



**Perceptions of beneficiaries regarding the usefulness of social grants in the
case of the uMsunduzi Municipality, KwaZulu-Natal**

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DECLARATION - PLAGIARISM

I **Khulekani Msomi**, student number **209502545** declare that this dissertation is my own unaided work. All citations, references and borrowed ideas have been duly acknowledged. None of the present work has been submitted previously for any degree or examination in any other university.

Student signature

Date

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ABSTRACT

This study explored social grants beneficiaries' perceptions of the usefulness of social security nets in alleviating poverty and addressing social inequality in uMsunduzi Municipality. It analysed the cost of social security nets and the role played by government, non-governmental organizations and other stakeholders in providing social welfare services, as well as beneficiaries' perceptions of such programs. A cross-sectional research design was employed using a qualitative and quantitative methodology. A questionnaire was administered to a sample of 90 respondents and ten interviews were conducted, three with South African Social Security Agency officials and seven with grant recipients. Observation was also employed as a research technique. The data was analysed using thematic analysis and SPSS to form categories of responses.

The study's findings indicate that social grants are important in contributing to poverty alleviation in South Africa as they enable recipients to access basic necessities. However, while it was found that community members in uMsunduzi are aware of the different social security nets, the grants do not cover the cost of living. Furthermore, community members perceive the processes surrounding social security programs in South Africa as corrupt. Finally, the social security system suffers inefficiencies since it lacks a comprehensive and consolidated database to track information on recipients, leaving it open to corruption. It is thus recommended that the government should involve the private sector to create support platforms to promote effective social security programs.

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CHAPTER 1: INTRODUCTION

1. Preamble

This chapter introduces this research study on social welfare policy and social security nets in South Africa.

South Africa's welfare policies and social security structures can be traced back to the apartheid era, which left an enduring legacy of poverty and inequality. This study was motivated by the researcher's interest in determining whether the changes that have taken place in the post-1994 democratic era, particularly with regard to social welfare and social security nets, have been effective in addressing these challenges.

This chapter sets out the background to the study, the problem statement and the research objectives and questions. It concludes with an overview of the structure of the dissertation.

1.1. Background of the study area

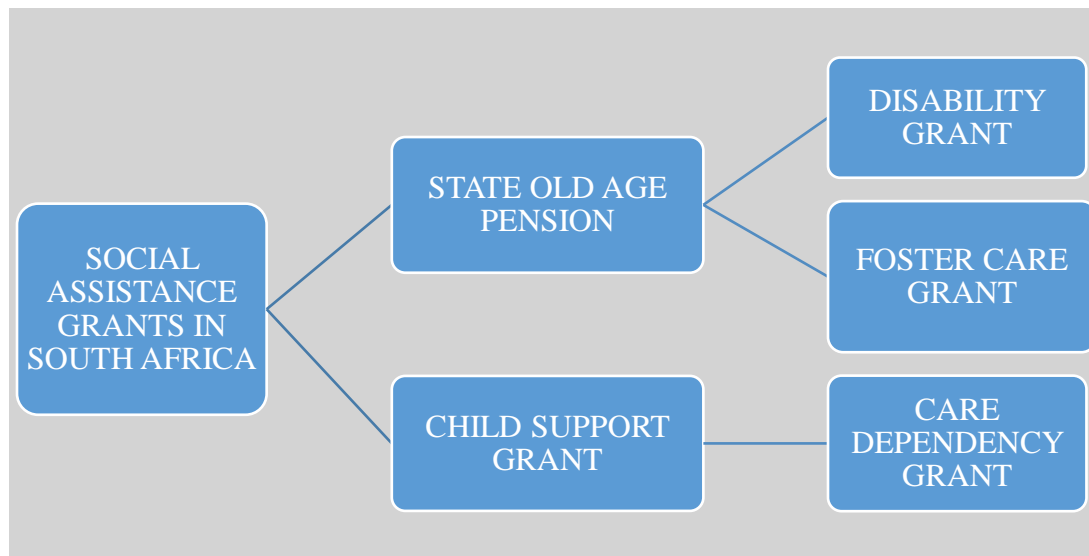
uMsunduzi Municipality, formally known as Pietermaritzburg is located approximately 80 kilometers to the west of the port city of Durban. The municipality is the capital of the province of KwaZulu-Natal. Geobel and Dodson (2010) note that, the sprawling city of Msunduzi consists of suburbs and townships which are both formal and informal, marked by social and environmental infrastructure and service inequalities along class and racial lines. According to the 2011 Census, uMsunduzi is home to 600 000 people living in 164 000 households. Half the residents are under the age of 30, with nearly 40% below the age of 20.

According to Vally (2016), social grants for children are important as they promote equitable economic growth and inclusive human development. Delaney (2017) also notes that child support grants aim to reduce poverty, build human capital and contribute to a broad range of employment and growth impacts. The social, racial and economic scars left by apartheid remain visible today (Patel, 2014). Poverty, inequality and unemployment are major challenges in South Africa, as are escalating crime rates. Twenty-three percent of the country's population lives below the national poverty line of \$1.25/ day, with the proportion as high as 50% in provinces like KwaZulu-Natal (World Bank, 2013). It is for this reason that the government adopted a range of social grants

targeted at the most vulnerable members of society. Research (Case et al., 2005; Agüero et al., 2006; DSD et al., 2011) has shown that such grants are playing a crucial role in relieving poverty.

Vally (2016) identifies the different social grants available in South Africa. These are illustrated in Figure 1.1 below.

Figure 1.1: Types of social grants offered in South Africa



Source: Vally (2016)

1.2. Problem Statement

Worldwide, efforts have been made to strengthen social security delivery systems (Vally, 2016). In 1997, the South African government abolished the racially based Child Maintenance Grant and introduced the Child Support Grant that targets children in poor households (Vally, 2016). Since then, the country has made great strides in improving coverage of social assistance through social grants. Different conditions such as an age cut-off point, a means test and other measures are attached to different grants (Godfey et al., 2016).

The apartheid system entrenched inequality along class and racial lines. The largest portion of the country's wealth was held by the minority while the majority lived in extreme poverty and suffered inadequate living conditions (Vally, 2016). It is against this background that this study investigated the role of social security nets in poverty alleviation in uMsunduzi Municipality. Samson (2009,

2016) argues that social grants do not currently reach all intended beneficiaries. Samson (2009) adds that, such grants not only support current consumption and well-being, but are an investment in human capital with possible returns in the future. Thus, the current study explored social grants beneficiaries' perceptions of the usefulness of social security nets in alleviating poverty and addressing social inequality in uMsunduzi as well as the role played by government, non-governmental organizations (NGOs) and other stakeholders in providing social welfare.

1.3. Significance of the study

For academia, the study's significance lies in its identification of gaps in the literature on the importance of social grants from beneficiaries' perspectives as well as theoretical understanding of this issue. Secondly, given that poverty alleviation and equity are the primary mission of the South African government (Godfrey et al., 2016), its findings will assist the South African Social Security Agency (SASSA) to address statistical and system errors that result in some recipients receiving more than one type of grant, as well as the identification of eligible children and community members. The analysis of gaps in the administration of social grants from a community perspective and the cost of social security nets will also inform government, NGOs and other stakeholders' social welfare efforts.

1.4. Main objectives and key questions

The study aimed to explore social grants beneficiaries' perceptions of the usefulness of social security nets in alleviating poverty and addressing social inequality in uMsunduzi Municipality. The following objectives and key questions were formulated for this purpose.

1.4.1 Research Objectives

- To evaluate the perceptions of beneficiaries regarding the usefulness of social security programs.
- To determine the role played by government, NGOs and other stakeholders in providing social welfare.
- To analyse the costs of social security nets.

1.4.2 Key research questions

The key research questions that this study sought to answer were:

- What are the perceptions of beneficiaries regarding the usefulness of social security programs?
- What role are the private sector, NGOs and civil society groups playing in poverty alleviation?
- What are the costs of social security nets?

1.5 Structure of the Dissertation

The study comprises five chapters.

The first chapter presents an introduction to the research topic, the background of the study, problem statement, the study's significance and its key objectives and key research questions.

Chapter 2 reviews the literature relevant to this study and explores the key theories that guided it. It unpacks the meaning of social security nets, the types of social grants provided by various governments and the challenges facing both governments and recipients of social grants.

Chapter 3 presents the methodology employed to conduct this study. It discusses the research design, the mixed methods (qualitative and quantitative) approach, and the population and sampling strategy. The chapter also describes the study site and discusses the data collection methods and analysis. Finally, it highlights the study's limitations and the ethical considerations taken into account.

