

**A NEEDS ASSESSMENT ANALYSIS OF THE NTAMBANANA
MUNICIPALITY: AN EMPIRICAL CASE STUDY IN DEVELOPMENT AND
UNDERDEVELOPMENT**

by

Dumisani Blessing Mthethwa

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Supervisor: Prof Evangelos Anastasios Mantzaris

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Abstract

The study attempts to provide an empirically analysis and assessment of the needs of the community of Ntambanana Municipality by focusing on development and underdevelopment issues.

According to the findings of the study, lack of basic infrastructural service delivery including employment, sound economic activities, running water and sanitation, electricity, formal houses and the appalling road surface conditions are the issues besetting this municipality resulting to down trodden underdevelopment and adversity impacting negatively on the implementation of other broad based development projects.

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CHAPTER ONE

1.1. INTRODUCTION

Driving around and meeting a wide variety of people from different areas of the Ntambanana Municipality, one is made to realize the extent of poverty by listening to the shared stories and other information received relating to unemployment, lack of economic activities, no running water, no electricity, and the vivid terrible road surface conditions rubberstamping what one would analyze as lack of infrastructural development, etc.

1.2. AIMS AND OBJECTIVES

The researcher has been a frequent visitor to the area because of his work, and having talked to a large number of political and traditional leaders of all persuasions has decided to seriously research the needs assessment of the community. One of the reasons that were crucial in this decision was the feeling of friendship and trust found in the area. This is a municipality that cries for development and growth as the new political dispensation that came about in 1994 has not really done much to alleviate the social ills created and perpetrated by the apartheid regime.

The purpose and the need to conduct this study was also necessitated by the desire on the part of the researcher who undertook this study to develop an effective strategy that will assist local authorities to devise what will ultimately expedite social services delivery. This will be done through an empirical research study.

1.3. PURPOSE OF THE STUDY

The current study has two main objectives:

- (1) To highlight the problems the people of Ntambanana feel need to be addressed urgently.
- (2) To analyze and recommend a possible intervention strategy for the Municipality in terms of prioritizing such needs based on the commonality of problems associated with the needs assessment prioritization.

The passing of the various Municipal Acts in the period 2000 to 2002 gave impetus to the developmental role of the local authorities as a foundation of service delivery to the people throughout the country. Instrumental in this context is the role of the Integrated Development Programmes.

These are planned in such a way as to provide the foundation for:

- Alleviation of poverty.
- Job Creation.
- Sustainable, integrated development.
- Cooperation of all layers of government.
- Speed up of service delivery.

(Ntambanana IDP 2003)

In this context, the present empirical study, which is a sociological and social policy exercise, will attempt to examine scientifically the needs assessment of the communities in the municipality as well as the patterns and levels of delivery that have been in existence since the promulgation of the Municipal Structures Act (2000) and similar acts that have delegated important delivery priorities to local government.

Amongst them these are prioritized:

- New housing developments.
- Refurbishment of regional service centers.
- Community based tourism.
- Social crime prevention.

- Cultural and art renaissance.
- Community activation.

(Ntambanana IDP Plan 2003)

The strategic imperatives of the municipality are:

- To establish a development platform.
- Improve the residential environment.
- Improve the public environment.
- Enhance human capacity.

(Ntambanana IDP Plan 2003:5-6)

It can be seen then that the key strategy employed by the local authorities in the area for service delivery to be successful, is the study of the communities needs that will be fulfilled through an effective implementation of the Integrated Development Plan (IDP), a holistic, well planned and executed process where all aspects of service delivery are intertwined and interrelated.

1.4. RESEARCH METHODOLOGY

In this study, the researcher will use face- to- face- interviews- based- unstructured- questions through asking the respondents the questions that will

help the researcher gain information and the in depth insight of the needs currently sought to be assessed by the study. The researcher will also use both unstructured questionnaires and focus group interviews to probe more on the subject under investigation, as a method of data collection method.

1.5. SUMMARY

This chapter looks at the need for the study with an aim of empirically providing the framework and strategies needed to be employed by the municipality in order to address the challenges facing her communities. It also provides a scientific and sociological assessment of the needs of the community in the municipality as promulgated by the passing of the various Municipal Act.

CHAPTER TWO

LITERATURE REVIEW: LEGISLATIVE FRAMEWORK, ROLE PLAYERS AND THE COMMUNITY

2.1. INTRODUCTION

This chapter will examine the essence and content of the IDP, as well as the role of the major stakeholders in its implementation processes and stages. In this context the integration of the theory and essence of the IDP's needs to be tied up with the empirical realities of the present study.

2.2. THE INTEGRATED DEVELOPMENT PLAN

It has been said that historically the previous local planning dispensation was basically concerned with the organisation of a spatial pattern of development (Coetzee: 2002). This means that the patterns of development were seriously fragmented, and there was no integrated planning within local government.

Development was seriously distorted and sustainable development was absent. During the transitional period of South Africa's democracy various forums emerged in the country that sought alternatives to this flawed planning. Integrated was muted by the Forum for Effective Planning and Development

(FEPD) as a participatory planning process aimed at integrating sectoral streams that would benefit the majority of people, especially the poorest of the poor and marginalised.

Such initiatives were accepted as giant steps forward and the promulgation of legislation such as the various municipal acts has led to the responsibility of local government expanding very seriously, thus creating the seeds of a developmental local state. The integrated development plan is an integral part of such a reality, as it draws together the different strategic planning taking place in different departments within the same municipality, which for many years operated in isolation.

The resultant Integrated Development Plans (IDP's) have been structured in such a way as to ensure that the implementation of existing municipal planning processes address and ultimately solve the needs of the people.

2.3. THE POLICY AND LEGISLATIVE CONTEXT

Over the last years, South Africa has developed a number of important policies at all levels of governance and has devised various levels of implementation. The Integrated Development Plan is one of them and constitutes a legal requirement to be adhered to by all levels of local government. The promulgation of legislation led to the belief that the IDPs will be the foundation upon which developmental

local government will be based.

It needs to be understood that the IDP's as a developmental vehicle cannot be examined outside the economic and political developments of the country since 1994. The substitution of the Reconstruction and Development Programme (RDP) (1994) by the Growth, Employment and Distribution Strategy (GEAR) in 1996 (GEAR 1996) had a serious impact on IDP's. One needs to be familiar with both when preparing the IDP's so as to ensure that the vision, development framework and development strategies are consistent with, and contribute to the RDP and GEAR. The RDP aspired to lead to:

- Integrating areas which were once divided under apartheid
- Providing and maintaining affordable infrastructure services.
- Strengthening the capacity of local government to provide services.
- Ensuring meaningful participation by residents and stakeholders

(RDP 1994:3)

The GEAR programme on the other hand has important implications for planning in the following areas:

- ✓ Initiatives to enhance private sector involvement in development through investment.

- ✓ Broader investment on infrastructure
- ✓ More effective local spending and reprioritizing of budgets
- ✓ Rationalizing of local government personnel

(GEAR 1996:4-5)

The legislation that led to integrated development planning was initiated by The Local Government Transition Act Second Amendment Act, 1996 (LGTAA) which in detail outlined the Integrated Development Plan and its legal and material bases. The White Paper on Local Government described integrated development planning as a tool for the development of local government with the intention of enabling municipalities to:

- Align scarce resources and direct their financial and institutional resources towards widely accepted policy programmes.
- Ensure that actions are prioritised around urgent community needs.
- Ensure the integration of local government activities with other spheres of development planning at provincial, national and international levels serving as a basis for communication and interaction with them; and
- Serve as a basis for engagement between local government and communities/residents at local level, and with various stakeholders and interests groups.
- Ensure that participatory and accountable government only has a meaning if it is related to concrete issues, plans and resource allocations.

- Enable municipalities to meet their obligations and prioritise programmes and resource allocations.

(eThekweni Unicity 2001)

The IDP Phases can be described as follows:

- Preparation Stage.
- Adoption of Strategies.
- Project undertaking.
- Integration.
- Approval.
- Project Management and Implementation

(eThekweni Integrated Development Plan 2001)

*The first phase in the integrated development planning is the preparation of a work plan. A well thought planning process is important as it is instrumental in the allocation of resources, and in establishing structures, processes and systems involved on board in terms of the new planning process.

*The second step deals with the planning process i.e. reaching a common understanding and agreement on the plan adopted.

*The third step defines the important institutional arrangements in support of the planning process.

*Step four is the planning of a public participation strategy or plan in accordance with legislated requirements and in the context of local material conditions facing the community.

*Step five is related to the development of an empowerment strategy that will ensure meaningful participation in the planning process and to secure an appropriate skills base in support of the planning process. Capacity building is paramount in this step.

*Step Six is the developing of a communication plan that will keep citizens informed about the IDP process. It is incumbent upon a municipality to develop a communication plan that is sensitive to the local conditions and capacity and resource constraints within the municipal area.

(eThekweni Municipality 2001:2-3)

*The seventh step in the work plan is to make technical support arrangements for the planning process. The municipalities should not outsource their responsibilities but instead they must use their local resources in terms of

services. Rather, external resources should only be procured for specific, well-defined tasks. This includes defining the technical support services needs and the way to satisfy them by using a number of options available in the local area.

