatening injuries. Thus, the speed humps in Bhambayi play a vital role in minimising car accidents and ensure that drivers are more vigilant of pedestrians using the roads. Respondents felt that with the availability of speed humps in the community, they were safer and more protected, and this also applied to their children when traveling to school.

**Figure 5.6: Services that Beneficiaries are Satisfied With**



Source: Fieldwork (2017).

### **5.6.5 Respondents on Levels of Satisfaction**

Researchers have defined housing satisfaction as an individual’s subjective assessment of whether his or her housing needs are being met (Berkoz et al, 2009; Baker, 2002). Beneficiaries were provided with a list of building elements or attributes and were asked to rate their level of satisfaction with each. The score for each element or attribute was used as an indicator of the level of satisfaction for that element or attribute and, when combined, their level of satisfaction with the housing situation overall.

Of all the listed attributes and elements, the beneficiaries of low-income housing who participated in the study were the most satisfied with the physical elements or attributes of their houses. As can be seen in Figure 5.7 below, there are two columns, with the one column reflecting the number of respondents who were satisfied with the various building elements or attributes and the other column reflecting the number of respondents who were not satisfied with the elements or attributes. The columns are arranged in the order of elements or attributes

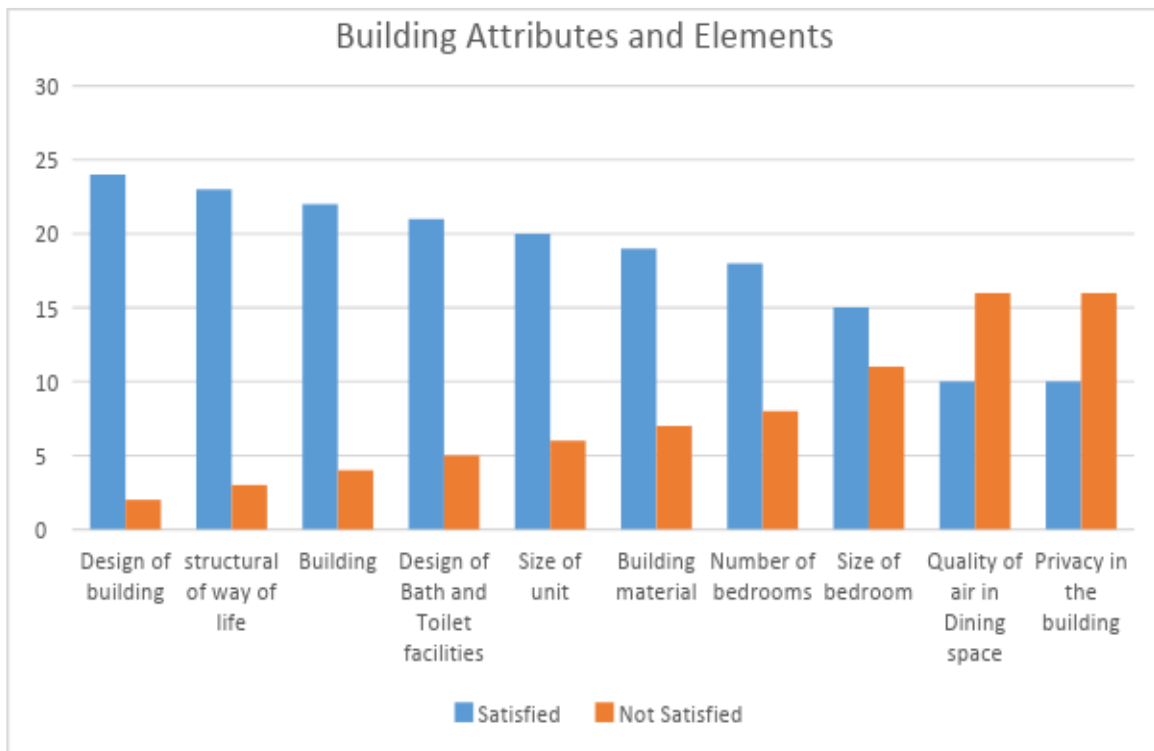
that respondents were most satisfied with to those they were least satisfied, going from the left to the right.

As evident in Figure 5.8, the design of the house had the highest rating among respondents with 92% of respondents indicating their satisfaction with this element or attribute. This was followed by structural quality of the house (89%), building (86%), design of bath and toilet facilities (81%), and the size of the unit (77%). However, there were two elements or attributes with which less than half of respondents were satisfied, namely, quality of air in the dining space (39%) and privacy in the building (39%). In other words, most respondents were not satisfied with these two elements or attributes. The physical observation of the units by the researcher revealed that they were neither painted nor plastered. Moreover, it was observed that the interior walls of approximately 8% of the units were cracked. In terms of the size of the bedroom, 58% of respondents were satisfied and 42% not satisfied. This suggests limited space for movement especially once furnishings are taken into consideration.

To conclude, beneficiaries received their housing units with building attributes or elements that protect them from the weather and especially the harsh or cold winters. It is these attributes or elements that ensured the units are useful and appreciated by the beneficiaries. The findings listed above by and large tend to support this.



**Figure 5.7: Building Attributes and Elements**



Source: Fieldwork (2017)

### 5.7 Role of Ward Councillor in Housing Provision

The role of the ward councillor in low-income housing provision necessitates him or her understanding the importance of increasing housing delivery to meets the needs of local communities and to work with, and across, various sectors to plan for housing. Moreover, ward councillors need to encourage and channel community and neighbourhood engagement in local issues and local choices. The councillor has the duty to balance economic, social and environmental priorities of the area of Bhambayi (Jiniva) by providing strong local leadership (Nyalunga, 2006). The approach that was used to introduce the housing project to the community was via community meetings. On that point there was no delay in the project planning took place and everything, accordingly, operated smoothly; and one can conclude that the ward councillor played a positive role in this regard.

The ward councillor was asked what strategies he could recommend improving the low-income housing process in the future. In his response, he suggested that the solution was for the government to establish and facilitate a sustainable process that would deliver adequate housing equitably within the context of affordability of both the housing and the associated

services. Moreover, the government needed to create access to amenities and economic opportunities without which sustainable development would not be reached.