Chapter 4 presents and interprets the findings from the analysis of the quantitative and qualitative data on the respondents' perceptions of social grants. These findings are presented with the aid of diagrams, pie charts and tables and the respondents' views are presented in themes.

Chapter 5 discusses the study's findings in light of the research objectives and questions. The findings are also compared with those in the literature in order to identify differences and similarities. Recommendations are made to inform policy making and implementation as well as suggestions for future research.

Chapter Summary

Social grants are one of the ways in which the democratic South African government sought to address the economic injustices caused by apartheid. It has been observed that these grants have both positive and negative effects. For instance, they do not currently reach all intended beneficiaries. This study therefore investigated the role of social grants in addressing poverty in uMsunduzi Municipality. Chapter 1 presented the background to the study, the problem statement, the study's significance, and the research objectives and questions. The following chapter presents a literature review and the theoretical framework that underpinned the study.

CHAPTER TWO

LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2. Introduction

Poverty and inequality are among the enduring scars left by the apartheid regime and its preferential treatment of the white minority. As part of its efforts to redress apartheid injustices, the democratic South African government reviewed the country's social welfare policies and social security nets.

Twenty-three per cent of the South African population lives below the national poverty line of \$1.25/ day and this figure rises to 50% in provinces such as KwaZulu-Natal (World Bank, 2013). Woolard, Harttgen and Klasen (2011) maintain that, social security systems can assist in eradicating poverty and cushioning the impact of adverse shocks. This study investigated beneficiaries' perceptions of the usefulness of social grants through conducting a case study of uMsunduzi Municipality.

The literature review begins by defining the meaning of social welfare policies and social security nets. The institutional roles of such policies and social security nets are discussed, as well as the key policies in South Africa. The literature review also highlights the challenges, solutions and prospects of social welfare policies and social security nets from a global and African perspective and the effectiveness of such policies and social security nets in addressing socio-economic challenges.

2.1. Understanding Social Welfare

In order to contextualise and conceptualise the key issues pertaining to this topic, it is essential to define social welfare and social security nets.

Numerous definitions of these concepts have been proposed in the literature. Bond (2014) describes social policies as measures put in place to improve people's well-being, either through provision of welfare services or by means of policies that impact on livelihoods more generally. According to Patel (2005), social welfare policies are an "integrated system of social services,

benefits, programmes and social justice and social functioning in a caring and enabling environment”. Thus, in general, social welfare policies provide for the needs of society through various means. For the purpose of this study, a social welfare policy is defined as a means of social assistance provided by the state in order to improve the wellbeing of marginalized members of society (Bond, 2014).

During the apartheid era, social assistance was only extended to white South Africans. Patel (2008) observes that social welfare policies were modelled on Western European blueprints, with a residual social welfare system provided for the black majority. For example, the 1928 Old Age Pensions Act provided pensions for white and coloured people but excluded Africans and Asians (Dinbabo, 2011). Such a system contradicts accepted definitions of social policies. For example, Patel (2008) notes that social welfare also encompasses social justice and upliftment of society. Social justice cannot be achieved in the presence of discrimination.

The post-apartheid South African government formulated new social development strategies (Bond, 2014). A comprehensive consultative process was embarked upon in 1994 to fulfil the constitutional mandate of promoting social and economic justice, democracy, human dignity and freedom for all citizens (Patel, 2008). The White Paper on Developmental Social Welfare (1997) stated that the aim was to create a caring society that upholds citizens’ rights, satisfies fundamental human needs, enables people to achieve their ambitions, builds human capacity and self-reliance and ensures full participation in all spheres of social, economic and political life. It should be noted that, while the objective of social equality was paramount, building human capacity was an important strand of the White Paper, as this limits dependence and empowers people so that they attain self-sufficiency.

The social development approach to welfare was intended to be supportive and to empower families to use community services to fulfil their socio-economic needs (Strydom, Spolander, Engelbrecht and Martin, 2017) and thus improve their standard of living. Developmental social welfare is defined as a “pro-poor policy to endorse participation of the socially debarred in development activities so that social and economic justice can be attained” (Patel et al., 2012).

Developmental approaches to social welfare are people centred and investment oriented (Dinbabo, 2011). The assistance beneficiaries receive enables them to make investments to create other

source of income. Such approaches are developmental because they offer a means of developing people. Furthermore, given that they are people oriented, they are based on the best interests of society, especially those that are entitled to benefit.

2.1.1. Social Security Nets

According to the World Bank (2011), social security nets are “non-contributory transfers targeted in some way to the poor and vulnerable in tackling chronic poverty and inequality, help the poor invest in developing human capital and protect the poor and vulnerable from individual and systemic shocks, including during economic reforms”. Such transfers can take the form of cash, vouchers or food to assist those that are vulnerable with the aim of empowering them to develop.

The two primary objectives of social security nets are reducing inequality through redistribution of income and decreasing poverty in the short-term. The secondary objective is assisting households to manage risk (Pauw and Mncube, 2007; Satumba, Bayat and Mohamed, 2016). The fact that cash or vouchers are transferred into the hands of the disadvantaged, eases poverty. Security nets aim to assist people even if they are engaged in high risk businesses. Should things go well, they reap the benefits at zero cost to themselves.

According to Pauw and Mncube (2007), contributory programmes are another form of safety net. Usually linked to employment, in South Africa they include private pension schemes, retirement plans and private unemployment benefits. Those that are employed make regular contributions and enjoy the benefits later. There are also informal safety nets that many poor people rely on, including inter-household transfers, and informal arrangements to provide food to the marginalised (Rossouw, 2017).

Different countries have adopted a variety of social security nets to address the needs of targeted groups. These include conditional and unconditional cash transfers, social pensions, public works programs, school feeding programs, fee waivers, targeted subsidies, and in-kind transfers. According to the World Bank (2018), unconditional cash transfers include interventions such as poverty mitigation or emergency programs, guaranteed minimum income programs and poverty targeted child and family allowances. Minimum income programs and stipends target children and families in poverty. If a household is poor, there is a higher probability that they will be eligible for assistance.

According to Naidu (2014), cash transfers are cheaper to administer than schemes that involve transportation and storage of physical goods as is the case with in-kind transfers, and those that require monitoring and equipment such as public works programs. Recipients of cash transfers have more freedom when it comes to spending the money, especially if the transfer is unconditional; the recipient chooses the goods of his or her choice.

While conditional cash transfers (CCTs) also aim to alleviate poverty, beneficiaries are required to comply with certain conditions such as school attendance and health check-ups (World Bank, 2018). They are conditional in the sense that, in order for an individual to benefit, they need to fulfil certain obligations. School attendance empowers the beneficiary by building human capability. The magnitude of CCTs varies depending on the income of the state. According to the World Bank (2011), such transfers are being piloted in Kenya and Nigeria, where they are supporting human capital growth through requiring school enrolment.

Schemes that offer vouchers and coupons to monitor or direct expenditure (Pauw and Mncube, 2007) are limiting as beneficiaries can only buy what is specified by the coupon or vouchers and there is no room for variety.

Social pensions are another kind of social security net. They provide an income to those who are too old to work or are disabled, or to cover loss of income due to the death of a breadwinner (World Bank, 2018).

2.1.2. Global perspectives on Social Welfare

The notion of social security originated in Europe and most European countries have more or less similar views on social welfare even though the execution and amendment of such systems remains the responsibility of individual states.

The main European welfare systems are the residual and institutionalist models. The institutionalist model is based on the belief that welfare provision is a normal and primary function of a modern industrial society (Sibanda, 2012). In Europe, all the states that have adopted this system, believe that it is the norm to make provision for welfare benefits. While there are differences in the way social welfare systems operate, the primary purpose is dispensing resources in favour of the marginalised. According to Sibanda (2012), the beneficiaries of an institutionalist system are those that derive the least advantage from market based economic systems.

Mexico adopted a conditional cash transfer called *Progresa* in 1997. It consists of cash and in-kind transfers linked to school attendance and regular health check-ups and eliminates intermediaries by making direct transfers from the program to beneficiaries (Pauw and Mncube, 2007). This program represents an integrated approach to poverty alleviation. Rawlings (2004) notes that beneficiaries between the age of zero and five had a 12% lower incidence of illness than non-*Progresa* children and that improved nutrition among young children contributes positively to their cognitive abilities. Furthermore, after the introduction of *Progresa*, the probability of children between the ages of 8 to 17 working fell by up to 14%. Child labour has thus decreased due to increased school attendance.

In Brazil, social security plays an essential role in reducing inequality. Empirical evidence shows that the Gini coefficient declined by 5.2 points between the early 1990s and 2008 and research suggests that 30% of the reduction in inequality between 2001 and 2004 was exclusively due to government transfers like pensions (Omilola and Kaniki, 2014). Similarly, the Income and Expenditure of Households 2005/2006 Survey in South Africa showed that the Gini coefficient had decreased by 7% due to the social transfer program (Omilola and Kaniki, 2014). Social security nets therefore have a positive impact in reducing inequality.