*The eighth step is to make arrangements for information management that will inform the IDP process. It is necessary that information as a valuable resource is thoroughly managed.

2.4. THE ROLE OF TRADITIONAL LEADERSHIP

The role of traditional leadership in the new local government realities has been a matter of serious debate between the government and the custodians of traditional systems of local government. The contradictions regarding the powers and responsibilities of traditional local leadership has been a bone of contention due to the delays on the side of the government to finalise its roles in the new dispensation ([www.iol.co.za/Traditional Leaders/](http://www.iol.co.za/Traditional_Leaders/) MG Buthelezi/ S. Mufamadi; www.mg.co.za)

Democratic principles and community development are the key issue in the new dispensation that arose after 1994. In this context it is important to establish whether traditional leaders have a key role in local government that is on par with the democratic principles of government.

Liberal scholars and researchers have painted the role, functions and responsibilities of traditional leaders in a wide variety of colours. There have been labeled 'puppets of apartheid', 'stooges', 'sell-outs' and the like (Kane Berman 1982; Geldenhuys 1984; McIntosh and Vaughn 1994; Van der Walt 1995;Letsoalo 1987) . Such a position ignores the truth that traditional leaders have a very strong social and ideological base amongst the rural poor. (Kane-Berman 1982; Geldenhuys 1984).

The ANC, at present, the ruling party in KwaZulu Natal has attempted to gain the support from the Zulu King, led by former Deputy President Jacob Zuma and Premier Sibusizo Ndebele. This has been successful on many occasions, and has created political tensions between the two leading competing parties in the province, the ANC and the IFP ([www.iol.co.za/traditional leaders/King Zwelithini](http://www.iol.co.za/traditional_leaders/King_Zwelithini); South African Institute of Race Relations 1990-2002).

Undoubtedly, a large number of the traditional leaders have been active in the welfare and development of communities. This needs to be seen also as the result of the good and detailed knowledge of their respective constituencies and the performance of a number of functions, such as the traditional courts of justice that cannot be performed by the democratically elected representatives of local government.

Thus for the sake and development of rural areas the relationship between elected councilors and traditional leaders needs to be cordial and cooperative at all levels so that infrastructural general development can take place and the lives of people can change for the better.

The promulgation of new laws such as the draft White Paper on Traditional Leadership and Governance and the Communal Land Rights Bill are destined to perpetrate the existing occasional conflict between traditional leadership in the province and elected local leadership structures because the new land allocation imperatives created will erode the powers and responsibilities of the amakhosi and the izinduna (headmen) (www.mg.co.za/ Communal Land Rights Bill/Zwelithini; www.iol.co.za/Zwelethini).

It can be assumed that conflict between competing leaderships will exacerbate existing problems in developmental and growth issues in rural areas as power relations will become strained and could lead to confrontation.

2.5. LOCAL GOVERNMENT LEADERSHIP

Local government leadership and management are the persons and institutions who bear the responsibility associated with the implementation of the IDP. Transparency, honesty and accountability are key characteristics of their functions and responsibilities if the IDP as a holistic entity is to be realised. In this

process solid and efficient administrative, institutional and financial management imperatives are of great value.

The most important question in the minds of students and researcher of social policy is whether the new municipal leadership and management have the capacity and the community trust to fulfil the responsibilities and duties of delivery and development. It has been generally accepted that the general lack of municipal capacity, financial resources, and appropriate structures to promote intergovernmental relations and participation within and between municipalities affects the planning process and impacts negatively on service delivery.

(KwaZulu Natal Parliamentary Debates 2004 Vote 11)

Capacity building, financial and technical support for municipalities are cornerstones of the IDP, and existing budgetary constraints imposed by the Treasury and the National Government can be described as detrimental to its future success. An examination of Vote 11: Traditional and Local Government Affairs (Province of KwaZulu Natal 2004) outlines the thin base of existing human resources in the province. This needs to be seen in conjunction with the lack of capacity, a legacy of apartheid devastation.

Training at all levels of the local government establishment is of paramount importance (Province of KwaZulu Natal :2003:268-269)

2.6. COMMUNITY PARTICIPATION

The IDP is the cornerstone of community-driven democratic local government and the foundation of future growth and development in the province and especially in the neglected rural areas, where the poorest of the poor live.

Legislation such as the Municipal Systems Act of 2000 made provisions for a process of community participation where representatives of all geographical areas groups would be active participants in the growth and development processes underpinning the IDP. Such legislative measures are, however, good on paper, but difficult to implement given the material circumstances of the rural areas, vast distances, lack of finance, illiteracy and the like.

Civil society and its participants and institutions are vital cogs in the delivery process and the Integrated Development Plan policy gives them the opportunity to address issues of planning as well as policy direction and implementation at all levels. Civil society thus can co-operate with local government structures in order to address problems facing the community through the creation of Ward Committees or Development Committees in their respective areas.

Stakeholder and role player active participation and representation, are important assets to the IDP Implementation as they provide serious platforms for diverse and community-based groups and organisations to play an important role in

decision making and implementation of locally-based programmes and projects. On many occasions, however, many such groups and organisations are sidelined in the process. This has a negative effect on the representativity of IDP structures at community level.

The IDP Representative Forum, as stipulated in the municipal acts can be described as an important channel for community participation, and is a solid base for a cordial relationship between various stakeholders and the community, the most important role player in the process. The Representative Forum meetings are vehicles for ensuring transparency, accountability and democratic participation of local people.

Communities need to take advantage of their legal rights and participate actively in the realisation and implementation of the IDP, because it is them who are aware of the local needs and resources available. Thus:

- The community needs to identify existing challenges, opportunities, priorities, duties and responsibilities and existing and future resources.
- Community needs to participate actively in all development initiatives.
- Community participation legitimizes local government in their efforts to streamline and implement the IDP.

Such participation ties up with the stated objectives of local government, as outlined in the country's constitution (chapter 7, Section 152) that sets out the provisions for democratic and accountable government for local communities and the encouragement of the involvement of communities and community organizations in the matters of local government.

The White Paper on Local Government outlines the duties and responsibilities of local government stipulating that;

"Working with local communities to find sustainable ways to meet their needs and improve the quality of their lives."

The White Paper states that the building of a wide local democracy plays a central role in local government, and that municipalities needs to develop mechanisms which are not limited to participatory planning but to continuously engage with all levels of stakeholders and role players.

It needs to be emphasised that community participation is a legislative undertaking. Thus, Chapter 4, clause 16(1) of the Municipal Systems Act stipulates that;

"16.1 A Municipality must develop a culture of municipal governance that complements formal representative government with a system of

participatory governance, and must for this purpose-

(a) Encourage, and create conditions for the local community to participate in the affairs of the municipality, including -

- (i) Preparation, implementation and review of its IDP**
- (ii) Budget preparation**

(b) Contribute to building the capacity of:-

- (i) The local community (to enable them to participate in the affairs of the municipality)**

(c) Use its resources and annually allocate funds in its budget in order to implement b and c

On the other hand, Section 42 of the Municipal Systems Act, 2000 stipulates that;

"A municipality, through appropriate mechanisms, processes and procedures established in terms of Chapter 4, must involve the local community in the development, implementation and review of the municipality's performance management system, and in particular, allow the community to participate in the setting of appropriate key performance indicators and performance targets for the municipality".

It is incumbent upon a municipality to establish appropriate rules and processes

in order to enable local communities to participate in the affairs of the municipality, as it is their own life and development that is at stake. This means that communities must know about the allocation of resources on the part of the municipality as they are themselves who are the rate-payers.

Hence a culture of participation needs to be installed on communities in terms of the IDP efficient and effective implementation. The Reconstruction and Development Programme (RDP) to a large extent stressed on people's led development rather than a top-down approach. The document was based on the understanding of active participation by citizens in policy making with community empowerment as a goal.

Such initiatives were included in the Local Agenda 21, a blueprint for sustainable development. The Agenda placed serious emphasis on local communities and their quest to develop a common vision of a more sustainable future, and to take concrete actions to realize it. This had to be based on continuous consultation and democratic decision making processes.

Local Agenda 21 programmes were initiated first in three metropolitan areas Durban, Johannesburg and Cape Town. The national Department of Environmental Affairs and Tourism has established a Local Agenda 21 Campaign to guide and facilitate the Local Agenda 21 Programme in South Africa.

2.7. SUMMARY

The chapter examined the legislative framework that gives local government organs the power to implement efficient and effective service delivery to the people in their communities. It also touched on the role of the various stakeholders and role players with special emphasis on the role of the community in decision making as well as the traditional leaders.

CHAPTER THREE

METHODOLOGY

3. 1. INTRODUCTION.

This chapter will describe briefly the methods utilised by the researcher in the context of this project. The researcher has been involved in the examination of needs assessment of various areas in the Province of KwaZulu-Natal over a number of years due to the nature of his work. Thus he has acquired a serious knowledge of the processes associated with different levels and patterns of delivery.

The empirical study that is presented is based on a combination of theory and practice at local level and deals with the relationship between the legislative requirements stipulated in the IDP Plans with their application and implementation of solid service delivery.