It is suggested by the researcher that government needs to consider the feedback received from the low-income housing beneficiaries in this study. The findings point to what the beneficiaries were and were not satisfied with. This will assist in avoiding previous mistakes when future housing development projects take place. The findings revealed that to improve low-income housing development, consultation and community engagement are key. The issue of improving livelihood and economic activities in the community of Bhambayi (Jiniva) was addressed by the ward councillor and ward committee ensuring that the project hired community members to work on the project. Planning for service delivery to Bhambayi (Jiniva) was addressed and the provision of basic services, namely, water supply, electricity, sanitation and transportation was achieved. The ward councillor did mention that government had proposed the provision of an extension to the Bhambayi (Jiniva) low-income housing settlement – an initiative which will further ease the housing shortages in the area. In summary, the provision of housing and basic service delivery was successfully achieved by the project and the future development of Bhambayi (Jiniva) is likely to take place.

## **5.8 Conclusion**

This chapter presented the findings from an investigation conducted in South Africa of the level of satisfaction of beneficiaries of a subsidised low-income housing project. The findings have confirmed that whenever the beneficiaries are given an opportunity to participate in a housing project, they will build a good understanding of what the housing project entails and, in that way, misunderstanding about the overall aims of the project will be limited. Therefore, for subsidised low-income housing development to be truly sustainable in South Africa, it is evident that government and beneficiaries must work together to achieve a successful outcome. The above findings have highlighted that there is always a need for more community participation in projects to minimise conflict and to ensure satisfaction on the part of the beneficiaries. The improvement of service delivery in Bhambayi (Jiniva) was to the satisfaction of the beneficiaries; and community participation in the project and the delivery of services helped promote this positive outcome. The involvement of the community members in service delivery provided them with a sense of power and ownership over their development.

The summary of findings, recommendations and conclusion are presented in the next, and final chapter, Chapter 6.

## CHAPTER 6

### SUMMARY OF FINDINGS, RECOMMENDATIONS AND CONCLUSION

#### 6.1 Introduction

In this chapter the main findings about the research questions are summarised, recommendations based on the findings are made, and a conclusion presented. The main objective of the study was to determine the level of satisfaction of low-income housing beneficiaries with a housing project, namely, the Bhambayi (Jiniva) housing project in INanda, KwaZulu-Natal. The study revealed that public participation can no longer be neglected or avoided by government for any development initiative that involves community members. Zonke (2015) states that legislation imposes the obligation on local, provincial and national government to support community participation by all stakeholders ensuring that no individual is marginalised. This means that each member of the community is important, and each member has the right to take part in development initiatives that concern them as citizens. In the case study of Bhambayi (Jiniva) it is acknowledged that the legislation laid down by various departments achieved the aim of promoting and ensuring public participation in the project.

This main objective of the study was followed by five sub-objectives, and these were as follows:

1. To evaluate the level of community participation in the housing project in Bhambayi.
2. To evaluate the level of satisfaction of the beneficiaries with the project.
3. To evaluate the living conditions of the beneficiaries.
4. To review the allocation of housing in the project.
5. To determine how the wider community benefitted from the project – from the initial stage to the completion stage.

The first section of the chapter (Section 6.2.1) discusses the first sub-objective as it focuses on community participation and local leadership. Section 6.2.2 addresses the remaining sub-objectives. Recommendations based on the findings of study will be presented in 6.3 and the final section (6.4) concludes the chapter and the thesis.

#### 6.2 Community Participation and Local Leadership.

The research findings of the case study of Bhambayi (Jiniva) revealed that the community members who were beneficiaries of the project did play a significant participatory role in the

project. The relationship between the ward committee, ward councillor and beneficiaries of the project was well-organised and monitored. This possibly made the housing project in Bhambayi (Jiniva) unique since relationship, consultation and partnership are the keys to sustainable human development and these were prioritised in the project. By doing so it underscores the necessity of beneficiaries having the power to engage in a project that involves them as community members. Moreover, it was noted in Chapter 2 under the Theory of Citizen Participation, that when beneficiaries are involved in the project they are more likely to be satisfied with the end results since most (if not all) of their issues and concerns would be addressed. There were, however, beneficiaries of the project that were not satisfied with some of the services that were provided to them, but they were in the minority (this is detailed in Chapter 5). The community was involved from the conceptualisation stage of the project all the way through to the final implementation and project hand-over stages. The participation in this project was not used as a façade of administrative compliance but rather used to empower and uplift the community.

Furthermore, some interesting facts emerged in the in-depth interview with the ward councillor who also lived in one of the project houses. He outlined that the beneficiaries continued to be happy with their houses since the project completion in 2007. The 52 beneficiaries of the project still resided in their houses and were progressively improving the quality of life in their settlement. Importantly, the councillor later made mention that beneficiary satisfaction could be traced back to their level of involvement in the execution of the project – they lived and breathed the project so therefore loved the project.

### **6.3 Level of Satisfaction and BNG Housing Allocation**

In terms of the housing structure, provision of services and facilities, beneficiaries were, in the main, satisfied with the structure, transportation, basic services and commercial facilities in Bhambayi (Jiniva) (as discussed in Chapter 5). The findings revealed that respondents were satisfied with the housing structure that was provided by government under its Housing Subsidy Scheme. However, there were a few respondents who were not satisfied with the basic services, but they were in the minority. In general (as detailed in Chapter 3), legislation and policy in place ensures that the requirements of the South African Bureau of Standards are applied in the provision of houses and it is evident that this was the case in the Bhambayi (Jiniva) housing project. In addition, the availability of the National Home Builders Registration Council was useful in monitoring the progress of the project. It is apparent that

the quality of the day-to-day lives of the residents of Bhambayi (Jiniva) had improved since community members now had access to basic services in addition to housing. Respondents pointed out that government had provided them, as community members, with a platform to engage on the project and as a result their ideals were also noted and incorporated in the provision of houses.

The findings also revealed that the road system in Bhambayi is convenient for community members and for the eThekweni Municipality when it provides services to the community. Thus, the transportation system in Bhambayi would positively contribute to economic activities and the quality of life. Given the findings of the study, it is evident that the government has succeeded in meeting the needs of the Bhambayi (Jiniva) community pertaining to the provision of adequate housing and services. The government had fulfilled its role in the project by delivering a sustainable human settlement and accomplishing this to the satisfaction of most beneficiaries.