In contrast to the institutionalist approach, the residual model posits that government should be involved in social welfare only as a last resort when other avenues fail. It is coupled with strong commitment to the economic needs of society and heavy dependence on the role of industry in providing occupational benefits (Sibanda, 2014). Such approaches have also been widely adopted across the globe.

2.1.3. African perspectives on Social Welfare

Social welfare systems are widespread across many African countries although perspectives on social welfare differ. This section examines social welfare in selected African countries.

Omilola and Kaniki (2014) observe that social welfare plays a noteworthy role in addressing the challenge of food security in Ethiopia. The government adopted the National Food Security Programme (NFSP) to facilitate this process. It has implemented feeding programs at schools and also provides food to malnourished children.

The NFSP includes a social transfer programme, the Productive Safety Net Programme (PSNP), that aims to put an end to Ethiopia's long-standing dependence on food aid by replacing food assistance with cash transfers and long-term support such as livelihood packages (Omilola and Kaniki, 2014). The country's social welfare initiatives cater for all age groups, including children and the elderly, but adults with the ability to work can only benefit if they provide proof of some labour.

Kenya's social welfare system is somewhat similar to that in South Africa. The right to social security is clearly stated, and the state is obliged to provide appropriate benefits to those that are not able to support themselves as well as their dependents (Omilola and Kaniki, 2014). The aim is to ensure that recipients enjoy a decent standard of living, although the government believes that the extent to which the grant helps depends on how recipients use the funds to sustain themselves. This is an important consideration as social security systems on their own will not always solve socio-economic problems; the way recipients use their benefits can impede development, leading to the conclusion that social security nets are not sustainable. It is for this reason that the current study considers how beneficiaries spend the funds they receive.

According to Omilola and Kaniki (2014), the Kenya National Social Protection Policy was adopted in 2011 with the goal of ensuring that all Kenyans live in dignity and exploit their human capabilities for their own social and economic development. The policy goes beyond spoon feeding citizens and seeks to empower them so that they are able to use their abilities to develop and uplift their standard of living.

Devereux (2000) notes that, in Mozambique, the income provided by the security safety net known as *Gabinete de Apoio à População Vulnerável* (GAPVU) is used by recipients to invest in backyard farming and boost food production as well as for working capital to increase profits from informal sector activities. Rather than devoting all the funds to consumption, they invest some, enabling them to develop themselves and no longer depend on social security.

While the GAPVU is not substantial, a survey revealed that the incidence of beneficiary households living in utter poverty decreased from 71% to 65% (Devereux, 2000) in a country with the worst economic and social indicators in the world.

Devereux (2000) also notes that, in Namibia, social pensions sustain the entire extended family and strengthen the social role played by grandparents in looking after young children. To a certain extent, they remove the burden of caring for the family as well as fiscal anxiety. Evidence from South Africa also found that old age pensions had positive health effects on young children (Duflo, 2003).

2.2. Conceptualising social security theories in developing countries

Theoretical perspectives of social security have their roots in Western societies and were first advanced in the United States by President Franklin D. Roosevelt's welfare policies (Leliveld, 1991). The value of social security lies in its ability to meet people's social needs; however, it does not address social problems. Under colonialism and apartheid, social security was limited to privileged white minorities. The literature shows that in most developing states, it does not seek to simply address needs, but is rather a measure to tackle socio-economic problems (Leibrandt et al., 2013). Social security theories are contextual and, as a developing country, South Africa is a unique setting.

Social assistance in South Africa initially aimed to provide a safety net for relatively poor white South Africans (Berg, 1997). The other race groups were not accommodated, thus increasing inequality (Naidu, 2014). This was despite the fact that the white population had preferential access to education, and experienced low unemployment rates and low exposure to vulnerability. It was precisely this situation that the democratic government's social security policies aimed to address.

Social security theories fall into two broad categories, namely, political theories and efficiency theories (Casey and Sala-i-Martin, 1999). The former regard social security as the process of redistributing resources to redress the problems caused by political struggles. This refers to political contestations whereby two or more groups compete over the extraction of resources (Casey and Sala-i-Martin, 1999). This captures the contestations that occurred during the apartheid era in South Africa, when the white minority was privileged in terms of social security benefits. Efficiency theories are also known as competence theories of social security. They reflect on the challenges and inefficiencies that exist in the market and how they affect people's lives. They thus, identify how social security strategies can be utilised to alleviate these market inefficiencies (Casey and Sala-i-Martin, 1999). These theories are used in this study to examine how the South African government administers social welfare grants and how the recipients regard these grants. They

recognise the government as the custodian of social security programs that sustain the unemployed, children, and pensioners.

2.2.1. Institutional roles in Social Welfare and Social Security Nets

According to Patel (2009), government institutions, private non-profit organizations and profit-making businesses can play an active role in lifting people out of poverty and contributing to policy making in the social welfare system. Sibanda (2012) notes that, the 2007 Code of Social Security in the Southern African Development Community (SADC) provides guidelines for the development of social security at the national level. The Code suggests that government cannot fulfil all social security needs and that civil society, NGOs and community associations should participate in the formulation, execution and enforcement of social security standards. This can ease the burden on the government as such organizations contribute funds, resources and ideas on how to implement social security principles. Patel, Schmid and Hochfeld (2012) note that, the new social welfare policy adopted in South Africa in 1997 was based on consensus among the government, non-profit organizations, trade unions, academics, and practitioners. This inclusive effort ensured that all interests groups were represented, irrespective of race, colour, tribe or language.

The right to reasonable accommodation, health care, safe food and water, and social security as well as a healthy environment is enshrined in the South African Constitution; hence the need for the state to create a favourable legislative and policy environment to realize this right (Sibanda, 2012). Given that the state has limited resources, it needs to work with other stakeholders to offer social security to all those that require it.

However, Estes et al.'s (2006) case study found that social security benefits do not always reach all targeted beneficiaries. The SASSA is responsible for administering social security in South Africa. It awarded a five-year contract to a private company, Cash Payment Services to register beneficiaries and make payments (Vally, 2016). Duncan (2014) observes that placing public functions in private hands means that social security becomes debased by the profit motive. This is precisely what occurred in South Africa.

2.3. Key Challenges to Social Welfare in South Africa

Effective policy implementation requires that potential challenges be addressed. Dinbabo (2011) observes that the goals and purposes of social policies are rarely clearly stated and are subject to different interpretations by diverse groups, placing the attainment of their objectives at risk. Dinbabo (2011) adds that vague policies often arise due to a lack of understanding of the issues at hand.

Lack of coordination is another challenge. This has been attributed to the disjointed nature of scheduling and programming that undermines sustained and comprehensive delivery (Dinbabo, 2011).

Leibrandt, Lilenstein, Shenker, and Woolard (2013) observe that social grants are often critiqued for offering only a short-term reprieve from extreme poverty. Booysen (2004) highlighted that research on social grants shows that a large fraction of the South African population would remain in poverty even if the take-up rate of current grants was 100%. Thus, while social grants help to a certain degree, they confront severe limitations (Satumba, Bayat and Mohamed, 2016).

Internal issues raise further challenges. In 2006, the Provincial Auditor-General of the Eastern Cape, Singa Ngqwala, stated that the provincial Department of Social Development was faced with severe problems of internal control (Sibanda, 2012). When the problem begins at the source, all the procedures that follow are compromised. The lack of internal control could account for fraud and corruption. It would seem that the department's operations are not effectively monitored.

Annulment of grants and illicit deductions from social grants undermine their potential to alleviate poverty (Vally, 2016). Vally (2016) cites the case of Diena Twala who experienced deductions from her grant and wasted time and money trying to rectify the situation as SASSA did not compensate her.

Fraud and corruption are associated with social security nets. Sibanda (2012) notes that research conducted by the Institute for Security Studies' Corruption and Governance Programme found that bogus documents were obtained from doctors that accepted bribes to falsely state that someone had a disability in order to qualify for a disability grant. This diverts funds from those that are in genuine need.

According to Leibbrandt, Lilenstein, Shenker and Woolard (2013), social grants reduce people's incentive to look for a job. In households with a grant receipt, other family members might be less likely to seek work as they have some means of survival. Therefore, social grants can promote dependency and hamper poverty reduction as they are not sufficient to lift people out of poverty.