There were a number of steps followed in the empirical investigation upon which this project was based:

3.2. LITERATURE REVIEW

In this part of the thesis the researcher was able to study and examine the realities and present conditions of service delivery to the communities of the area, the parameters of existing legislation that stipulates the existing rules and regulations of the delivery dynamics and other aspects of the research problem. In the literature review, a number of primary and secondary sources were consulted thoroughly such as books, articles (both academic and popular) newspapers and the Internet.

3.3. METHOD OF DATA COLLECTION.

A qualitative methodology was used in this study as the primary instrument of collecting data and analysis. The information was collected from focus groups amongst inhabitants of the area under investigation as well as in debt interviews with a number of community leaders, councilors, Ward committees, and Amakhosi (traditional leaders). The researcher constructed a number of questions regarding the needs of people in the focus groups as an instrument for collecting the information.

Two focus groups were utilised and it was ensured that they represented people from the whole area. Each group consisted of ten people representing the surrounding communities in the area.

The participants were selected carefully through the system of judgemental sampling (Nachmias and Nachmias 1992:112), and in this process the local amakhosi (chief) helped the researcher in identifying the people who were knowledgeable about service delivery processes and dynamics. Those who participated in the focus groups were people from communities who were directly or indirectly affected by the lack of service delivery in the area.

The researcher interviewed three councilors and ward committee members, who were prepared to talk both on and off the record. There were a small number of them who were initially very reluctant to talk to the researcher, despite his credentials as an employee of a reputable and active government development agency. Izindunas (headmen) of the area were also interviewed, as it was felt that they were important for the research due to the leadership role played by the traditional leadership in delivery patterns.

The questions constructed were linked to the aims and objectives of the study set in the first chapter of the thesis.

This method of data collection has been used internationally and is widely thought to as producing answers related to the core subject of the study. It became obvious to the researcher that community members and officials, as well as traditional leaders hold diametrically opposing views regarding the levels of

success or failure of service delivery as well as the processes and dynamics inherent on projects undertaken to fulfil the needs of the people.

Confidentiality and anonymity were guaranteed to all interviewees who requested it, although a good number of them did not have problems in identifying themselves in the process of the study. A wide diversity of comments was encouraged all the time by the researcher and a tape-recorder was used after an agreement with the groups and individuals who participated in the study.

The focus group method was utilised in this research process and the group was made to feel comfortable as a variety of cool drinks, tea and coffee as well as lunch were served, put at ease and rapport was built.

Preliminary meetings with Amakhosi and local councilors were organised in advance and all of them were made aware of the significance of the study for the people and communities, as well as themselves as local leaders at different levels. The interview schedule was prepared in English. This method was utilised because international literature has shown that it has high response rate (Nachmias and Nachmias 1992:67)

The focus group method was used by the researcher because it enabled him to access the data derived directly from the respondent's feelings, perceptions and opinions, they were open about how they felt about their needs and the levels of

delivery. It needs to be said that this method was considered by the researcher as the best methodology to be utilised because several of the interviewees were illiterate and a questionnaire or other structured data collection techniques were felt that they would not elicit comprehensive data. Focus groups allowed the researcher to ask respondents for further elaboration on many of responses, thus enriching his data base in more ways than one.

The sample was drawn from the local population so as to be able to determine the problems experienced and the needs of the people in the local rural areas. The researcher approached the local committee and asked them to choose participants who were to be representing of the community at large. Thus a judgemental sampling frame was utilised in selecting the participants in the focus group. This type of sample has been used extensively in many forms and types of qualitative research projects (Nachmias and Nachmias 1992).

3.4. DATA MANAGEMENT

Data management and storage are very important ingredients of an effective research project. In the present case several steps were undertaken in order to safeguard the effective and efficient data management on the part of the researcher. The tapes were labeled in exact sequence and the verbal contributions of the participants were transcribed. These were utilised extensively in the analysis of data on the part of the researcher in the process of completing

the project.

3.5. ANALYSIS AND INTERPRETATION OF RESULTS

The analysis of data also started immediately after the completion of the first focus groups and interviews with the various leaders and stakeholders and continued thereafter. Debriefing took place immediately after the discussion. Analysis was performed by the members of the team. It was a qualitative analysis.

3.6. STEPS IN CONDUCTING THE ANALYSIS.

All the data gathered from both from the focus groups and the leadership of the area, (namely transcripts, tapes, etc) was collected and analysed according to the various needs identified by the literature review and the stakeholders as well as the responses and findings of the focus groups . All summaries were read at one setting. All transcripts were completely read, categorised and analysed accordingly. The summary of statements was examined-one question at a time, and combinations of categories of needs were undertaken.

3.7. STRENGTH OF THE METHODS

Nachmias and Nachmias, (1992 : 92) have written that the focus group method is one that if performed well can give the researcher a very good knowledge in relation to why people feel in regard to particular issues or behavior. Participants can be easily guided by focus group mediators and practitioners. The researcher's background allowed him to play the role of the mediator, as he has been thoroughly trained in methodological and practical issues of qualitative research, and his professional expertise and standing were very useful in the exercise.

The focus group method is valuable because it is based on direct participation from even often undecided participants and in many ways it leads to the engagement of other group members who have little to say. Participants are engaged in challenging, debating, negating, agreeing or disagreeing with various opinions.

On the other hand questions take different forms in different instances and thus they are very flexible. Under such circumstances, it becomes obvious that attitudes, perceptions and opinions are expressed in a variety of levels by all participants in the focus group and a better picture of reality is created in the mind of the facilitator/mediator.

The main task of the focus groups utilised was to elicit responses and information which examines and synthesises a wide variety of different views emanating from the various stakeholders and role players. (Forcese 1981: 74)

The focus group creates a dialogue amongst participants, in the context of interactive qualitative research.

3.8. SUMMARY

← The chapter set the methodological ground upon which the empirical section of the project is based. Reasons were advanced as to why particular data collection instruments, such as the focus group as well as personal in depth interviews with political and traditional leaders were used. The sampling technique was outlined as were various technical and other requirements associated with the present project.

The next step of the thesis is the analysis of data.

CHAPTER FOUR

ANALYSIS OF DATA

4.1 THE AREA

The Ntambanana Municipality is comprised of 8 Wards and 4 traditional structures (Tribal Authorities) with some wards' borders and jurisdiction overlapping and cutting across two or more Wards within the specific boundaries demarcated according to traditional ramification criteria that is in conflict with the new demarcation pattern. Our point of entry was to ensure that since most areas under this municipality are governed by traditional authorities, therefore it became inescapable for the researcher to be firstly introduced to the traditional leaders before undertaking the study. Also in collaboration with the Municipal Councilors the assessment strategy was worked out and adjusted to fit and cover all the areas of the municipality. The following are areas that were assessed:

- 1 Esomopho (KwaCebekhulu- Tribal Authority) – Ward 4&6&8
- 2 KwaMthembu Tribal Authority – Ward 7
- 3 KwaBiyela Tribal Authority – Ward 1&2&3&5
- 4 Inkosi Mthiyane Tribal Authority – Ward 8

According to the IDP document produced by the Ntambanana Municipality it is

evident that this large geographical area can be defined as one of the municipalities that emerged from a typical rural background and not many features have changed in these ten years of democracy. As one would know and understand the situation in a rural setting where mostly, the majority of people have low level of education, there is a very serious lack skills and job opportunities are non existent.

It is common knowledge that in most rural areas the majority of people survive through subsistence farming, by traveling miles to reach places of employment, getting support from social grants to sustain their families and depend on livestock, etc, for the day to day subsistence, where particularly, two third of the population is unemployed.

Observations and analysis shows that the age spread of the community can be divided into three categories. The population is divided into the youth who appears as a majority and also has the highest unemployment figures. Youths are keeping themselves busy by sitting around the local shops, the elder members of the community particularly, the women are taking party mostly in gardening, sewing, candle making initiatives, cooking, running crèches and the elder men of the community keeping themselves busy and engaging themselves by looking after the livestock.

4.2. GENDER

In terms of gender breakdown, women appear to be the majority in the overall comparison of population figures, as many males that can seek employment have migrated to the urban centers to look for jobs.

4.3. EMPLOYMENT STATUS

From the interviews and analysis, it emerged that, two third of the community is unemployed, with a very few individuals self-employed, and a very small number of selected individuals who work in places such as Richards Bay, Melmoth, Empangeni, who are mostly employed as domestic workers, labourers, security guards, etc. This means that, these people are expected to travel a distance of about 60 kilometers on a day-to-day basis to reach their places of employment.

Such a brief bleak picture shows the extent of the problem surfacing at Ntambanana with regard to lack of economic infrastructure and the absence of local industries for the local people to look for employment. There are no Public Works Programmes taking place in the area, such as road construction and maintenance, no low-income houses projects being implemented either by the municipality or the provincial departments.