As pointed out, the interviewed beneficiaries have been living on the Bhambayi (Jiniva) settlement since the beginning of the project in 2007. In that sense, it is evident that beneficiaries were well-satisfied with the services they received from the South African government under the subsidy scheme. The findings of the case study of Bhambayi (Jiniva) indicate that the standard of living of beneficiaries has been improving which was one of the main aims of the Breaking New Ground (BNG) housing policy. Technically, the policy ensured that the allocation of housing to the beneficiaries was well researched and implemented in an equitable manner. In short, by adhering to policy and guidelines, the Bhambayi (Jiniva) housing project which was also a Greenfield initiative that took place under BNG structures, has played a vital role in addressing the housing backlog and creating a sustainable human settlement.

#### **6.4 Recommendations**

The recommendations which follow are made to improve or accelerate the delivery of sustainable human settlements to low-income and disadvantaged groups in the KwaZulu-Natal Province of South Africa.

- To solve the problem of houses that had no external timber rafters, purlins or trusses to which the gutter brackets could be attached, project monitoring and inspection during the construction phase should be more closely done by project stakeholders such as

municipal inspectors and NHBRC officials. Such monitoring would ensure that gutters could be added later.

- The houses need to be designed to accommodate a rainwater harvesting system which comprises a 2 500-litre rain tank. Together with the gutters, rainwater harvesting will reduce the issue of water causing cracks and damp in the walls since the water will now flow directly into the tank/s. Implementing a rainwater harvesting system will also play a vital role in addressing the issue of water shortages since South Africa is a water-scarce country. The benefit of using such a system is that it will provide emergency water supplies in periods of drought or when services are interrupted. The water can also be used to irrigate food gardens, and for drinking, washing and laundry. In this way no rainwater will be wasted. This will also be in accordance with the Department of Water and Sanitation's campaign to reduce the use of water. In addition, it is important that everyone sticks to water restrictions which are implemented by municipalities.
- While most respondents were satisfied with the sewerage system in place, there were some respondents who were not. It is evident that more could be done about the sewage system and to resolve this matter, the formal training requirements in the built environment disciplines must be compulsory and have guidelines. These must be endorsed by the emerging contractors, most especially in terms of the construction materials and methods used in the building industry. Low-income housing projects such as the one at Bhambayi (Jiniva) need to be awarded to knowledgeable contractors who are in line with the BNG policy that promotes sustainable human settlements.
- A further recommendation concerns the issue of community participation in the project – not all beneficiaries, for various reasons, were involved in the decision-making which took place. This can be resolved by working actively to enhance the leadership capacity of the community members, leaders and community organisations within the settlement. Thought must be given to how public meetings could be facilitated and arranged to ensure the participation of more beneficiaries to enable them to have a platform to share their views in a constructive manner, given that their inputs are important. It is also important that a positive relationship with local community groups is encouraged and that they be part of the public meetings to educate the residents about significant community participation. Furthermore, technology in the form of increasingly accessible smartphones and computers can be used as a means of increasing community involvement. The use of smartphones and computers to access

social media such as a Facebook page or a WhatsApp group to enable community members to interact with one another and find a way forward concerning development of the community, needs to be considered. Community radio stations could also be used as a platform for public announcements to inform community members on the progress of projects that are currently underway in an area or about future developments. The use of community radio will advance communication amongst community members themselves and between them and government representatives. This is important given that not all community members can attend public meetings due to various reasons (as outlined in Chapter 5).

## **6.5 Conclusion**

Based on what has been discussed in the previous chapters, community participation as a concept and practice in housing development cannot be avoided by government or excluded from any development initiatives. This study examined satisfaction of low-income housing beneficiaries with their houses that had been built through the government's Housing Subsidy Scheme under the eThekweni Municipality with the aim of assessing whether community participation was taken into consideration and whether the standard of living of beneficiaries had improved. This study of the Bhambayi (Jiniva) housing project in INanda identified the factors accounting for the successes and failures of the project. In doing so it used the experiences of the beneficiaries of the project. Various successes and challenges were identified during the research. However, the findings revealed that beneficiaries were, in the main, satisfied with the low-income housing project. The South African government has used different strategies to address housing issues and has managed to shift towards sustainable human settlements. Beneficiaries who took part in the study were satisfied with the structure of the houses, social amenities, basic services and environment. It is evident that community participation was a key element in ensuring beneficiaries' satisfaction. It is also evident that the project was indeed aligned with the BNG policy since it promoted sustainable human settlement and community participation – both essential components of low-income (and other) housing projects. One can conclude that the Bhambayi (Jiniva) housing project beneficiaries are concerned citizens and are passionate about their development. Their involvement in the project helped ensure its success and, for the most part, their satisfaction with it.

## REFERENCES

- Adebayo, A. and Adebayo, P. (2000). Towards the Development of Human Architecture and Habitat - a Critique of African Cities. Paper presented at the Urban Future 2000 International Conference on Issues Confronting the City at the Turn of the Millenium, Johannesburg. 23-25 August 2000.
- Adler, T. (2016). Affordable Housing for the Poor. Doctoral Dissertation. Johannesburg: University of Johannesburg.
- Aigbavboa, C. and Thwala, W.D. (2013). The Role of Beneficiaries' Participation in South Africa Low-Income Housing Occupants' Satisfaction. In: Smith, S.D and Ahiaga-Dagbui, D.D. (Eds) *Procs 29<sup>th</sup> Annual ARCOM Conference*, 2-4 September, Reading, UK, Association of Researchers in Construction Management, pp. 1331-1340.
- Aigbavboa, C.O. and Thwala, W.D. (2015). *Beneficiary Participation Defined – a South Africa Perspective..* Department of Construction Management and Quantity Surveying, Johannesburg: University of Johannesburg.
- Alnsour, J.A. and Hyasat, A.S., (2016). Residential Satisfaction with Low Income Housing in Jordan: Salt City as a Case Study-*Jordan Journal of Economic Sciences*, 406(3642), pp.1-14.
- Babbie, E. and Mouton, J. (2002). *The Practice of Social Research*. Oxford: Oxford University Press.
- Beierle, T. C. (1999). Using Social Goals to Evaluate Public Participation in Environmental Decisions. *Policy Studies Review*, 16 (3/4): 75-103.
- Berkoz, L., Turk, Ş.Ş. and Kellekci, Ö.L., (2009). *Environmental Quality and User Satisfaction in Mass Housing Areas: the Case of Istanbul*.