2.3.1. The Impact of Social Welfare Policy on Socio-economic challenges

Social grants are a key support mechanism for people living with HIV and AIDS in South Africa (Booyesen, 2004). Given that the country has one of the highest infection rates in the world, safety nets are required to support the infirm. When adults fall ill and are unable to continue working, their families' socio-economic conditions decline. Younger family members may also stay at home to take care of the ill, deepening the household's poverty. Research has shown that extending social grants to those living with HIV and AIDS eases poverty to some degree (Govender, Fried, Birch, Chimbindi and Cleary, 2015). Such grants cater for the needs of those affected and also enable other members of the household to carry on with their lives (Govender et al., 2015).

According to Omilola and Kaniki (2014), the old age pension in South Africa reduces the country's overall poverty gap by between 21% and 54% for households with older people.

2.3.1 The State and Social Security Nets

In South Africa, the state carries total responsibility for social security (Rossouw, 2017). While apartheid was abolished, its legacies persist and the country suffers high levels of poverty and socio-economic inequality, with one of the highest Gini coefficients in the world (currently standing at 0.59) (The World Bank, 2014). Given its apartheid past, poverty is concentrated among black people, particularly Africans; "61% of Africans and 38% of coloureds are poor, compared with 5% of Indians and 1% of whites" (Stats SA, 2014). Studies also show that South Africa has the largest social security program in the world, with social grants standing at R17 billion in 2015/16 (The World Bank, 2018: 70). The number of social grants recipients grew from 2.7 million to 16 million between 1994 and 2013 (Naidu, 2014). This represents almost a third of the population (Rossouw, 2017). The government notes that social grants play a critical role in changing people's lives and addressing inequality and poverty, with provinces such as the Eastern

Cape and Limpopo showing much improvement (Satumba, Bayat and Mohamed, 2016; Rossouw, 2017).

The World Bank (2011) notes that CCTs are not always effective in achieving human development and poverty alleviation due to poor coordination between CCTs and the supply side in health and education. Improved coordination would, for example, ensure that beneficiaries attend school. Research has also shown that countries in Latin America and the Caribbean have confronted challenges in replicating CCT systems (World Bank, 2011). It is against this background that UNRISD (2010) argues that social security policies that only provide for the poor do not decrease inequality and poverty as the non-poor do not benefit and thus do not help to cover the costs. Gelbach and Pritchett (2010) also argue that more efficient redistribution could be achieved if the non-poor (middle class) were also to benefit.

A further challenge is the low amounts paid out in social grants. Sibanda (2012) notes that, in many cases, the grant is used to cater for not only the recipient's needs, but those of other family members. Poverty is the major cause of such cases.

While social assistance aims to alleviate poverty and reduce inequality and therefore targets those who are deprived (Naidu, 2014), citizens in some countries confront barriers in accessing social assistance. For example, in Kenya, gender discrimination prevents women from accessing social welfare (Omilola and Kaniki, 2014). Governments thus need to ensure that all those that are eligible for assistance have access to it. This has been achieved in South Africa, where the 1992 Social Assistance Act finally did away with all discriminatory provisions (Woolard et al., 2011).

The researcher is thus of the view that South Africa should continue with social grants and broaden their reach if at all possible. Woolard et al. (2010) cite Case and Deaton (1998), who estimated that the poverty headcount would be 5% higher without pension schemes. Liebbrandt, Woolard, Finn and Argent (2010b), acknowledge that the expansion of social assistance in South Africa has been an important factor for poverty alleviation. According to Rossouw (2017), South Africa is frequently portrayed as the developing world's most charitable welfare state.

2.3.2. The role of Social Security Nets in Addressing Poverty and Socio-economic challenges

Almost all countries that have adopted social security nets have found that they play a major role in reducing poverty and inequality. In Brazil, the introduction of the Bolsa Familia Grants (a CCT) led to a 21% fall in the Gini coefficient between 1995 and 2004 (Pauw and Mncube, 2007).

Social insurance is another type of social security net in South Africa. It protects employees and the dependents through insurance against contingencies which interrupt income (Rossouw, 2017). This type of social security net is contributory in the sense that, during his/her working life, the beneficiary makes regular monetary contributions. Therefore, social insurance is a security net for those who are employed mainly in the formal sector and those in the informal sector do not have such insurance. Social insurance covers illness, maternity benefits, illness and injury benefits, provident funds and medical benefits, to name but a few. According to Triegaardt (2006), South Africa's private pension and insurance sectors are estimated to be the largest in the world relative to Gross National Product (GNP), with pension fund contributions of about R54.3 billion a year, that is, 14% of total personal remuneration. Social insurance that covers employees in the formal sector of the economy, thus reduces the chances of a family experiencing poverty as a result of illness, pregnancy, injury or the death of a breadwinner.

Kaseke (2000) observed that in many African countries, it is a burden for workers who earn low wages to contribute to social insurance. Once the payment for social insurance is deducted, they are left with very little to meet their immediate needs. Nonetheless, social insurance can be of great benefit in case of illness or injury at work.

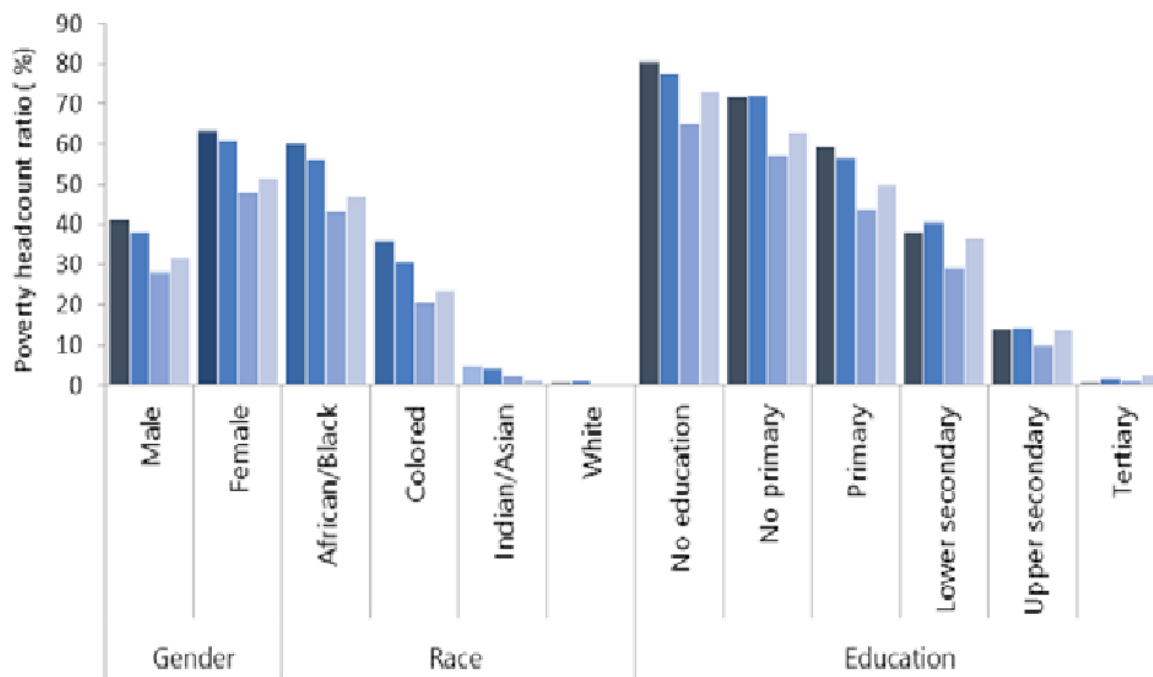
Other forms of social security in South Africa include private savings and social relief. According to Triegaardt (2006), social relief is non-contributory, needs-tested assistance that is provided to individuals or communities in emergency situations, for example, floods, fire and other natural disasters. It thus provides minimal means of survival in dire situations.

Citizens also save money for contingencies such as chronic illness, disability or retirement (Triegaardt, 2006). During times of illness, private savings are a security net.

In summary, social security has a positive impact on almost all aspects of life, especially for young people. For example, in Malawi, cash transfers paid to girls aged 13 to 20 enabled them to attend school, which resulted in a 60% lower HIV and AIDS prevalence rate (Omilola and Kaniki, 2014). Such results could motivate governments to increase expenditure on social protection. HIV and AIDS are life-threatening conditions and reducing infection rates alleviates poverty in the sense that young people who are educated will be able to earn a wage. On the other hand, those that are already infected require funds for medication as well as survival, resulting in poverty. Omilola and Kaniki (2014) also note that young men in Kenya that are eligible for social security delay their sexual debut. Providing social assistance to the youth can thus protect them from sexually transmitted diseases and unwanted pregnancies. Furthermore, since they are in school, they are less likely to succumb to substance abuse and engage in criminal activities.