4.4. PROBLEMS EXPERIENCED BY THE COMMUNITY

The focus groups and the analysis of data that followed showed conclusively the very important problems faced by the communities:

Data analysis shows that, the escalating level of unemployment for youth, particularly, after completing their matriculation and the adults is really perturbing for the whole community and is presumed to be one of the causes contributing to high level of criminal activities taking place, according to Mr. Mdlolo and Mr. Dlamini. As Mrs. Sithole in the second focus groups said:

“Our young people have nothing to do , as there is nothing happening in the area. Before the elections everyone comes here, the IFP and the ANC and the councilors and they promise us water, roads, electricity, everything. But the first day after the elections everything is forgotten about us. Then the young people sit in the shops and drink alcohol and smoke dagga and then they steal our things and they attack those who drive cars. Possibly this is why there is no development in the area, people are afraid to come here to have development, but the police do nothing about crime. We are alone here”.

The labour market pool from the areas is not making any significant impact in the national or provincial overall employment statistics or figures. Participants in the

focus groups noted problems which are associated with the following issues:

- Lack of delivery of water and sanitation,
- Electricity projects in the area.
- Crime

Lack of such vital basic needs leave the entire community hopeless as to whether the local government would ever be able to deliver, and some noted a need for, if possible the community and municipality should device strategies to meet half way in order to expedite social services delivery.

The lack of water and electricity was described by the participants as a very serious burden in the lives of the people. Mrs. Mchunu in Focus Group 1 said the following:

“When I go to Empangeni to see my married daughter in the township there, I realise that to have water and electricity is very important. For us there is no electricity, we use the ways our mothers used, and we walk many miles to fetch water. When we walk far we make sure that we keep all our money safe at home, because we are afraid of the crime. In the township , life is also very difficult, but it is much easier than here because

they have taps and electricity, they watch TV , here we only have radios with batteries and these are very expensive, I can say that life in the township is also hard but they have the most important things in life, things that make their life better for themselves and their families. Worse we can not even boost our cellphone batteries and we are expected to ask people who goes to town to charge them for us”.

Regarding other social frontiers, our observation and focus group discussions showed that, people are contesting water with animals in local dams, with dirty and unhygienic water. It became evident that such dams were dug to provide water for irrigation purposes to the nearest gardens. Their concerns are based on the observable shortcomings relating to development and the fact that the entire community of Ntambanana is rural in its setting without proper infrastructures in place.

Such realities indicate that the community faces serious health hazards in their lives.

4.5. THE VISITS

The visits to the municipality were undertaken as follows:

Day 1: 27 September 2005

On the 27 of September 2004 the researchers arrived at the Ntambanana Municipality offices at about 10:30 on the pretext that he would be given a go-ahead from the local Municipality to undertake the study as per his planning. Notified of our presence, the Municipal Mayor Councilor Mpanza coordinated the meeting wherein the strategy was discussed. Since it was already late to start conducting the assessment, it was decided that the research start on the following day- 28 September 2005.

The Municipal Council recommended that since the crime level in the area was high, among the recommendations raised, each Councilor was then asked to assign a particular person to escort us. It is also important to indicate that, due to the vastness of the Municipal wards, it became impractically impossible for us to cover all of them.

Day 2: 28 September 2005

Ward 6 /8: On the 28 September 2005, Mr. Dludla was assigned by the Municipal

Mayor to accompany the researcher to the KwaMthembu Tribal Authority which was earmarked to be visited the following day. We drove past the KwaMthembu Tribal Authority without going inside and headed towards the ESomopho Tribal Authority (led by Inkosi Cebekhulu) where the Municipal Mayor was scheduled to meet us, and wherein he introduced us to the Tribal Council presided by Inkosi Cebekhulu's brother, since Inkosi Cebekhulu was not available.

It is important to note that, the Tribal Council had been previously instructed by the Inkosi to welcome us, as the message had already been communicated to Inkosi prior to our meeting. Our first observation in this site was that, there is a community based Development Initiative spearheaded by the Traditional Council.

After a short presentation to the Tribal Council, we then headed to Inkosi Mthiyane's Tribal Authority who was also not available to meet the researchers, but nevertheless we were introduced to the headmen and paid our respect to the authority.

We were then introduced to the Traditional Council and the community at large as our arrival coincided with the day of tribal hearings (where in disputing families were tried and judged by the traditional leaders in control of the area). During the presentation of the case in question the researchers were thrilled by the occurrences and processes undertaken.

The case dealt with two feuding families contesting the custody of the children who's both late parents had been married in customary law- which was also left hanging in the air as a result of the fact that, the late groom had not finished paying lobola. This resulted in the dispute regarding the legitimate custodian of the children between the two families. The case was solved in the best possible way by the headman, and both sides seemed to be satisfied with the verdict. Both families were instructed by the headman to share the up-bringing of the children and to work in a co-operative manner.

What also transpired during our presentation was the concerns raised by the community regarding the escalating crime levels in the area, which, according to many respondents was likely to cripple our assessment as it was noted as having serious adverse effects on the entire developmental initiatives in the area, resulting to development service providers being hijacked and robbed of their cars and other belongings.

After making ourselves known to the council and the community we then started conducting our assessment by viewing and visiting community structures, as well as setting up the focus groups composition. We visited the huge establishment called Ntambanana Clinic, which according the respondents and our assessment was not in a good condition to provide sufficient medical services to the community, and also appears to be struggling in terms of resources. From there we started visiting local gardens, crèches, churches, and continued to

assess the extent of the provision for social services and other community infrastructures.

What became pertinent was that the road infrastructure is not conducive for economic development, as it was extremely hard for one to easily access other areas.

From Empangeni to all the areas that we visited, we traveled about 100 km to and fro in different directions. The road infrastructure made it impossible for us to travel faster and cover all the areas that we had planned to assess. At approximately 05H25 we drove back to Empangeni in a state of complete obliteration and hungry since we could not get any thing to sustain ourselves from the surrounding shops, as mostly, the shops around were impoverished and appeared to be sustained by consumers purchasing liquor. The situation seemed seriously bleak.

Day 3: 29 September 2005

Ward 1 (South-west part of the municipality): On the 29 September 2005, we started by visiting and introducing ourselves to KwaMthembu Tribal Authority wherein we conducted the presentation to the Traditional Council. We were cordially received and paid our respect to the elder persons.

A go-ahead was granted and then we proceeded to Inkosi Biyela's Tribal Authority wherein we presented ourselves to Inkosi Biyela accompanied by Mr. Mdlalose who was assigned by Councillor Magwaza to escort us. Inkosi Biyela and his Council welcomed us and wished us success in our undertaking. From Inkosi Biyela's traditional council, we then started conducting our assessment by viewing the areas and meeting different community leaders of various community structures like gardening, School Governing Bodies (SGB's), Ward Committee members, Community Policing Forum (CPF's) structures.

We met Thandi Zulu and May Mthinkhulu (Ward Committee members) at KwaMaphukanqola who took us through the area and then proceeded to Ntonjane (typical rural and highveld area) where we met Induna (headman) Mcineka who highlighted and explained the circumstances and the social experiences that were self-attesting, e.g. lack of running water and the once erected water boreholes getting eroding and the unspeakable road infrastructure and other short comings. From Induna Mcineka we proceeded to Mr. Sbiya (development activist), who spoke to us about the situation in the area and the efforts of his committee. Finally, we drove back to Empangeni (130km) at about 17h05.

Day 4: 30 September 2005

Ward 1: On the 30 September 2004 we met Mr. Mdlalose at Ntombokazi off-

KwaMaphukanqola, who then took us to the other part of Ward 1. Our day started with the visitation of the community structures like gardening, crèches, and proceeded to visit Induna Biyela on the North-west part of the municipality, who also described the situation in the area, especially the circumstances regarding the shortcoming in the development. He also reiterated that it would have been proper to call a community meeting so as to get the views and feelings of the community.

What was noticeable in all the areas is that there is no provision of water and the road infrastructure is appalling. We then visited Mr. Sangweni (an artist –wood craft) at Mfolozane Ward 1 who was not present but we managed to see his work. On our way to Cllr Magwaza and the Ward Committee, we stopped and spoke to Mrs. Mpungose (Ward Committee member) who also elaborated further on the lack of service delivery and development in the area. We then proceeded to Cllr. Magwaza where we were told of quite a number of services that are lacking and the incident of the unknown killers who broke into the house of a senior citizen, shooting and killing him cold-bloodedly on the night preceding our arrival.

Day 5: 01 October 2005

This day forms part of our last day at Ntambanana before the setting up of the focus groups which were to occur during the next two days .The Municipal Mayor had requested us to brief the Municipal council in the presence of municipal

officials on our findings. After briefing the Municipal Council about our findings we then proceeded to Thula Thula Game reserve where Umbuso Ceramic Business Venture is operating. Here we met a small group of males and females involved in the business-manufacturing ceramic cups, plates and jugs.

We also happen to conduct a meeting with the street vendors operating in a well constructed and built market donated by Uthungulu District Municipality. The vendors' opinions were much divided regarding the treatment they were receiving from the authorities, and it became apparent that a large number of them were not really making a proper living; most of them were poverty-stricken and could not make ends meet.