- Bernard, H.R. (2017). *Research Methods in Anthropology: Qualitative and Quantitative Approaches*. Lanham, Maryland: Rowman and Littlefield.
- Bhengu, O.T. (2013). An Evaluation of the Extent of Community Participation in the Upgrading of Informal Settlements: The Case Study of Joe Slovo Settlement Upgrading Project in Lamontville. Doctoral Dissertation. Durban: University of KwaZulu-Natal.
- Birkett, N. (1993). Confidentiality and Research. *Canadian Medical Association Journal*, 148 (4): 486.
- Buthelezi, B.P. (2005). An Evaluation of Rural Housing Policy and Implementation: Towards the Development of Appropriate Rural Housing that Contributes to Local Identity and Regional Diversity: a Case Study of Mpukunyoni Area in KZN - South Africa. Masters Dissertation. Durban: University of KwaZulu-Natal.
- Bob, T., (2018). Challenges of Public Participation in the Implementation of Portable Toilets in South Africa: A case study of Makhaza Area in Cape Town, Western Cape Province (2011-2015).
- Bogdan, R. and Biklen, S. K. (1992). *Qualitative Research for Education: An Introduction to Theory and Methods*. Boston: Allyn and Bacon.
- Bowen, G.A., (2009). Document Analysis as a Qualitative Research Method. *Qualitative Research Journal*, 9 (2): 27-40.
- Boyce, C. and Neale, P. (2006). *Conducting in-Depth Interviews: A Guide for Designing and Conducting In-Depth Interviews for Evaluation Input*. Watertown: Pathfinder International.
- Bowen, G.A. (2009). Document Analysis as a Qualitative Research Method. *Qualitative Research Journal*, 9 (2): 27-40.
- Bredenoord, J. and van Lindert, P. (2010). Pro-Poor Housing Policies: Rethinking the Potential of Assisted Self-Help Housing. *Habitat International*, 34 (3): 278-287.

- Chadbourne, M.J. (2015). Residential Satisfaction in the Changing Urban Form in Adelaide: a Comparative Analysis of Mawson Lakes and Craighburn Farm, South Australia Doctoral Dissertation. Adelaide: University of Adelaide.
- Charlton, S. and Kihato, C. (2006). Reaching the Poor: An Analysis of the Influences on the Evolution of South Africa's Housing Programme. In: Pillay, U., Tomlinson, R. and Du Toit, J. (Eds) *Democracy and Delivery: Urban Policy in South Africa*. Pretoria: HSRC Press, pp. 252-282.
- COGTA. (2009). Government in South Africa: National State of Local Government Assessments. Overview Report. Department of Cooperative Governance and Traditional Affairs: South Africa. *Development Southern Africa*, 31 (2): 275-298.
- Cohen, D. and Crabtree, B., (2006). *Qualitative Research Guidelines Project*. Princeton, NJ: Robert Wood Johnson Foundation. Available: <http://www.qualres.org/HomeSemi-3629.html> (Accessed 3<sup>rd</sup> November 2017).
- Constitution S.A., (1996). *Bill of Rights*. Retrieved November 12. P. 2013.
- Corbin, J., Strauss, A. and Strauss, A.L. (2014). *Basics of Qualitative Research*. 4<sup>th</sup> ed. Thousand Oaks, Calif.: SAGE Publications.
- Craythorne, D.L., (2006). *Municipal Administration: The Handbook*. Cape Town: Juta.
- CSIR. (2005). *Guidelines for Human Settlement Planning and Design*. Vol 1. Available: [https://www.csir.co.za/sites/default/files/Documents/Red\\_bookvol1.pdf](https://www.csir.co.za/sites/default/files/Documents/Red_bookvol1.pdf) (Accessed 9<sup>th</sup> March 2018).
- Department of Human Settlements. (2009). *The National Code. Part 1. Simplified Guide to the National Housing Code*. Pretoria: Department of Human Settlements. Available: [http://www.dhs.gov.za/sites/default/files/documents/national\\_housing\\_2009/4\\_Incremental\\_interventions/5%20Volume%204%20Upgrading%20Informal%20Settlement.pdf](http://www.dhs.gov.za/sites/default/files/documents/national_housing_2009/4_Incremental_interventions/5%20Volume%204%20Upgrading%20Informal%20Settlement.pdf) (Accessed 2 November 2017).

- Department of Housing. (2004). *Breaking New Ground: A Comprehensive Plan for the Development of Sustainable Human Settlements*. Pretoria: Department of Housing.
- Doherty, T., Chopra, M., Nkonki, L., Jackson, D. and Greiner, T. (2006). Effect of the HIV Epidemic on Infant Feeding in South Africa: "When They See Me Coming with the Tins They Laugh at Me". *Bulletin of the World Health Organization*, 84 (2): 90-96.
- Duraiappah, A.K., Roddy, P. and Parry, J. (2005). *Have Participatory Approaches Increased Capabilities?* Winnipeg, Canada: International Institute for Sustainable Development (IISD).
- eThekweni Municipality. (2015). *Integrated Development Plan*. Durban: eThekweni Municipality.
- Etikan, I., Musa, S.A. and Alkassim, R.S. (2016). Comparison of Convenience Sampling and Purposive Sampling. *American Journal of Theoretical and Applied Statistics*, 5 (1): 1-4.
- Fiadzo, E.D., Houston, J.E. and Godwin, D.D., (2001). Estimating housing quality for poverty and development policy analysis: CWIQ in Ghana. *Social Indicators Research*, 53(2), pp.137-162.
- Florin, P. and Wandersman, A. (1990). An Introduction to Citizen Participation, Voluntary Organizations and Community Development: Insights for Empowerment Through Research. *American Journal of Community Psychology*, 18 (1): 41-54.
- Gibson, S., Benson, O. and Brand, S.L. (2013). Talking About Suicide: Confidentiality and Anonymity in Qualitative Research. *Nursing Ethics*, 20 (1): 18-29.
- Gilbert, A. (2004). Helping the Poor Through Housing Subsidies: Lessons from Chile, Colombia and South Africa. *Habitat international*, 28 (1): 13-40.