Economic resilience is another socio-economic impact of social assistance programs. Omilola and Kaniki (2014) define economic resilience as the capacity to cope with shocks that would reduce the standard of living. The social assistance that states offer citizens support them in times of illness or unemployment.

Figure 2.1: Poverty headcount ratio by characteristics of head of household in South Africa



2.3.3 Solutions to Social Welfare and Social Security Net Challenges

The World Bank (2011) is of the view that if CCTs are to contribute to achieving human development goals, there is a need to ensure that the conditions attached to them are adhered to and that quality education and health services are provided. Pauw and Mncube's (2007) case study on Mexico's *Progresa* scheme found that the cost of monitoring recipients in order to ensure conformity is relatively low, although it depends on the size of the grants, the number of recipients and the conditions attached. School attendance can be easily supervised because schools maintain registers.

Devereux (2000) also notes the need to invest in monitoring systems that reduce errors and identify ineligible beneficiaries. Given that concerns have been raised about the low monetary value of social grants in South Africa, the government might also consider adopting the German system, where the composition of the household is considered and a standard payment is allocated to adults and children (Sibanda, 2012). Devereux (2000) notes that the Employment Generation Scheme in Ethiopia offers food provisions to employees according to the size of their households. This sustains the household and reduces poverty. Such provisions could also be considered for South Africa.

The GEAR policy implemented in South Africa between 1996 and 2000 aimed to reduce the fiscal deficit and the welfare budget was expected to remain stable in real terms at around R20 000 million. However, there was significant upward adjustment to around R30 000 million in real prices (Pauw and Mncube, 2007). The GEAR policy also aimed to ensure that more citizens could be covered.

To prevent dependency, most European countries require beneficiaries to sign agreements or contracts regarding the steps they will take to end their dependency. Failure to fulfil the conditions of the contract results in termination of benefits (Sibanda, 2012). This could motivate beneficiaries to find other means of earning a living. This strategy could also be considered for South Africa, where over-dependence on social grants is cause for concern.

Devereux (2013) also argues that there is need for enforcement claims and mechanisms, including social audits, rights committees and grievance procedures to enable beneficiaries to claim the grants that they are entitled to. Enforcement claims enable beneficiaries to claim benefits in case they are delayed or if grants are prematurely annulled. Rights committees and grievance procedures assist beneficiaries with enquiries or misunderstanding regarding the grant amount and ensure that their rights are not violated. In India, social audits are a mutual, constructive platform for participatory governance of social assistance programs that enable vulnerable members of society to assert their rights (Vij, 2011). Such mechanisms would improve the effectiveness of social security systems as well as social welfare policies. South Africa's National Development Plan calls for the introduction of social audits in social assistance programs, not only because this would improve the effectiveness of the programs, but because it empowers the vulnerable who are the recipients (NPC, 2011).

According to Pauw and Mncube (2007) for CCTs to be implemented successfully in South Africa, the Departments of Social Development, Education and Health will need to co-operate very closely. Hassim (2008) notes that, the 1997 White Paper on Social Welfare sets out guiding principles for social welfare, including accountability, transparency and a rights-based approach. Adherence to these principles would improve the efficacy of social welfare policies.

2.4. Chapter Summary

The apartheid regime's social security nets and social welfare policies targeted the white minority, and, to a lesser extent, coloured people. This widened inequality among the racial groups and deepened poverty among the black population. The Social Assistance Act of 1992 extended social security to all South African citizens (Woolard et al., 2011). The democratic government adopted new policies and programs with the aim of using social security nets and social welfare policies to address socio-economic challenges. The review of developing and developed countries' social security policies and programs in this chapter revealed that, while they differ in terms of benefits and conditions, they aim to curb poverty and inequality.

African countries have confronted resource constraints in implementing social welfare policies, raising the need for an integrated effort on the part of all stakeholders. South Africa leads the way

in terms of social security in Southern Africa and offers a wide range of social grants. Challenges include fraud and corruption and the fact that not all those that are eligible are receiving social grants.

It was noted that globally, social security systems have been successful in addressing socio-economic problems. For example, in South Africa and Brazil, the Gini coefficient dropped, indicating a decrease in inequality, while poverty was also reduced. It is thus concluded that, notwithstanding the challenges associated with social security systems, they are viable, and they make a positive contribution to the economy. Institutions that are able to contribute to social assistance should be encouraged to do so, as this will reduce socio-economic challenges and increase standards of living.

In summary, the modest positive results achieved by the South African social security system should motivate the state, the Department of Social Welfare, SASSA and other institutions to continue working together and to devote additional funds to social assistance programs.

CHAPTER 3

RESEARCH METHODOLOGY

3.0. Introduction

The chapter outlines the way in which the research was conducted, the tools used to gather data from the recipients of social grants and SASSA officials and the methods used to analyze the data. The study adopted a mixed methods approach and was conducted in uMsunduzi Municipality in the province of KwaZulu-Natal. Data was collected using secondary and primary sources. Questionnaires were administered to collect quantitative data whilst qualitative data was gathered through in-depth interviews. Descriptive and thematic analysis were used to analyze the data. This chapter describes the research design, the population and sampling method, the location of the study/study area, data collection and analysis and the ethical considerations taken into account in conducting the study. The advantages and disadvantages of each of the tools used to gather data are discussed, as well as the study's limitations.

3.1. Research Design

According to Yin (2012), a research design refers to the researcher's overall plan for obtaining answers to the research questions. It spells out the strategies that the researcher adopts to gather information that is accurate, objective and meaningful. Noor (2008) states that the research design guides the research and is used to test hypotheses under given conditions. It enables the researcher to identify the most effective way to focus on the sample that represents the entire population as the units of analysis Yin (2012).

3.1. Case study research design

A case study research design was adopted for this study. According to Yin (2012), a case study uses multiple sources of evidence to investigate a contemporary phenomenon within its real-life context. The types of case studies include exploratory, explanatory and descriptive. This study involved a descriptive case study where the participants were observed in their natural environment, thereby enabling a multifaceted approach to data collection and analysis. Mixed methods research involves the use of qualitative and quantitative methods in a single study.

Primary and secondary data were collected and the information was analyzed using descriptive statistics and thematic analysis.

3.2. Strengths and weaknesses of using a case study

The advantage of adopting a case study approach is that it allows for in-depth understanding of complex real-life issues through use of multiple sources of evidence (Noor, 2008). Case studies enable holistic understanding of a series of events (Gummerson, 1991). The investigation centers on a unit of analysis, issue or feature (Noor, 2008). Moreover, a case study is very effective in capturing events as they unfold, particularly in situations where they are changing rapidly. A case study allows the researcher to develop questions on what caused the phenomenon of interest to occur (Easton, 2010). Case studies are applicable to human real-life situations and offer access through written reports and shared experiences (Freitas, 2015). However, Noor (2008) notes that, case study research designs have been criticized for lacking scientific rigour and reliability, while Hyett et al (2014) observes that, they fail to address generalizability issues. Nonetheless, a case study was appropriate for the current study as it focuses on human experiences and why events happened in the way they did. The case in point is the perceptions of social grants beneficiaries on the usefulness of social security nets in alleviating poverty and addressing social inequality in uMsunduzi.

3.3. Mixed Methods Research

A mixed methods approach, also known as triangulation, was used. The breadth of this study made it necessary to gather a wide range of data to achieve the research objectives. The mixed methods approach assisted the researcher to understand the phenomenon under study from different angles, that is a qualitative and the quantitative perspective. Researching human experiences can be complex, calling for multiple approaches to reflect the richness of such perspectives. This calls for the use of qualitative and quantitative research methodologies at different stages of the study.

According to Koerber' and McMichael (2011), mixed methods research is an amalgamation or mix of the other basic approaches (qualitative and quantitative), which constitutes a distinct approach to social science inquiry. Archarya et al. (2013) state that it is important to note that the line between qualitative and quantitative methods is somewhat blurred which means that a

comprehensive study would use both methods and thus cannot be called either quantitative or qualitative. The methods in this regard included primary data sources (questionnaires) and secondary data sources (a review of previous related literature). Such a study therefore employs triangulation to examine a phenomenon from different angles or perspectives and apply various methods of investigation (Koerber' and McMichael, 2011).

Another advantage of using mixed methods research for this study was that it enhanced the credibility of the research where convergence of the findings is evident. Archarya et al. (2013) state that when findings do not correspond, this prompts the researcher to question and improve the research in all its aspects. When the quantitative and qualitative methods research findings concur, the researcher can be confident of the credibility of his/her work. Triangulation increased the researcher's confidence in the credibility of the findings on social grants beneficiaries' perceptions of the usefulness of social security nets in alleviating poverty and addressing social inequality in uMsunduzi.