The next two days were spent in mediating in the two focus groups , where 20 people from the community (10 in each group) articulated their positions, opinions, perceptions and ideas about their lives in the area and their most important needs and in the process they identified their priorities that would make their livelihoods more humane at all levels. The triangulation method was used, firstly to introduce the researchers to the geographic landscape of the area, conduct random interviews with local people to check thier awareness of the issues under investigation, gather respondents in a focus group and engage them in issues under investigation so as to identify commonalities in tremns of needs priorities, interview those sitting at the helm of development (councillors and traditional leaders) to investigate on progress on development priorities.

4.6. NEEDS PRIORATISATION ACCORDING TO THE PEOPLE IN THE AREA

The majority of people, who were interviewed including the councilors and the representatives of traditional authorities, could not hesitate to state that their main priority for the area is the provision of clean water as they mostly contest and fiercely compete over dirty water with animals. Their main priorities that were picked up during interviews are as follows, as it became evident in the process and analysis of data of the focus groups:

Priority no 1 – Water

Priority no 2 – Electricity

Priority no 3 – Road Infrastructure

Priority no 4 - Employment & Jobs since they mostly depend on social grants from the government.

Priority no 5 – Municipality to co-ordinate transport with Ronnies Bus Company so as to cover all the areas, and also to assist learners who are expected to travel by foot plus 13 kilometers to the schools, etc.

It can be seen that these priorities are basically interrelated because if water and sanitation, or road infrastructure become a reality then job creation will be enhanced and crime will decrease in many ways. Thus the situation needs to be studied closely in order for the benefits for the community can be accrued. However, the interviews with both councilors and tribal authorities indicated that

these are not easy targets because of the structural and functional constraints faced by the municipality in many respects:

- Lack of sufficient financial resources.
- Lack of capacity amongst municipal leaders.
- The existing or perceived personal and leadership animosity between elected and traditional leaders.
- The vast geographical distribution of the area.

These are basic but fundamental problems faced by many municipalities in the country that need to follow the dictates of the various municipal acts and the implementation of the IDPs.

During the interviews and the focus groups, it emerged that the people of Ntambanana are no strangers to development and they had tried to create development for themselves long before the Local Governments structures came into existence and it is just a matter of reviving the fading moral and reboot the social esteem that this community once had.

It became evident that the community leadership itself is eager and prepared to tackle development challenges and this is based on the historical reality that, the people in the area are used in devising homegrown strategies and solutions to address the problems besetting them.

It became more than evident that the People of Ntambanana love their locality and the vicinities around them and just need a strategy that will help them renew their commitment by providing challenges that are beyond what they see on a day-to-day basis. With the very limited resources at its disposal, the municipality is expected to device strategies to ensure that the community concerns are addressed with the utilization of the existing capacity on both sides, i.e. the community and the elected leadership. However, it is important to mention that in this cooperation, the role of traditional authorities is also important.

In the areas where some visible development is taking place, this is the result of either the efforts or the initiatives by the community. Therefore, in some areas, one is able to pinpoint and witness the once initiated development initiatives that are left in a stalemate position, bearing testimony to the commitment to self-development. The number of crèches that were once booming and providing impeccable service to the community bear testimony to their commitment to development.

However, people are of the opinion that, if possible the local government needs to work out a strategy that will speedily effect changes in their already existing community structures. In order for the municipality to revive these structures, it would be important for the municipality to device means that would be effective for proper data collection that would identify the burning needs of the communities. Collecting all the data that is important, that will make it possible for

the municipality to assist these projects by developing them further and thus enhancing delivery and services.

Mr. Dladla noted that, "For example in the KwaDonda- Madlanzini area under Inkosi Mthiyane in Ward 6, the community has been very active in developing itself. This is attested by the extent into which the community has been able to implement several developmental projects some of them not functioning at present due to lack of financial support and other logistical problems."

Among the projects identified as having been developed by the community in Ward 6 are,

- 1 Zizameleni Crèche
- 2 Sfisithu Crèche
- 3 Ikusalethu Crèche
- 4 Umkhosi Crèche
- 5 Sizanani Candle Making
- 6 Philelanani Disabled Projects
- 7 Masibambane Netwire
- 8 Sukumani Sewing
- 9 Vumelani Crèche

It needs to be said that for such an area, the existence of such a variety of community-based and led projects is very encouraging and indicates a very

active and energetic community with ideas, planning and implementation that have positive effects on the lives of the people at all levels.

What is noticeable about the entire geographical environment is that certain parts of the municipality are densely populated whilst others are sparsely scattered through vast geographical areas, with some area having humid weather conditions in the early hours of the morning with others starting the day with high temperatures. This means that the climatic conditions vary from area to area.

Despite some areas having such appealing weather conditions, one cannot turn a blind eye to the fact that, mostly, two third of the communities forming this municipality are engulfed by draught and very bad weather conditions. According to the participants in the focus groups rain drops have last surfaced in the areas about eight months ago, leaving some communities adversely affected by such weather conditions, which had serious adverse effects on local farming initiatives.

Another need in the area is that of the provision of proper housing for many of the inhabitants. Some houses in the areas are very well and solidly built with the majority of other houses built like rondavels, mud houses and some well built block-round compartments in some areas. Many areas however, have dilapidating structures, therefore posing enormous concerns about the need to restore dignity to the citizens of this country through providing decent houses and good living conditions, which remains a challenge confronting the municipality.

This reality was accepted very eagerly by the interviewees who were councilors in the municipality, especially those of them who lived in the poorest areas where proper housing is urgently needed.

Low cost income houses in the areas where the population is densely populated were noted by the respondents as needing urgent attention, which in the long run will allow the implementation of the Property Rates Act. Noting that this is a heavily contested debate in rural areas, for the sake of development and progress, introducing such changes will require the co-operation of the traditional leaders so as to take the development forward.

Notwithstanding, concerted efforts should be somehow worked out through co-operation and co-ordination and through the support of the existing structures including the house of traditional leaders and other community stakeholders. This is the strong belief of those participating in the focus groups, who, however, had very mixed feelings about the possibilities of housing provision in their areas. It was strongly felt that if housing delivery was slow in the urban areas, it would be very difficult to implement it in the rural areas where the geographical conditions were less conducive.

One of the major problems facing the people in the communities was the strong belief that services were not delivered properly, effectively and efficiently. Out of a number of the services that the local municipality is expected to provide, it is

important to note, that there are only negative attitudes and opinions on the part of participants. Amongst them there is the provision of water, waste removal, electricity, roads, etc. which according to the participants are not delivered, and when they are this is done in a shoddy and unprofessional way.

Thus it is important for the Ntambanana Municipality to seriously consider implementing, as per Section 155 (6 (a) and (7) of the Constitution (1996) the following basic services that will fulfill the basic needs of the majority of the people in the community.

- 1 Water and sanitation services, limited to potable water supply systems and domestic wastewater and sewage disposal systems.
- 2 Land pollution
- 3 Building regulation
- 4 Child Care facilitation
- 5 Municipal Health services
- 6 Municipal Public Transport (for Ntambanana Municipality, to implement this by liaising with Ronnies Bus Services by establishing more route for the purpose of community service)
- 7 Municipal Public Works Programmes
- 8 Local Tourism
- 9 Firefighting services
- 10 Electricity and gas reticulation

11 Road infrastructural development

It was earlier stated that the situation of water provision in the municipality is very appalling and this means that this basic human need and human right has been neglected in the municipality, its plans, decision-making and implementation.

The United Nations Development Programme (1999:4), defines development as,

'implying either tangible improvement in individual or national circumstances, or belief in change for the better' .

For the adult rural villager in Ntambanana, development may mean clean water and good living conditions and improvements from the conditions under which the villager grew up experiencing, improvements in poor educational infrastructure that could lead to a good education for his or her children plus not having to migrate for a year or travel long hours in search of an income, or even water for drinking or washing.

It became apparent during the assessment, travelling and the analysis of data obtained from the focus groups that almost the entire community in the Ntambanana municipality has no access to running water and people are expected to dig holes in the dry river streams in order to get water to cook and to drink. Sad to say, even the boreholes that were once erected in some other

areas are currently not functioning and are not of any benefit to the community and are there for window-dressing. There is no municipal, nationally or provincially based Public Works Programmes in place.

Mr. Vessels from the Uthungulu District Municipality noted that the community has conflicting views regarding the installation of play pumps as they felt that in the absence of children during school hours, there would be no children to play on it in order to suck and pull water from the ground. "Such fears need to be addressed by the municipality if possible, because it is apparent that play pumps should be recommended to the community as a short term solution to their water problem since it doesn't cost even a single cent from the municipality to erect/install them." said Mr. Vessels.

However, it is important that in the mean time the municipality can continue planning on a long-term plan for provision of water with the District Municipality , according to the dictates of the municipal act that determine their relationships at all levels.

There is a great need for the improvement of the existing road infrastructure in the municipality. The lack of proper access roads and well co-ordinated transport routes was pinpointed by the focus groups as one of the most important impediments to development and growth, the creation of jobs and the like.

The Provincial Government and the local Municipality through intergovernmental co-operation mechanisms, and the community should work out a strategy to uplift the standards of roads. This impacts directly and negatively on the economy of the entire municipality and makes the area inaccessible, therefore adversely retarding the economy of the whole area. The improvement in the existing road infrastructure can also be used to empower the women and the entire community and train them on skills pertaining to road maintenance.