Google Maps 2018. Available:

<https://www.google.co.za/maps/search/Bhambayi+Settlement+is+located+in+Kwazulu+Natal/@-29.7040129,30.9809578,230m/data=!3m1!1e3>

(Accessed 9<sup>th</sup> October 2017).

Grobler, M., Jansen van Vuuren, J. and Zaaïman, J. (2013). Preparing South Africa for Cyber Crime and Cyber Defence. *Journal of Systemics and Informatics*, 11 (7): 32-41.

Hassan, G.F. (2011). The Enabling Approach for Housing Supply: Drawbacks & Prerequisites – Egyptian Experiences. *Alexandria Engineering Journal*, 50 (4): 421-429.

Hlongwane, N.T., (2011). *Evaluating the Integrated Development Plan (IDP) as a performance management system for a selected KwaZulu-Natal municipality* (Doctoral dissertation).

Huchzermeyer, M. (2001). Housing for the poor? Negotiated Housing Policy in South Africa. *Habitat International*, 25 (3): 303-331.

Huchzermeyer, M. (2006): The New Instrument for Upgrading Informal Settlements in South Africa: Contributions and Constraints. In: Huchzermeyer M. and Karam, A. (Eds) *Informal Settlements: a Perpetual Challenge?* Cape Town: UCT Press. pp 41-61.

Huchzermeyer., M. and Karam , A. (2015). South African Housing Policy Over Two Decades: 1994-2014. In: Kepe, T., Levin, M. and Von Lieres, B. (Eds.). *Domains of Freedom: Justice, Citizenship and Social Change in South Africa*. (pp.85-103). Claremont: UCT Press.

Huchzermeyer, M., Karam, A. and Mayekiso, M. (2006). (Eds) *Informal Settlements: A Perpetual challenge*. Cape Town: UCT Press.

INanda Development Forum, (1995). *The Formulation of a Holistic Development Framework Incorporating the Training of Local Community Development Workers*. INanda Development Framework Report. Durban: Development Framework Project Team.

- Irvin, R.A. and Stansbury, J. (2004). Citizen Participation in Decision Making: is it Worth the Effort? *Public Administration Review*, 64 (1): 55-65.
- Jenkins, P. (1999). Difficulties Encountered in Community Involvement in Delivery Under the New South African Housing Policy. *Habitat International*, 23 (4): 431.
- Johnston, M.P., 2017. Secondary Data Analysis: A Method of Which the Time has Come. *Qualitative and Quantitative Methods in Libraries*, 3 (3): 619-626.
- Jordan, M.I., (2013). On Statistics, Computation and Scalability. *Bernoulli*, 19(4), pp.1378-1390.
- Froise, K. and Moffett, S. (2015), *EtheKwini Municipality. PINK / Bridge City Government Services Centre Evaluation Status Quo Report. Phase 1 Durban: eThekwini Municipality.*
- Khumalo, P. (2013) Assessing Women's Participation in Planning & Construction of their Houses. A Case study of the Piesang River People's Housing Project. Masters Dissertation. Durban: School of Architecture, Planning & Housing, University of KwaZulu-Natal.
- Kitzinger, J. (1995). Qualitative Research. Introducing Focus Groups. *British Medical Journal*, 311 (7000): 299.
- Kotze, D.A. and Kellerman, G.E. (1997). Participation and Managerial Approaches to Development. In: Kotze, D.A. (Ed) *Development, Administration and Management: A Holistic Approach*. Pretoria: Van Schaik.
- Lawrence, R. L. and Deagen, D.A. (2001). Choosing Public Participation Methods for Natural Resources: A Context-specific Guide. *Society and Natural Resources*, 14 (9): 857-872.

- Magubane, L. (2016). Evaluating the Socio-Economic Impact of Relocating Residents From Informal Settlements with the Purpose of Creating Sustainable Human Settlements. Case Study of Philani Valley, uMlazi. Masters Dissertation. Durban: University of KwaZulu-Natal
- Maharaj, N. (2012). Governance and Service Delivery: A Case-study of Sanitation in INanda, Durban. Doctoral Dissertation. Durban: University of KwaZulu-Natal.
- Majola, Z.C. (2014). An Assessment of the Influence of the Community Based Plan (CBP) on the Integrated Development Plan (IDP) of Vulamehlo Local Municipality. Masters Dissertation. Durban: University of KwaZulu-Natal.
- Mkhize, N.A. (2003). An Investigation of How Construction Skills Transfer Leads to Sustainable Employment and Housing Improvements in Incremental Housing Projects. Doctoral Dissertation. Durban: University of Natal.
- Malefane, S.R. and Mashakoe, E., (2008). Integrated development planning (IDP) and Local Economic Development (LED) in South Africa: the power-twins. *Journal of Public Administration*, 43(Special issue 2), pp.473-482.
- Mnguni, S. (2010). An Investigation of Community Participation in Housing Delivery at the Joe Slovo Settlement in the Western Cape. Doctoral Dissertation. Bellville: University of the Western Cape.
- Mann, C. (2010). Increasing Access to Housing in an Economy of Disparity – the Role of Civil Society. Doctoral Dissertation. Johannesburg: University of the Witwatersrand.
- Mashazhu, N. (2016). Evaluating the Impacts of a State Led Relocation Project on Beneficiaries' Housing Satisfaction: Pelican Park as a Case Study. Doctoral Dissertation. Cape Town: University of Cape Town.
- Mathabela, P.S. (2011). Incremental Housing and the Role of Community Participation: a Comparative Study of Cato Manor and Bhambayi. Doctoral Dissertation. Durban: University of KwaZulu-Natal.