3.4. Population and Sampling

Probability and non-probability sampling are used to select a sample for a study. According to Archarya et al. (2013), probability sampling techniques include simple random sampling, systematic random sampling, stratified random sampling, cluster sampling, and multiphase and multistage sampling. These techniques enable a researcher to generalize the findings on the sample to the target population since individuals have an equal chance of being selected.

This study employed non-probability sampling involves the selection of known sample for a specific study (Archarya et al., 2013). Purposive sampling, convenience sampling, quota sampling and snowball sampling are all non-probability sampling techniques. This study employed convenience and purposeful sampling.

3.4.1. Purposive sampling

In purposive sampling, the researcher purposely chooses subjects who in his or her opinion are relevant to the study (Cresswell & Plano, 2011). Aligning with the strategic purpose of this study, research participants were sampled from uMsunduzi Municipality. Purposive sampling was employed to ensure that the participants had knowledge of social grants and social security nets

which helped to avoid bias in the results. Therefore, the sample included key informants, beneficiaries of social grants and representatives of government institutions that deal directly with social security nets in uMsunduzi Municipality. Thirty-nine wards under uMsunduzi Municipality were used to draw the sample.

This sampling method is often used when conducting qualitative research. According to Dudovskiy (2016), purposive sampling is employed when predefined groups are targeted for data collection. The method depends on the researcher's judgment (Bless, Smith & Sithole 2013). Purposeful sampling provides answers to certain questions like: which ones? (Koerber' and McMichael, 2011).

3.4.2. *Convenience sampling*

Convenience/availability sampling identifies participants who are easily accessible during data collection (Hyett et al, 2014). A convenience sampling strategy was used to identify participants who were willing and available to be interviewed by means of a questionnaire with closed- and open-ended questions. This method was less expensive and enabled the researcher to collect information from a large number of social grants recipients over a short period of time. However, this strategy can pose challenges as would-be participants could refuse to participate because the researcher has to ask passers-by to be interviewed (Koerber' and McMichael, 2011). Furthermore, bias is difficult to control when using convenience sampling (MacNealy, 1999). Generalizations cannot be made because the bias is difficult to measure (Koerber' and McMichael, 2011).

3.4.3. *Sampling Procedure*

For the quantitative component of the study, the sample size was 90 beneficiaries of social grants in the wards under the municipality. These 90 participants were given survey questionnaires which provided the researcher with quantitative data. Participants who were available and willing were selected to answer closed- and opened-ended questions. Convenience/availability sampling assisted the researcher in gathering relevant and detailed data. To recruit potential respondents, the researcher visited pay points and the local SASSA office where they were easily identifiable.

The 10 participants for the interviews were selected using purposive sampling. In-depth interviews provided the researcher with qualitative data. Institutions like SASSA provided statistical information on grants recipients as well as the budget for provision of social protection in South Africa. Secondary data was collected from document review. Gatekeepers' letters were provided by uMsunduzi Municipality and SASSA.

3.5. Location of the Study/Study Area

This study was conducted in uMsunduzi Municipality in KwaZulu-Natal Province. It encompasses the city of Pietermaritzburg which is the capital of the province and the main economic hub of Umgungundlovu District Municipality. uMsunduzi Municipality is located along the N3 highway, which about eight kilometers inland of Durban. It is located between the industrial corridors from Durban to Pietermaritzburg and along an agro-industrial corridor stretching from Pietermaritzburg to Escourt. The municipality is made up of 39 wards and is home to around 630,000 people, most of whom (up to 80%) are African (Msunduzi IDP, 2017). It consists of peri-urban and semi-rural areas. This municipality was selected for the case study due to the high unemployment rate in the city, the large number of people living in slums and the fact that many residents depend on social grants as well as the numerous foster care placements reported in war-rooms or Operation Sukuma Sakhe (IDP, 2017).

Like other areas in South Africa, apartheid policies determined spatial patterns in uMsunduzi Municipality as well as provision of basic services like housing, water, electricity, and sanitation and levels of pollution (Geobel and Dodson, 2011). According to Godfrey et al. (2016), the South African government's social grants system aims to secure the well-being of vulnerable populations. However, the grants are insufficient to meet all household needs (Crusher and Caesar, 2014).

3.6. Data Collection

Interviews were conducted to generate qualitative information and quantitative data was produced through a survey. The quantitative and qualitative data were analysed separately, with statistical results generated from the former and themes emerging from the analysis of the latter. The semi-structured interviews aimed to gather rich data by enabling the participants to freely express their

views and experiences within the research framework. This flexible data collection technique allows a researcher to unearth deep meanings that are difficult to obtain using other methods. The interviews were recorded with the participants' permission.

3.6.1. Data Collection Methods

Data collection is the most important part of any study and it must be accurate in order to obtain the correct results. It is defined by Igwenagu (2016) as gathering information that is related to the study by using different methods such as interviews, narratives, questionnaires, case histories, focus groups and participant observation. There are two types of data, namely, primary and secondary. Secondary data was largely used to analyze the trends from the inception of social grants and primary data was used to gather knowledge on the research problem.

3.6.1.1. Secondary data

Secondary data is data which has already been collected and is available to the researcher (Neuman, 2012). The secondary data that was examined was mainly extracted from books and journals, as well as other useful information from employees of government departments that handle social security. Secondary data was also drawn from the World Bank, Statistics South Africa, National Treasury and other government departments, such as SASSA. It assisted in evaluating the effect of social grants on poverty alleviation in South Africa and whether the results are sufficient cause to justify increased expenditure. The secondary data also assisted the researcher in ascertaining whether social grants deter people from seeking work as is often claimed.

The secondary data assisted with the descriptive analysis as the researcher examined trends over the years with regard to the number of grants recipients and whether the grants have been effective in addressing poverty. The findings from this part of research were compared to the participants' responses on how reliant they are on social grants. The analysis examined whether or not further expenditure by the government on grants is justified and whether this is a form of wasteful expenditure, as some have argued. The information drawn from the secondary data also helped to assess whether the study's findings concur or disagree with other scholars' findings as well as what social protection is and what it aims to achieve. Neuman (2012) state that, secondary material is

widely available and is less costly to obtain than primary data. It is of good quality and reliable and provides the contextual background for primary data.

3.7.Primary data

Primary data was collected by means of questionnaires for quantitative data and in-depth interviews for qualitative data. A total of ten in-depth interviews were conducted with SASSA employees and social grants beneficiaries and 90 survey questionnaires were administered to beneficiaries.

Interviews are flexible and enable the researcher to unearth deep meanings that are difficult to obtain using other methods. They are used to explore issues in more depth than is generally possible using questionnaires. Such interviews inevitably involve fewer respondents than questionnaire-based data collection.

Primary data collection is time consuming and costly as the interviewer can only talk to one person at a time and the subsequent analysis takes much longer, although this can be addressed by using focus groups (Igwenagu, 2016).

3.8. Data Analysis

Data analysis is defined by Bless et al (2013) as a method that is utilized to reduce and organize data to generate results that involve some explanation from the researcher. The data collected were analysed descriptive (quantitative data) and thematic analysis (qualitative data). Thematic analysis was useful in examining and recording patterns within the data (Cresswell and Plano, 2011). The researcher posed specific questions to garner the desired descriptive answers. He avoided bias and analyzed the data in a fair manner.

3.8.1. Descriptive Statistics

Gratton and Jones (2010) define descriptive statistics as those which organize and summarize numerical data. Such statistics are presented in the form of graphs (line graphs) charts (pie, bar

charts, histograms) and tables (percentages and scores). The descriptive statistics were analyzed using the Statistical Package for the Social Sciences (SPSS).

3.8.2. *Thematic analysis*

Thematic analysis was used for the qualitative data. The main purpose was to enhance reliability through interpreting various aspects of the research topic (Ibrahim, 2012). According to Anderson (2007), thematic analysis is a common method to analyse qualitative data. Codes are created and applied to the raw data in order to identify core themes between and within transcripts. Thematic analysis enabled the researcher to describe the trends in the data in rich detail and answer the research questions.

3.9. Validity, Reliability and Rigor

Rigor basically refers to being thorough and open in collecting data. Bowling (2009) states that, it is achieved by carefully selecting and vigorously collecting, analysing, and interpreting the data. This enables similar findings to be arrived at when the information is re-analyzed by an independent body. Whether qualitative or quantitative, it is of vital importance that a study is trustworthy, reliable and valid (Bowling, 2009). Gorman and Clayton (2005), cited in Pickard (2007) note that many social researchers regard methodological dualism as the only pragmatic option to achieve these objectives. In conducting this study, the researcher ensured transparency and fairness in order to produce valid, trustworthy and transferable findings. This was achieved by selecting participants to whom the researcher has no personal attachment; maintaining neutrality throughout the interview sessions and meticulously recording all data. These approaches ensured that data interpretation was consistent and transparent, particularly in terms of comparison of different accounts and perspectives. The researcher was also respectful and polite at all times in order to ensure that the participants were not intimidated and were not inclined to volunteer answers they thought the researcher desired, thus compromising the study's reliability and validity.