During the interviews and especially the focus groups, it emerged that, the community are having serious concerns regarding the fact that, during pension collection-days at pay points, mostly, in surrounding shops, certain areas of the community are left over flooded by dirt and rubbish as a result of trading during this day and always left in an extremely dirty condition. Non-regulation of waste during this day is a cause for concern. The recommendation from the community is that, the local municipality should devise strategies to closely monitor and supervise these areas (pay-points for pensioners).

4.7. ELECTRICITY

Participants highlighted that the entire community depends on woods and paraffin as a source of energy. As per observation, only $\pm 0.1\%$ of the entire municipality is currently receiving electricity installations. According to the respondents and participants in the focus groups, people and communities need

electricity and are looking forward to the forthcoming development package to include electricity and to be an integral part of the IDP plans of the municipality. The participants in the focus groups had many reservations in regard to their expectations on this matter, they did not believe that the delivery targets outlined in the IDP were yielding any good results.

The focus groups participants indicated that their lack of belief in such delivery targets was based on their bad experiences of the past and the present .It was strongly felt that drastic steps should be taken by the local Municipality to ensure that planning and good implementation strategy is in place to implement provision of electricity to its communities.

4.8. SCHOOLS

As part of the international development targets, the Development Assistance Committee of the Organization for Economic Co-operation and Developments earmarks the improvement of universal primary education in all countries and elimination of disparity in primary and secondary education as part of its social development plan for 2015. Needless to mention, the Ntambanana Municipality forms part of this target drive.

Improved school infrastructure and other disparities remains a serious challenge facing the local schools, requiring the local municipality to formulate a strategy

that will ensure that a formidable programme is well in place to provide sustainable, viable, schooling environment for the local learners. Provision of up to the standard educational apparatus needs to be included in the municipal agenda and the municipal education desk needs to be established for the purpose of attaining and realization of such targets. A Public-Private Partnership and Public–Public Partnership initiative needs to be vigorously pursued. This should be linked with the provision of a well co-ordinated municipality transport system coupled with needed improvements in the road infrastructure.

The local municipality should not leave the facilitation of building of schools in the areas earmarked for schools unchallenged and areas donated by the traditional authorities for schools development purposes. Even Adult schooling and skills training initiatives should be encouraged and pursued.

The situation at present was described as bleak and even depressing as many schools lacked facilities. There were serious problems with the provision of water, no staff offices and laboratories , many children could not afford schools fees and it was felt strongly that the Education Department and the municipality were not doing enough to solve these problems. The situation was described as very bad by the vast majority of the respondents and participants in the focus groups. Such opinions were corroborated by both the councilors and the traditional leaders in the area.

4.9. HOSPITALS AND CLINICS

There are no Provincial Hospitals in the proximity of most communities except for the Ngwelezane Provincial Hospital at eMpangeni and the KwaMagwaza Primary Health Hospital situated in Melmoth. The Municipal Act requires the local municipality to ensure that there is sufficient provision of health services for the majority of people. The local Ntambanana Community clinic was noted by respondents as struggling and lacking enough capacity to provide such services.

The participants in the focus groups pained the situation in the local clinic as seriously lacking in quality, and as been bleak and depressing, with staff shortages, dirty conditions and very long queues during the opening days. It was said that there was a very strong dissatisfaction on the part of the community that felt were unable to do something about it, as it was felt that there was no interest on the part of the political leadership in the area to rectify such a bad situation. People felt disempowered to do something about the condition in the clinic.

Ways and means should be worked out to ensure that such huge establishment is well fed with medical needs by the District, Provincial Department of Health and is supported to provide necessary medical services to the community. The local municipal is entrusted with the responsibility to ensure the provision of such services.

Sister Hlengiwe Msweli who is a Manager in this clinic could not reveal the status of the clinic regarding its capability to delivery on medical needs of the community but was hasten to refer the researcher us to the District Manager Mrs. Ndimande, who is assigned to communicate any information pertaining to the clinic with the researchers. Attempts to interview Mrs. Nzimande were unsuccessful.

Sister Msweli accepted that some of the concerns and complaints leveled by the part of the community were correct and justifiable, but she added that these were problems that stemmed from the lack of financial and human resources expected to be provided by the authorities for the clinic to carry its mandate efficiently.

4.10. POLICE STATION

There is only one Police Station servicing the whole municipality. A need for establishing satellite police stations in densely populated areas where crime was noted as being rife was noted as inescapable e.g. in the surrounding areas of Cllr. Magwaza's vicinity and in Ward 6, and a need for a Satellite police Station was noted by the focus groups participants. Regarding the Community Policing Forum, a need was also noted to implement new models in order to give assurance that these structures functions effectively.

Furthermore, the establishment of CPF's structures where there were none was

noted by respondents as of urgent importance and provision of training to these structures was highlighted in order to conscientize the communities about the roles and responsibilities of these structures.

Crime level: crime seems to appear as the main concern of the ordinary members in this community. During the visits, the respondents, highlighted crime ridden areas and further gave the feeling that police are failing to deal effectively with crime. It was also related to the researchers in the focus groups that some service providers from Eskom had to be escorted by police and councilors when they were installing electricity cables in some other parts of the municipality, particularly in Ward 6.

According to our observations and information collected through the interviews and the focus groups, it emerged from the participants that the community is aware of the perpetrators of crime yet people are doing nothing about it. Other participants recommended that the community should gear itself to tackle these problems by warning the parents of perpetrators or face community-imposed exile.

4.11. STREET MARKETS

The environment does not allow for the community to establish street markets and accommodate street vendors, except in highly dense populated areas. It

can be understood that street vending works well in places where there is high influx of people such as in taxi ranks, markets, etc.

In the highly dense populated areas street market could be established and the community should be encouraged to be involved in gardening so as to ensure that street vendors buy their produce and sell in the street market instead of purchasing vegetables such as tomatoes, cabbages, onion from Wholesalers at Empangeni for the purpose of re-circulation in the market, thereby not making any changes to the local economy, instead contributing to the economy of other areas.

Companies such as the Richards Bay Mineral's Corporate Social Investment (CSI) initiatives should be drawn in and entered into agreements with the local municipality since this municipality forms part of the radius covered by RBM-CSI Policy. What was noted is that street vending market is flat and doomed in the area in view of the abovementioned problems. These were the exact sentiments expressed by both the participants in the focus groups as well as the officials interviewed. There was a strong need to revitalise the local markets for the benefit of the community, something that does not happen at the moment.

4.12. FACTORIES

There are no factories, big or small in the area, and this can be seen as one of the main reasons for the very small amount of jobs created in the area. Co-ordination and implementation of small factories that focus on the exploitation of the existing natural resources within the community should be encouraged at all levels, especially through Private-Public partnerships.

The community of Ntambanana has enough livestock, slaughtered animal skins can be used to create and manufacture-traditional attire like, Amabheshu, Izidwaba, Amahawu, etc. This was one of the main points made by the focus groups participants, who seemed very keen on such initiatives, but had no real idea how such initiatives could become a reality in the near future. It was felt that such ventures had a very strong possibility of creating a market, especially if they were labour intensive and they could create a large number of jobs for the local community.

The establishment of the business like this initiative will manufacture and create products for local and by also utilizing available skills in the community- in the making of amaBheshu to be used for job creation and business purposes. The fact that the religion currently dominating in the community is Shembe religion creates a demand for such products, as the Shembe congregants uses amabheshu (males traditional regalia) and izidwaba (traditional mini-skirts) as

their religious outfit.

Through observation during visits, a small business initiatives specializing in ceramic products was spotted and participants felt the local municipality needs to provide financial assistance to this initiative in order for it to expand and focus on producing other products demanded by the ceramic market.

4.13. COMMUNITY HALLS AND RECREATIONAL CENTERS

Unless the community states otherwise, a need for community halls was not top in the agenda of the things that the community is expecting to be implemented urgently. Regarding the recreational centers and sports field, the respondents were please to note that, the newly built sport field allows the youth to perform different recreational activities, such as sports recreational centners, and other recreational facilities.

The existing Municipal Sport desk that coordinates leisure and other cultural activities, is expected to assist where possible, e.g. in the establishment of Local Soccer Leagues and in other sports codes. These are sadly lacking in a coordinated and well established form, as it is believed that the municipality and its leadership have more urgent issues to deal with.

4.14. ACCESS TO TRANSPORTATION

The road surface is appalling and there is no proper co-ordination of road infrastructure. This creates serious transportation problems for all sections of the population. It also poses a serious problem, regarding the effectiveness and effective functioning of the ward committees as it is not possible to convene or to start organizing an extra-ordinary Ward committee meeting at 12H00 noon for a 3 o'clock ward committee meeting. Such sentiments were evident amongst the people who participated in the focus groups who were adamant that these infrastructural deficiencies had very negative effects on the quality of life of the community as a whole, especially with regard to children's education.

4.15. COMMUNITY ORGANISATIONS

As noted under the topic dealing with the opinions of the community towards development that, there is quite a number of community structures and organizations established to deal with developmental issues that are at this stage not functioning due to serious financial constraints and other logistical problems. Despite the existence of developmental groups there is no evidence regarding the existence of Cultural Groups, Civic Forums, Business, NGO's, or Youth Organizations.