- Marcussen, L. (1990). *Third World Housing in Social and Spatial Development*. Avebury, England: Gower Publishing.
- Mautjana, H.M. and Mtapuri, O. (2014). Integrated Development Plans Without Development Indicators: Results from Capricorn District Municipalities in South Africa. *Mediterranean Journal of Social Sciences*, 5 (8): 474.
- Mohit, M.A., Ibrahim, M. and Rashid, Y.R., (2010). Assessment of Residential Satisfaction in Newly Designed Public Low-Cost Housing in Kuala Lumpur, Malaysia. *Habitat International*, 34(1), pp.18-27.
- Molaba, K.E., (2016). Community Participation in Integrated Development Planning of the Lepelle-Nkumpi Local Municipality (Doctoral Dissertation).
- Mzolo, N.P. (2016). Evaluating the Implementation Process of the Cornubia Housing Programme (Phase 1 A) in the eThekweni Municipality. Doctoral Dissertation. Stellenbosch: Stellenbosch University.
- Nell, M. and Rust, K. (1993). The National Housing Forum: Consensus Based Policy Making During Political Transition in South Africa. *Housing Finance International*. pp. 8-34.
- Nelson, N. and Wright, S. (1995). *Power and Participatory Development: Theory and Practice*. London: Intermediate Technology Publications.
- Nkomo, S. (2017). *Public Service Delivery in South Africa: Councillors and Citizens Critical Links in Overcoming Persistent Inequities*. Afrobarometer Communications. Police Paper No: 42, Cape Town, South Africa.
- Noy, C. (2008). Sampling Knowledge: The Hermeneutics of Snowball Sampling in Qualitative Research. *International Journal of Social Research Methodology*, 11 (4): 327-344.
- Ntuli, L.F. (2011). Community Participation in the Implementation of the Integrated Development Plan With Reference to INanda Township in the Province of KwaZulu-Natal. Masters Dissertation. Port Elizabeth: Nelson Mandela Metropolitan University.

- Nyalunga, D. (2006). Crafting Active Citizen Participation Through Ward Committees. *International NGO Journal*, 1 (3): 044-046.
- Oakley, P. (1991). *Projects with people: The Practice of Participation in Rural Development*. CH-1211 Geneva 22, Switzerland. International Labour Organization.
- Ogunfiditimi, O., (2008). *Assessment of Structural Quality of Houses Delivered Through the People's Housing Process in South Africa* (Doctoral Dissertation, University of Johannesburg).
- Ojuah, M. U. (2012). Survey of the Contributions of Age Grade Associations to Community Development in Orlu Senatorial Zone of Imo State of Nigeria. *International Journal of Adult Education and Lifelong Learning*, 1 (1): 156-167.
- Olotuah, A.O. and Aiyetan, A.O. (2006) Sustainable Low-Cost Housing Provision in Nigeria: a Bottom-up, Participatory Approach. In: *Proceedings of the 22nd Annual ARCOM Conference*, 4-6 September 2006, Birmingham, UK Association of Researchers in Construction Management, pp. 4-6.
- Onyenemezu, C.E. (2014). The Imperative of Citizen's Participation in Community Development. *Academic Research International*, 5 (1): p.209.
- Pateman, C. (1970). *Participation and Democratic Theory*. Cambridge: Cambridge University Press.
- Phago, K., (2009). Integrated Development Plan (IDP) in South African Local Government: the Case of the City of Tshwane Metropolitan Municipality. *Journal of Public Administration*, 44(3), pp.483-491.
- Pike, L.B. (2003) Mini-Tutorial: Quality Functional Development: Boise State University. Available: [www.freequality.org/sites/www\\_freequality\\_org/documents/knowledge](http://www.freequality.org/sites/www_freequality_org/documents/knowledge). (Accessed 19<sup>th</sup> November 2017).



- Pretorius, D. and Schurink, W. (2007). Enhancing Service Delivery in Local Government: the Case of a District Municipality. *SA Journal of Human Resource Management*, 5 (3): 19-29.
- Pugh, C. (1991). Housing Policies and the Role of the World Bank. *Habitat International*, 15 (1/2): 275-298.
- Putu, M. (2006). The Role of Ward Committees in Enhancing Public Participation in Rustenburg Municipality: a Critical Evaluation. Unpublished Research Paper. Johannesburg: IDASA.
- Rauch, J. (2001). Police Reform and South Africa's Transition. In: *Proceedings of an International Conference on Crime and Policing in Transitional Societies*, 30 August – 1 September. Jan Smuts House, University of the Witwatersrand. pp. 119-126.
- Reddy, P.S. (2016). The Politics of Service Delivery in South Africa: The Local Government Sphere in Context. *Journal for Transdisciplinary Research in Southern Africa*, 12 (1), pp. 1-8.
- Riege, A.M. (2003). Validity and Reliability Tests in Case Study Research: A Literature Review with “Hands-on” Applications for Each Research Phase. *Qualitative Market Research: An International Journal*, 6(2): 75-86.
- Rodell, M.J. and Skinner, R.J. (1983). (Eds) *People, Poverty and Shelter: Problems of Self-Help Housing in the Third World*. London: Methuen.
- Rogerson, C.M. (2009). *Strategic review of Local Economic Development in South Africa*. Final Report Submitted to Minister S. Shiceka, Department of Development Planning and Local Government (DPLG). Pretoria: DPLG.
- Rust, K. (1996). The National Housing Forum: 1991-1995. In: Rust, K. and Rubenstein, S. (Eds) *A Mandate to Build: Developing Consensus Around a National Housing Policy in South Africa*. Randburg: Ravan Press, pp. 3-34.