Dudovski (2016) states that validity refers to how honest the findings are and whether the research measured what it intended to measure. Purposive sampling enhanced validity as the participants were selected due to their knowledge of the phenomenon under study. Menzies (2018) note that a

questionnaire's validity can be tested in terms of content validity, criterion validity and construct validity. The questionnaire was administered to 90 participants and 10 interviews were conducted, producing complementary results. Moreover, the results were complemented by secondary data. Sekaran and Bougie (2013) define reliability as the degree to which the instrument used produces unchanging results, thus reducing the possibility of irregular results and bias. Two methods were used to test reliability in this study. The first was testing and retesting, which involved conducting the same test to ensure that the results were the same. The second method was parallel-form reliability, which tests two similar elements to determine if the results correlate (Sekaran and Bougie, 2013).

3.9.1. Credibility

Holloway and Wheeler (2015) define credibility as the confidence that can be placed in the truth of the research findings. It establishes whether the research findings represent credible information collected from the participants and if they are an accurate interpretation of the participants' original views (Graneheim and Lundman, 2004). The researcher used member checks to ensure the credibility of the qualitative data. Cresswell and Plano (2011) defines member checks as the process in which the interpretations and data are continuously proven as they are traced from the various people and groups from which data are solicited.

3.9.2. Transferability

Transferability is defined as the extent to which the results of qualitative research can be transferred to other contexts with other respondents (Tobin and Begley, 2004). Bitsch (2005:85) notes that, the "researcher facilitates the transferability judgment by a potential user through thick description and purposeful sampling". Purposive sampling that promotes transferability was used in this study to collect the qualitative data.

3.9.3. Dependability

Dependability has been defined as the constancy of results over time (Cresswell and Plano (2011)). In this case, the participants evaluated the study's results and interpretation as well as its

recommendations to ensure that they were in line with their responses. Peer examination can also be used to enhance the dependability of the results of qualitative research.

3.9.4. Conformability

According to Tobin and Begley (2004:392), conformability is “concerned with establishing that data and interpretations of the findings are not figments of the inquirer’s imagination but are clearly derived from the data”. It is considered as the extent to which the findings of a research study can be verified or supported by other researchers (Korstjens, I. & Moser, A. (2018).

3.10. Limitations of the study

It was anticipated that the researcher would encounter financial constraints due to the need to travel across uMsunduzi Municipality to identify participants and gather data. This was addressed by visiting pay points and local SASSA offices where it was easy to access grants recipients. Furthermore, given that no incentives were offered for participating in the study, grant recipients might have been reluctant to give of their time. Funds were obtained to buy fruit for the participants. The involvement of the ward councilors was beneficial in terms of utilizing community halls.

Some potential participants hesitated to take part in the study due to the fear that their confidential information might be divulged. This is a serious concern because recipients of social grants are often victimized and feel stigmatized for being dependent on the government for survival. To address this issue, the researcher assured the respondents that their names and addresses would not be divulged. All the participants signed informed consent forms. They were also informed of their

right to withdraw from the study at any time. The involvement of social workers removed the barrier of stigmatization.

Finally, obtaining ethical clearance and permission to conduct the study from the University of KwaZulu-Natal increased the level of trust among gatekeepers.

3.11. Ethical considerations

Ethical considerations were of paramount import during data collection. Ethical clearance from the University and letters from gatekeepers such as the Induna and managers of government institutions such as SASSA were obtained prior to conducting the study. As noted above, informed consent was obtained from all participants and they were assured of confidentiality. The participants' names were not disclosed. Photographs were not taken and the interviews were not recorded without the participants' consent. The participants' rights were fully explained and no one was coerced to take part in the study. All the information that was collected was only used for this study.

3.12. Chapter Summary

This chapter presented an overview of the research methodology employed for this study, including the case study, the mixed methods approach, the sampling strategies and data collection and analysis. It also highlighted the study's limitations and how they were addressed by the researcher. Finally, the chapter discussed the ethical considerations taken into account in conducting this study.

Chapter 4 presents and interprets the study's findings based on the analysis of the quantitative and qualitative data gathered by means of the survey and interviews.

CHAPTER 4

PRESENTATION AND INTERPRETATION OF DATA

4. Introduction

This chapter presents and interprets the study's findings. The survey and in-depth interviews generated quantitative and qualitative results. The chapter outlines the respondents' perceptions of social grants with the aid of diagrams, pie charts and tables as well as thematic analysis.

4.1. Section A: Quantitative Results

This section presents the results from the survey conducted in uMsunduzi Municipality to ascertain the respondents' perceptions of social grants. Such perceptions are critical in understanding the usefulness of social grants in addressing poverty in this community. This section begins by presenting the respondents' demographic characteristics. This is followed by a discussion on their views on the adequacy of social grants in addressing their needs. The section goes on to outline views on increments in social grants, and the role of NGOs and the private sector in alleviating poverty. The final section presents the respondents' views on whether grants should be extended to the unemployed.

4.1.1. Respondents' demographic characteristics

Table 4.1 below presents the demographic characteristics of the respondents that participated in the survey in uMsunduzi Municipality.

Table 4.1: Respondents' Demographic Characteristics

Demographic characteristics	Percentage (%)
Gender	
Female	67
Male	33
Age	
20-25	8
25-30	9
30-35	15
35-40	13
40-45	10
45-50	11
50-55	9
55-60	14
60-65	9
65+	1
Level of Education	

Primary	20
Secondary	37
Tertiary	15
University	20
None	8
Marital status	
Single	46
Widowed	12
Divorced	9
Married	33

Source: Responses to Survey Questionnaire (2018)

The table shows that 67% of the respondents were female and 33% were male. Fifteen per cent of the respondents were aged 30-35, while 14% were between the ages of 55 and 60. Only 1% of the respondents were 65 years and older. The table also shows that the majority of the respondents (64%) were between the ages of 20 and 50. This is cause for concern as these are the economically active years when people are expected to be employed.

Table 4.1 reveals that those who receive social grants have different educational backgrounds. Twenty per cent of the respondents had received only primary education and 37% had secondary education. Fifteen per cent had a tertiary qualification and 20% a university degree. Only 8% of the respondents had no educational qualification. Thus, the majority of the respondents had secondary, tertiary or university education. This is also cause for concern as those with higher levels of education are expected to be working.

Forty-six per cent of the social grant recipients that participated in the survey were single; 33% were married; 12% were widowed and 9% were divorced.

The following section presents the respondents’ thoughts on whether social grants are addressing their needs.

4.1.2. Views on whether grants are addressing social needs

Figure 4.1 below shows that 58% of the respondents agreed that grants are addressing their social needs, 33% disagreed and 9% selected “Maybe” indicating that they were unsure.

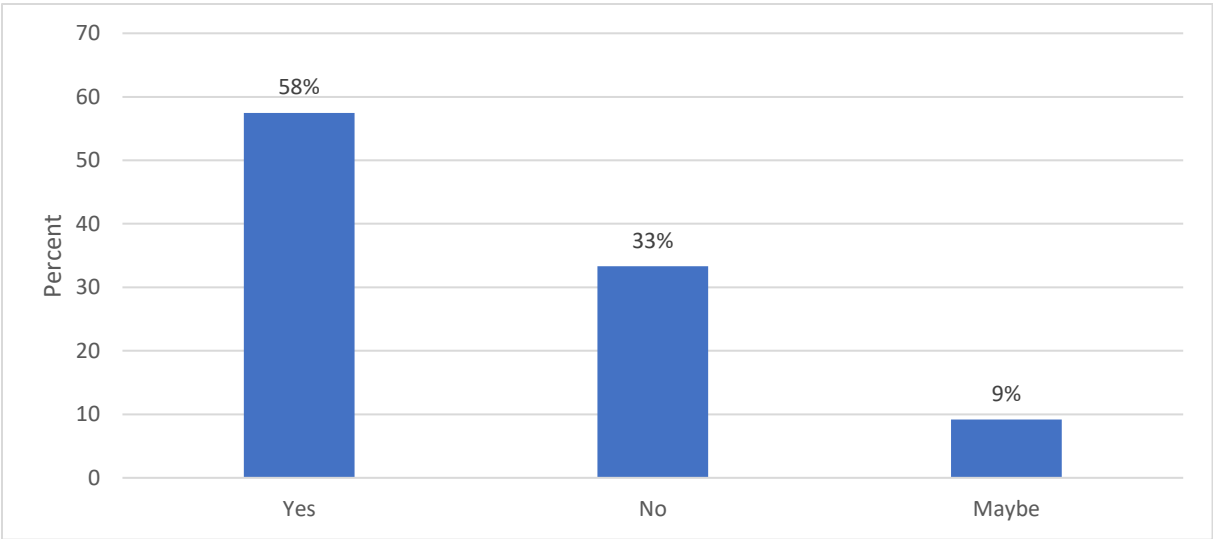


Figure 4.1. Respondents’ views on whether grants are addressing social needs

Table 4.2 below shows the contingency distribution of the respondents’ views on whether grants are addressing social needs and their association with demographic characteristics. The graph shows that of the 58% of the respondents who agreed that social grants are addressing social needs, 56.9% were male and 58.6% females. Seventy-five percent of those aged 65 years and over believed that the grants address their social needs, while only 22% of those aged 40-45 fell into this category. This is due to the fact that people in their forties have more responsibilities and have greater expectations of life. Finally, 86% of the respondents with no education agreed that the grants address their needs, whilst only 41.2% of those with university education concurred.