4.16. TRADITIONAL LEADERS

Traditional leaders can be seriously considered as an important tool that can be utilized by the municipality to expedite development in these areas. The manner in which the traditional structure co-operates with developmental initiatives taking place in the area, as demonstrated by almost all of the participants in the focus groups and the interviewees, requires constant liaison between the municipality and the traditional leaders.

It became apparent from the focus groups and the interviews that the entire community of Ntambanana still value the role of the traditional leaders, as playing an important part in the development of the community, which in no uncertain terms should be kept intact by the municipality so as to maintain and preserve the social fiber that bonds the community of Ntambanana together.

4.17. WOMEN'S ORGANIZATIONS

During the researcher's visits, it was established that the community of Ntambanana have been involved in the development of their areas back in a days, through participating in self-development projects. Mostly, women in a number of surrounding vicinities are involved with gardening, as the community of Ntambanana has huge arable land that can be turned around and become the source of income and advance development of land cultivation skills. All what

they need is skills training in farming and in agri-business.

A need to revive such long-established community initiatives remains prime. Providing support to such initiatives can also be used to advance the intentions and objectives of Black Economic Empowerment through development and training in agriculture, farming, livestock management skills, therefore making agri-business produce from this area become part of the mainstream economy. Such sentiments were mostly shared by the councilors, traditional leaders and the participants in the focus group. Other huge gardening establishments were noticed at Ward 6 in the area *inter alia*, Ntuzuma- Qalakabusha Gardening. This is also developed by women who spearheaded the developmental efforts in the communities. Livestock as part of the farming complementary drive, can also be looked at as a mean to empower the community of Ntambanana.

4.18. CRÈCHES

It is noted initially that, the manner in which the surrounding communities have developed themselves in child welfare services, requires a new support from the local government since some of the projects that were initiated by the community are in the state of stagnation. Renewal and revival of such projects, as some came into existence with the help of World Vision, requires a revival. Crèche infrastructures are in place and support from either the municipality or from the Provincial Department of Welfare is inevitable.

Renewal of crèche projects should be incorporated under the mayoral agenda or mayors projects and be linked with the Department of Social Welfare. Such opinions and wishes were expressed by the focus groups participants, but there was reluctance evident on the part of the municipal councilors, who felt that there were more important priorities for these areas.

4.19. PROJECT OF THE NATION

The project of the nation is funded by the Department of Local Government and Traditional Affairs via the local traditional leaders. The traditional authority buys materials for the people to take home and produce various commodities that are sold by the authority council and the money goes into the account managed by the authority. Participants noted this initiative as not making any meaningful change in the lives of these participating, items of tangible and financial benefits. Participants suggested that the profit generated by this initiative should be shared by those participating in the project.

The researcher noted that, even though the rate of poverty is so high in the area, the local dwellers were still honest and respectful. They make the products and take them to the authority they do not sell the goods for their families. When they were asked for how long the process was going to take place, they said until the Inkosi decides to give them money to feed their families. The researcher was

unfortunately unable to see most of the goods as they were locked in the stockroom, but they had brought mats with them for exhibition purposes.

4.20. SUMMARY

This chapter concentrated on the analysis of data gathered through the interviews and the focus groups. It tackled the opinions, ideas, attitudes and perceptions of people regarding facilities in their areas as the levels and efficiency of service delivery.

CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5.1. INTRODUCTION

The new political reforms in the Republic of South Africa led to the enactment of various laws, aimed at correcting the imbalances of the past and the atrocious political impasse created by the apartheid regime. Mohamed (1999:11) stated that, **'apartheid planning at the national level was reinforced by local initiatives, which connived to keep races separate. In effect, apartheid created several cities side-by-side within South Africa's urban areas. These were governed by different local authorities, also organized along racial lines'**.

5.2. THE WHITE PAPER ON LOCAL GOVERNMENT

The White Paper on Local Government forms part of the series of such laws geared to advance the new political dispensation. The Paper spells out the vision that would move beyond the transformation phase focusing on transformation and development.

In the new legal framework local government has been conferred with new

powers and responsibilities which undeniably transform it into an independent and autonomous state organ responsible for addressing various challenges facing the local communities. The powers and new incumbent resting on the shoulders of the newly defined local government was made pertinent by the former democratic Minister of Provincial Affairs and Constitutional Development, Mr. Valli Moosa, who noted that, **'local government has also been given a distinctive status and role in building democratic and promoting socio-economic development.'** (Waldt et al 1995:88)

The White Paper on Local Government is unique, as it does not deal with sectoral policy, but with an entire sphere of government. It can almost be regarded as a 'mini-constitution' for local government as it will affect all South Africans. As part of the government sphere that closely interact with the local communities, therefore the local government, among other things, is expected to play a pivotal role in the development of the local communities. Waldt, et al (1995:88), concedes that, **'a local government must ensure that its administration is based on sound principles of public administration and public accountability in order to render efficient services to the persons within its area of jurisdiction.'**

As a mini-constitution, the White Paper on local government stipulates clearly, as to what are the new roles expected to be performed by the new democratically elected local government sphere, as developmental state machinery. As part of

the supporting mechanism, the Reconstruction and Development Programme (RDP) White Paper states that, **'public investment in reconstruction and development would simultaneously produce economic growth. Therefore, among other duties expected to be performed by the local government would be to transform state apparatus that would initiate and coordinate development and economic growth through public investment in social infrastructural goods. Most importantly, the local government as an autonomous state organ would be expected to play a developmental role through implementing people-centred needs'**.

The local government is expected to play a developmental role in the local communities as set out by the White Paper on local government. The White Paper sets out approaches to make local government more developmental. These include Integrated Development Planning, Budgeting, performance management and community participation through Ward Committees. Mohamed concede that, **'local government planning and development has become important throughout the world. It is seen as especially important in Africa because, most countries are experiencing rapid economic decline, rising unemployment, rapid population growth, decreasing food security and wide spread poverty. African governments are often unable to address the needs of the people, requiring alternate survival.'** (1999: 66)

5.3. GROWTH, EMPLOYMENT AND RECONSTRUCTION (GEAR)

The Paper seeks to provide the basis for the new legislation to regulate local government. The developmental role of the local government emanates from the premise articulated by Growth, Employment and Reconstruction (GEAR) strategy which begins with the following assumption, 'In the Section titled 'Critical Considerations' it argues that on the basis of current economic trends we can expect 'continued, if somewhat slower, growth in exports and investment.' (Gear, 1996:2) In support of the latter, the former State President Nelson Mandela suggested that, **'if the state was accorded '...the leading and enabling role' in collaboration with a '...thriving private sector and active involvement by all sectors of civil society' the new government would meet basic needs, develop human resources, build the economy and democratize the state and society.'** www.local.gov.za/DCD/policydocs/whitepaper/c12ivor.html

On the very same note, the White Paper on local government, 'discusses four characteristics of developmental local government, namely exercising municipal powers and functions in a manner which maximize their impact on social development and economic growth, playing an integrating and coordinating role to ensure alignment between public (including all spheres of government) and private investment within the municipal area, democratizing development and building social capital through providing community leadership and vision, and seeking to empower marginalized and excluded groups within the community.

5.4. DEVELOPMENTAL ROLE OF THE LOCAL GOVERNMENT

The developmental role of the local government requires that, the local government becomes pro-active in the institutionalization of the above activities. Without the local government finding amicable solutions to the problems besetting the local communities, through working with the people, and other relevant stakeholders within the area of their jurisdiction, the whole notion of developmental local government becomes a futile exercise. In order for the developmental local government to be successful in acceding to such challenges, the transformation of the environment under which the former local authorities were structured, requires a complete turn-around and adoption of newly defined democratic transformation principles as a pre-requisite for effective functioning of the local government. This is made possible through maximum participation of the local communities.

Valli Moosa states that, **'National government is committed to developing stable and enabling framework in which change can occur, and providing a range of support mechanism to assist municipalities during transition.'**

He further states that, **'municipalities are encouraged to think critically about how they operate and relate to local communities, and to develop their own strategies for meeting local needs and promoting the social and economic development of communities in the areas of their jurisdiction'**. The Paper

further outlines the systems which will make developmental local government a reality. Among other strategies expected to be unilaterally developed by each municipality in order to suite their circumstances, the issues of municipal administrative system, among other systems, has been noted as a basic transformational tool for the local government in dealing with the previously separated municipalities in a corrective manner. The White Paper states that, **'the bulk of this section focuses on service delivery systems, and a wide range of approaches to transforming municipal service delivery system...'**

The research project undertaken by the researcher indicated that such priorities, duties and responsibilities were not really followed in the case study under investigation. The utilisation of focus groups as well as interviews with municipal officials and traditional leaders revealed beyond reasonable doubt that for many reasons investigated in this report the role of the developmental local government is not fulfilled, and there is a strong feeling of dissatisfaction amongst communities regarding the effectiveness or the mere existence of service delivery on all fronts , including the delivery of what is regarded as basic human needs and rights such as water, electricity, schools etc.