- Tomlinson, M. R. (1995) *The First Million is the Hardest: Will the Consensus on Housing Endure?* Johannesburg: Centre for Policy Studies.
- Sabatier, P.A. (1988). An Advocacy Coalition Framework of Policy Changes and the Role of Policy-Oriented Learning Therein. *Policy Sciences*, 21 (2-3): 129-168.
- Sandelowski, M. (2000). Focus on Research Methods Combining Qualitative and Quantitative Sampling, Data Collection, and Analysis Techniques. *Research in Nursing & Health*, 23 (3): 246-255.
- Salleh, N.A., Yusof, N.A., Salleh, A.G. and Johari, N. (2011). Tenant Satisfaction in Public Housing and its Relationship with Rent Areas: Majlis Bandaraya Ipoh, Perak Malaysia. *International Journal of Trade, Economics and Finance*, 2 (1):10.
- Sapsford, R. and Jupp, V. (2006). (Eds) *Data Collection and Analysis*. London: Sage Publications.
- Schutt, R.K. (2011). *Investigating the Social World: The Process and Practice of Research*. New York: Pine Forge Press.
- Smith, L. and Vawda, A. (2003). Citizen vs. Customer: Different Approaches to Public Participation in Service Delivery in Cape Town. *Urban Forum*, 14 (1): 26-52.
- South Africa. (2004). *Breaking New Ground: A Comprehensive Plan for the Development of Sustainable Human Settlements*. Available: [http://www.thehda.co.za/uploads/files/BREAKING\\_NEW\\_GROUND\\_DOC\\_copy-2\\_1.pdf](http://www.thehda.co.za/uploads/files/BREAKING_NEW_GROUND_DOC_copy-2_1.pdf) (Accessed 21 October 2017).
- Sowman, M. and Brown, A.L., (2006). Mainstreaming environmental sustainability into South Africa's integrated development planning process. *Journal of Environmental Planning and Management*, 49(5), pp.695-712.
- Statistics South Africa (2016). *SA's Housing Challenge Seen Through the Lens of Durban*. Durban: Statistics South Africa.

- Sturzaker, J. (2011). Can Community Empowerment Reduce Opposition to Housing? Evidence from Rural England. *Planning Practice and Research*, 26 (5): 555-570.
- Tansey, O. (2007). Process Tracing and Elite Interviewing: A case for Non-Probability Sampling. *Political Science & Politics*, 40 (4): 765-772.
- Thomas, C. J. (1995). *Public Participation in Public Decisions*. San Francisco: Jossey Bass.
- Thornhill, C. (2008). The Transformed Local Government System: Some Lessons. *Journal of Public Administration*, 43 (2): 492-511.
- Thornhill, C. (2009). Intergovernmental relations: The Case of Co-Operative Local Government. *Journal of Public Administration*, 44 (3): 671-687.
- Tissington, K. (2011). *A Resource Guide to Housing in South Africa 1994-2010: Legislation, Policy, Programmes and Practice*. Braamfontein, Johannesburg: Socio-economic Rights Institute of South Africa.
- Tomlinson, M.R. (1999). South Africa's Housing Policy: Lessons from Four Years of the New Housing Subsidy Scheme. *Third World Planning Review*, 21 (3): 283.
- Tshishonga, N. and Bandyambona, E. (2016). The Development and Sustainability of Agricultural Co-Operatives at INanda Township: An Analysis of INanda Farmers' Association (IFA). In: *Theoretical and Empirical Studies on Cooperatives*. Springer International Publishing, pp. 81-94.
- UNCHS (Habitat). (1992). *Global Shelter to the Year 2000: Improving Shelter-Actions by Non-Governmental Organisations*. Nairobi: UNCHS (Habitat).
- United Nations Human Settlement Programme. (2006). *Enabling Shelter Strategies: Review of Experience from Two Decades of Implementation*. UN-Habitat.
- Visser, G. (2001). Social Justice, Integrated Development Planning and Post-Apartheid Urban Reconstruction. *Urban Studies*, 38 (10): 1673-1699.

Whittington, D., Davis, J., Prokopy, L., Komives, K., Thorsten, R., Lukacs, H., Bakalian, A. and Wakeman, W. (2009). How Well is the Demand-Driven, Community Management Model for Rural Water Supply Systems Doing? Evidence from Bolivia, Peru and Ghana. *Water Policy*, 11(6): 696-718.

Widlock, T. (1999). Mapping Spatial and Social Permeability. *Current Anthropology*, 40: 329-400.

Winkler, H., Höhne, N. and Elzen, M.D. (2008). Methods for Quantifying the Benefits of Sustainable Development Policies and Measures (SD-PAMs). *Climate Policy*, 8 (2): 119-134.

World Bank. (1996). *World Bank Participation Sourcebook*. Washington: World Bank.

Zonke, N.M. (2015). Community Involvement Trends in the Housing Development Processes in a Selected Township in Cape Town. South Africa. Doctoral Dissertation. Cape Town: Cape Peninsula University of Technology.

## APPENDICES

### APPENDIX A: Informed Consent Resource

June 2017

Greetings

My name is Vusumuzi Mahlaba (212539549) a Master of Housing student from the University of Kwa Zulu Natal doing my research in informal settlements upgrading entitled: “Examining the level of satisfaction of low-income housing beneficiaries: The Case study of Bhambayi housing project, INanda (KZN)”. The research is supervised by Dr S Nkambule in the School of Built Environment and Development Studies, Contact details Tel: 031 260 1203. Email address nkambules1@ukzn.ac.za.

You are being invited to consider participating in a study that involves research by answering a questionnaire; interview or participating in a focus group discussion. The aim and purpose of this research is to evaluate the level of satisfaction to the beneficiaries of low-income housing at Bhambayi (Jiniva) housing project. The study is expected to use approximately 26 households units and 3 institutions. The households are based in the greenfields project in Bhambayi (Jiniva). The research involves going into the low-income housing project and requesting households to participate in a questionnaire and focus group discussion.

Furthermore, interviews with the selected officials will be conducted. The duration of your participation if you choose to enroll and remain in the study is expected to be 30 minutes if you are willing to participate in answering the questionnaire, and not more than an hour if you participate in the focus group discussion. The study will not involve any risks or discomforts and the study will not provide any direct benefits to the participants.

This study has been ethically reviewed and approved by the UKZN Humanities and Social Sciences Research Ethics Committee (approval number.....).

In the event of any problems or concerns/questions you may contact the researcher at : [mahlabavusumuzi320i@gmail.com](mailto:mahlabavusumuzi320i@gmail.com) or the UKZN Humanities and Social Sciences Research Ethics Committee, contact details as follows:

HUMANITIES AND SOCIAL SCIENCES RESEARCH ETHICS ADMINISTRATION

Research Office, Westville Campus

Govan Mbeki Building

Private Bag X 54001

Durban

4000

Kwa Zulu Natal, South Africa.

Tell: 27 31 2604557-Fax: 27 31 2604609

Email: [HSSREC@ukzn.ac.za](mailto:HSSREC@ukzn.ac.za)

Participation in this research is voluntary and as a participant you may withdraw at any point. In the event of withdrawal of participation, you will not incur penalty or loss of treatment or other benefit to which they are normally entitled. As a participant, your name will not be used in the study. The data collected will be stored by the researcher for confidentiality and discarded when the research is complete and the participant will receive the complete study if requested.

.....

## CONSENT

I ..... have been informed about the study entitled “Examining the level of satisfaction of low-income housing beneficiaries: The Case study of Bhambayi housing project, INanda (KZN)” by Vusumuzi Mahlaba.

I understand the purpose and procedures of the study.

I have been given an opportunity to ask questions about the study and have had answers to my satisfaction.

I declare that my participation in this study is entirely voluntary and that I may withdraw at any time without affecting any of the benefits that I usually am entitled to.

If I have any further questions/ concerns or queries related to the study, I understand that I may contact the researcher at [mahlabavusumuzi320i@gmail.com](mailto:mahlabavusumuzi320i@gmail.com) / 079 449 75 45.

If I have any questions or concerns about my rights as a study participant or if I am concerned about an aspect of the study or the researcher then I may contact:

### HUMANITIES AND SOCIAL SCIENCES RESEARCH ETHICS ADMINISTRATION

Research Office, Westville Campus

Govan Mbeki Building

Private Bag X 54001

Durban

4000

Kwa Zulu Natal, South Africa.

Tell: 27 31 2604557-Fax: 27 31 2604609

Email: [HSSREC@ukzn.ac.za](mailto:HSSREC@ukzn.ac.za)

I hereby provide consent to:

Audio- record my interview/ focus group discussion YES/NO

Video- record my interview/ focus group discussion YES/NO

Use of my photographs for research purpose YES/NO

.....

Signature of Participant Date

.....

Signature of witness Date



## APPENDIX B: Household Survey

1. Were community members informed before the project proposals were formulated?
2. If yes, were consulted about what?
3. Were the meetings taken place between residents and development committee  
Yes/no
4. If yes what was the objectives of those meetings?
5. how often did you attend meetings?
6. were you please in the way the meetings called and conducted  
Yes/no
7. If no, what was unsatisfactory?
8. What role do you play in the project as a community and as individuals?
9. Were ideas ever invited from the community?
10. In your opinion were development committee represent the actual needs and opinions of community and assist to speed up delivery process.  
Yes/no
17. If no, where should improvements be made?
18. Does housing environment houses, services and infrastructure meets your needs.  
Yes/no
19. If no, what is lacking and do any decisions made without your consultation.
20. How much are you involved in decision-making?  
  
Fully  
  
Partially  
  
Not at all
21. If partial or not at all, would you like to increase you involvement in decision-making?  
  
Yes/no

22. If yes what decision would you have liked to make?

23. Have you gained any skills useful on the project?

Yes/no

24. If yes, how?

25. Does community involvement creates any conflicts, before and after the project

Yes/no

25. If yes, what causes that conflict?

## **APPENDIX C: Interview Guide for the (Municipality, NGOs, Development Consultants).**

1. What is your role in the informal settlements upgrading programme in KwaZulu-Natal?
2. What informal settlements upgrading strategy did you adopt in Siyanda project?
3. What approach did you use to introduce the programme to the community?
4. What factors have hindered or enhanced the smooth implementation of the upgrading process?
5. Are the beneficiaries satisfied with the process and the end product?
6. How would you recommend that the informal settlement upgrading process be improved in the future?
7. In your opinion, was this the best approach for informal settlement upgrading? And why?
8. What has the councillor done to improve livelihood and economic activities of the residents?
9. What are the plans in addressing issues of basic services, like; water, electricity, sanitation and transportation, to all the residents?
10. Which programs are in place that will enable residents to have access to basic services, while still waiting for upgrading.
11. Are there any programs that will take place in the near future on informal settlement upgrading in Siyanda Kwamashu?

## **APPENDIX D: Focus Group Discussions**

1. What changes have taken place in your area since the start of the project?
2. Do you feel that your lives have improved- socially, economically, due to the upgrading process?
3. What factors do you think hinder or enhance an in situ upgrade done in this manner?
4. Do you feel safe and secure now that you have a house? or do you feel safe and secure after being moved into transit accommodation?
5. Are you happy about your surroundings and the community services that have been provided?
6. How do you think the government can improve on its insitu upgrade project implementation process?
7. Are you satisfied by the end product? If No what are your expectations?
8. What long-term plans do you have about this house?

## Appendix E: Structural Observation

### 1. What is the wall finishing of your house?

- a) Cement sand plastering
- b) Painted
- c) Others

### 2. What is the type of floor finish use on the house?

- a) Cement screed
- b) PVC tiles
- c) Ceramic tiles
- d) Terrazzo
- e) Marble

### 3. What is the types of materials used for roofing?

- a) Galvanised iron
- b) Asbestos
- c) Aluminium long span
- d) Villa tiles
- e) Other, specify

### 4. Which of the following was used for walling material of your house?

- a) Sun dried bricks
- b) Compressed stabilized laterite
- c) Sancerre cement blocks
- d) Other

### 5. Which types of door for the house was used

- a) Plywood flushed
- b) Panelled timber
- c) Aluminium glazed
- d) Panelled steel
- e) Others

Have your RDP house consist of the following features		
a) water installed inside the house	YES <input type="checkbox"/>	NO <input type="checkbox"/>
b) flushing toilets	YES <input type="checkbox"/>	NO <input type="checkbox"/>
c) Internal/dividing walls	YES <input type="checkbox"/>	NO <input type="checkbox"/>
d) Installation of electricity	YES <input type="checkbox"/>	NO <input type="checkbox"/>
e) walls cracking	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Building Attributes	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Building Type					
Number of bedrooms in the Building.					
Sizes of Bedrooms in the Building.					
Quality of air in Living/Dining space.					
Privacy in the building.					
Design of Bath and Toilet facilities.					
Design of building in relation to occupant's Of way of life.					
How do you view structural quality of your house?					

<b>Does building material used on the house have an effect health wise?</b>					
---	--	--	--	--	--

**“The End”**

---