5.5. INTEGRATED DEVELOPMENT PLANNING

The White Paper does not fall short of highlighting a set of principles put forward to guide the development of a new framework for municipal finances, and then

elaborates the key aspects of that framework. 'These include local revenue instruments and policies, where it is noted that while existing sources of municipal revenue should remain, some regulation of the property taxation system and the regional and establishment levies is required.' (White Paper on Local Government)

Mohamed's definitional analysis of the importance of Integrated Development Planning emanates from the premise that, **'reconstructing apartheid cities will require a multi-pronged strategy which should mobilize a vast range of resources and capacity. Integrated Development Planning (IDP) is a process which aims to maximize the impact of scarce resources and limited capacity through planning development interventions in a locality strategically and holistically.'** (Mohamed 1999:18)

According to the Forum for Effective Planning (1999:19) integrated development planning is, **'A process to integrate economic, social institutional and financial dimensions in order to support the optimal allocation of scarce resources between sectors and geographical areas and across the population, in a manner that provides sustainable growth, equality and empowerment for the poor.'**

In addition to the above, the White Paper on Local government begins by highlighting the ways in which the IDPs will promote developmental local

government. Among other important special areas expected to be addressed by IDPs, it focuses on the fact that the IDPs enables municipalities to align and direct their financial and institutional resources toward agreed policy objectives and programmes, also serving as a vital tool towards ensuring the integration of local government activities with other spheres of developmental planning at provincial, national and international levels, by serving as a basis for communication and interaction.'

The examination of the findings emanating from the present study indicates that these prerogatives have not been met at all, and this leads to a high level of anger and trepidation on the part of the affected communities, who find themselves in a position of disempowerment.

The White Paper on local government further stress a need for each municipality to develop its own IDP. It put the compilation for IDP by each municipality as a pre-requisite for development. The Paper views the IDP as a mechanism that enables a municipality to weigh up her obligations and systematically prioritize programmes and resource allocations. It has been stated that:

'In a context of great inequality, IDPs serves as a framework for municipalities to prioritize their actions around meeting urgent needs, while maintaining the overall economic, municipal and social infrastructure already in place.'

Mohamed (1999 :18) states that, **'integrated development planning uses a normal planning process as its basis. It usually consists of a number of steps which flow into each other, typically forming a circle of behaviour. It involves visualizing and then drawing the linkages between ranges of interventions.'** He further points out that, there is no one correct way of formulating an IDP because processes vary.

5.6. COMMUNITY PARTICIPATION

The Municipal Systems Act, (2000) states that **'a municipality must develop a culture of municipal government that complements formal representative government with a system of participatory governance, and the local community to participate in the affairs of the municipality.'** Among the other roles expected to be played by the community in the activities of the local government, involves, preparation, implementation and review of its integrated development plan in terms of Chapter 5.

It needs to be said that the empirical evidence produced in this thesis has shown that historically there has been a vibrant participation of the community, and especially women in developmental efforts and a number of initiatives and institutions have been established as a result. However at a continuous and structural level such participation has been eroded and needs to be revitalised at

all levels of community life.

The manual published by the NGO consortium in KwaZulu-Natal states that, local government participation **'must be acknowledge and valued. It sees this kind of participation as good when compared to other forms of participation in the sense that, it 'provides the broadest possible range of participation activity (leading of projects, employment in projects, managing businesses, as opposed to other forms of participation which 'too often stake-holder participation is seen in terms of involvement in communities, formal meetings. While such processes are important, this form of participation does not take into consideration the interests, diverse skills, and talents of other into account'**

Biyela (2004:28) sees community participation in the same light as noted in the White Paper on Local government and in Municipal Structure Act. Biyela concedes that, the Municipal Structures Act state that, **'the establishment of municipalities in terms of the Section 12 Notice as well as the election of office bearers of municipalities is contained in this Act.'** The Act gives the background regarding the purpose of the ward committee as to enhance participatory democracy in local government. It is one of the building blocks of democracy at a local level, to a certain extent is able to cause the municipality and councilor to account to the local community.

Reddy (1996:21) agrees with Biyela and also with the clauses appearing on the paper, when he states that, **'...full individual participation within the local government context contributes to the creation of community solidarity, because citizens feel involved in matters relevant to their welfare.'**

Moreover, the process of municipal budgeting also allows the local communities to participate in the budget making process. Participatory budgeting initiatives aimed at linking community priorities to capital investment programmes.

5.7. MUNICIPAL COUNCILORS

Municipal Councils play a central role in promoting local democracy. In addition to representing community interests within the Council, municipal councilors should promote the involvement of citizens and community groups in the design and delivery of municipal programmes.

In conclusion, it is important to note that, the local government has been trusted with powers and responsibilities that the former Minister of Provincial and Constitutional Development defines as autonomous and independent. In that regard, among other things, the White Paper on Local government is regarded as a 'mini-constitution' for local government as it will affect all South Africans.'

The developmental scope of the local government expects the local municipality

to contribute to building the capacity of the local community to enable it to participate in the affairs of the municipality and also to build the capacity of councilors and staff to foster community participation. Finally, the White Paper on local government requires the local government to empower and provide mechanism for the local community to identify and prioritize on their needs through working with Ward committees as a legitimate and democratic structure. It views the local community participation through these various mechanisms and procedures as a strategy to strengthen and intensify democratization process at a local level.

The empirical component of the thesis and its findings pinpoint to a number of recommendations that are, *inter alia*;

- There needs to be a co-operation between elected and traditional leaders in the area in order for the development of the area to become a reality.
- Real and continuous communication links need to be established between the layers of provincial and local government representatives with all people and communities.
- There need to be a series of developmental programmes initiated by the local government leadership and local business people in order to have growth and development in the area.
- There needs to be an initiation of private/public enterprises in the area

that can lead to economic development in the area.

- The dictates of the municipal acts of 2000 and 2002 need to be invoked so that the participation of the community can be enhanced.
- The various initiatives announced by government, especially the expanded public works programmes need to become a reality in the area so that job creation can become a reality.
- Active community policing must become the order of the day so that crime can be defeated.
- The IDP structures by the local authorities leadership need to become a reality so that development can become a living reality in the municipality.
- There needs to be a continuous evaluation and assessment of the needs of the people.
- There needs to be a continuous activation of the most progressive sections of the community, spearheaded by the youth and women, so that they can become a vehicle of the developmental efforts of the whole community at all levels.

5.8. SUMMARY

The empirical attempt associated with the present thesis provided the researcher with the opportunity to connect and relate the legislative framework and existing literature with the material realities on the ground in one of the most

underdeveloped areas of the KwaZulu Natal province. It was a worthwhile exercise that provided him with a great opportunity to learn the realities on the ground through this case study.

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Appendix 1

Interview scheduled for Ntambanana Municipality Participants.

Compiled by Dumisani Mthethwa (in pursuit of the investigation of needs assessment analysis for Ntambanana Municipality)

NB: As a participant, YOU have a right to remain unanimous and YOUR participation in this study is confidential in all respects.

Instruction: Please answer all questions.

A. Background Information

Tick next to appropriate category

1. AGE

15 - 24

25 - 34

35 - 44

45 - 54

55 - 64

2. GENDER

Male

Female

3. MARITAL STATUS

Single

Married

Divorced

Widow

Never married

4. EDUCATIONAL LEVEL

0 - 4

5 - 7

8 - 12

Tertiary

Other (Specify)

5. Do you have children?

Yes

No

6. If yes how many _____

7. How many are attending school?

B. Community respondents (including, focus group, traditional leaders, ward committee and local government participants)

1. Are you employed?

Yes

No

2. If YES, by who, if NO ignore

3. Are you a member of any development committee, forum, or local municipality?

Yes

No

4. If yes, what role does you committee play in the development of the community?

Skip pattern for local government participants- Q 5- 7

5. Does your committee receive any support from the local municipality?

Yes

No

6. If yes, state the nature of the support.

Skip pattern if you have answered question 6

7. If No, what support do you expect to get from the local municipality

i

8. What other development initiatives do you have in you community? List them

9. How were above projects initiated?

10. Do you have a ward committee in your area?

Yes

No

11. What do you think is the responsibilities of a ward committee?

Skip pattern for traditional leaders- Q12

12. What is the relationship between your committee and the traditional leaders?

13. What needs do you feel should be addressed by the local municipality as a matter of urgency?

14. Can you prioritize such needs in order of their importance?

15. Do you have enough schools in you communities?

YES

NO

If YES explain and if NO explain as well

16. Do you have enough Hospitals and clinics for the community?

YES

NO

If YES explain and if NO explain as well

-

17. Do you have enough police stations to help prevent social crimes?

YES

NO

If YES explain and if NO explain as well

18. What kind of crimes is prevalent in your community?

19. Do you have street markets?

YES

NO

20. Are they self sufficient?

If YES explain, if NO explain

21. Do you have factories?

YES

NO

If YES, how many members of the community are employed there?

Skip pattern, if you answered YES go Q22

If NO, what kind of employment is there for the community?

22. What recreational facilities does your community have?

23. Do you have proper road infrastructure?

YES

NO

If YES what improvements are awaiting the local municipality?

If NO, what needs to be done?

24. Do you have crèches?

YES

NO

If YES, are they providing the necessary service to the community?