Table 4.2: Percentage and Contingency distribution of respondents' views on whether grants are addressing social needs and their association with demographic characteristics

Demographic characteristics	Yes (%)	No (%)	Maybe
Gender			
Female	58.6	31.0	10.3
Male	56.9	34.5	8.6
Age			
20-25	42.9	42.9	14.3
26-30	50.0	12.5	12.5
31-35	53.8	38.5	38.5
36-40	72.7	18.2	9.1
41-45	22.2	66.7	11.1
46-50	70.0	30.0	
51-55	62.5	37.5	
56-60	58.3	33.3	8.3
65+	75.0	25.0	
Level of Education			
Primary	64.7	29.4	5.9
Secondary	51.5	39.4	9.1
Tertiary	69.2		30.8

University	41.2	58.8	
None	85.7	14.3	

Source: Responses to Survey Questionnaire (2018)

It can thus be concluded that, overall, the majority of uMsunduzi Municipality grants recipients that participated in the study believe that receiving social grants can positively impact their lives by catering for basic social needs. This is in line with the findings of previous studies that social grants play a critical role in alleviating poverty in South Africa (Bosch and Rossouw, 2010; Rossouw, 2017).

4.1.3. Views on whether the government should increase social grant amounts

The study also sought to ascertain the respondents' views on whether the government should increase social grant amounts. This is important because grants provide basic livelihood support. The literature notes that one of the key reasons for social grants is to help people escape poverty (Lombard, 2008).

Table 4.3 below is a contingency table of the percentage distribution of the respondents' views on whether the government should increase social grants. Most of the respondents indicated that social grants should be increased. In terms of demographic characteristics, 74.1% of the female respondents and 72.4% of their male counterparts agreed that the grants should increase. All those in the age bracket 65+ agreed that the grants should increase, followed by those aged 55-60 years at 83.3%. It is interesting to note that the overwhelming majority of respondents aged 35-40 (81.8%), 30-35 (76.9%) and 20-25 (71.4%) agreed that social grants should increase. as these age brackets fall within the economically active population that should be working.

Table 4.3: Contingency table showing the percentage distribution of respondents' views on whether the government should increase social grant amounts against their demographic characteristics

Demographic Characteristics	Yes (%)	No (%)	Maybe	
Gender				
Female	74.1	13.8	13.8	
Male	72.4	13.8	12.1	
Age				
20-25	71.4		28.6	
25-30	50.0		50.0	
30-35	76.9	23.1		
35-40	81.8		18.2	
40-45	55.6	44.4		
45-50	60.0	20.0	20.0	
50-55	75.0	12.5	12.5	
55-60	83.3	16.7		
65+	100.0			
Level of Education				
Primary	70.6	11.8	17.6	

Secondary	78.8	9.1	12.1	
Tertiary	76.9	7.7	15.4	
University	52.9	35.3	11.8	
None	100			

Source: Responses to Survey Questionnaire (2018)

4.1.4. Views on whether the private sector, NGOs and civil society should play a role in poverty alleviation

The findings indicate that most of the respondents agreed that the private sector, NGOs and civil society should play a role in poverty alleviation. Table 4.4 below shows the percentage distribution of respondents' views on whether the private sector, NGOs and civil society should play a role in poverty alleviation.

Table 4.4: Percentage distribution of respondents' views on whether the private sector, NGO's and civil society should play a role in poverty alleviation

Demographic characteristics	Yes they should (%)	Not really (%)	I DON'T KNOW
Gender			
Female	79.3	13.8	6.9
Male	79.3	17.2	3.4
Age			
20-25	85.7	14.3	
25-30	87.5		12.5
30-35	61.5	38.5	15.4
35-40	72.7	18.2	9.1
40-45	66.7	33.3	
45-50	80.0	20.0	
50-55	87.5	12.5	
55-60	91.7	8.3	
60-65	87.5	12.5	
65+	100		
Level of Education			

Primary	82.4	17.6	
Secondary	81.8	12.1	6.1
Tertiary	6.2	23.1	7.7
University	70.6	23.5	5.9
None	100		

Source: Responses to Survey Questionnaire (2018)

Table 4.4 reveals that 79.3% of the male and female social grant recipients, respectively, that participated in the survey in uMsunduzi Municipality believe that the private sector, NGOs and civil society should play a role in alleviating poverty. These views confirm the social development approach to welfare in South Africa which articulates the need to create a conducive social welfare environment that will enable families to meet their socio-economic needs and improve their standard of living (Strydom et al., 2017). The highest level of agreement with this statement was recorded among respondents aged 20-30 and 50-65+, while those aged between 30 and 50 recorded the highest level of disagreement. However, the fact that the majority of the respondents believed that stakeholders other than government should be involved in poverty alleviation suggests that the government cannot tackle this challenge alone and that social grants are not sufficient to meet their needs.

4.1.5. Views on whether social grants should be extended to the unemployed

Figure 4.2 below presents the percentage distribution of uMsunduzi respondents' views on whether social grants should be extended to those that are unemployed. Only 51% of the respondents agreed that this should be the case, while 34% disagreed, 14% were unsure and 1% of the respondents did not respond to this question.

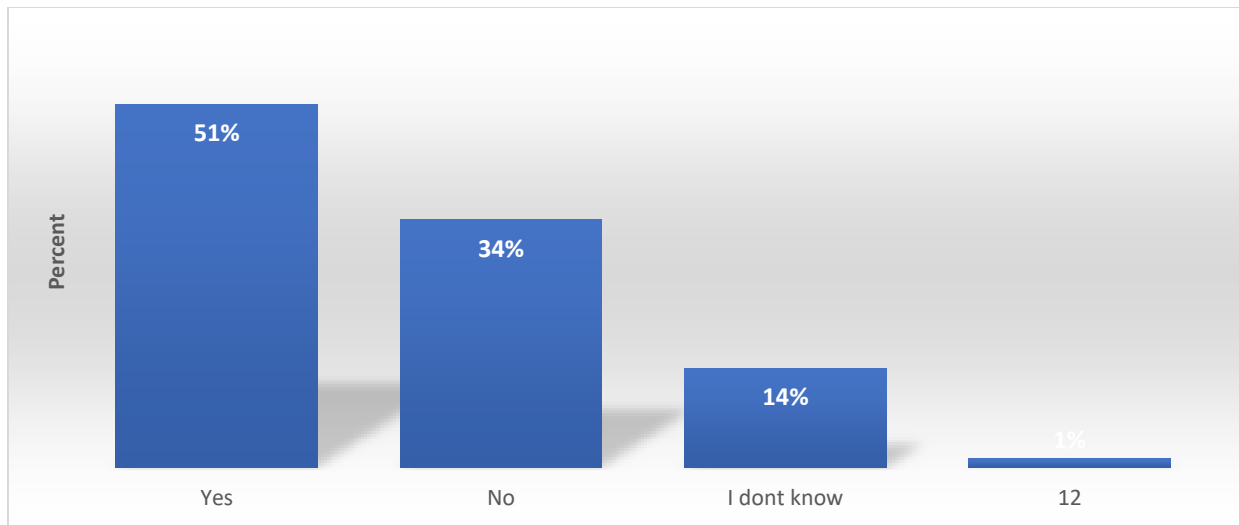


Figure 4.2: Percentage representation of the respondents' views on whether social grants should be extended to the unemployed

Table 4.5 below provides a more detailed understanding of the views on whether social grants should be extended to the unemployed based on the respondents' age.

Table 4.5: Contingency table on the age distribution of respondents' views on whether grants should be extended to the unemployed

Age of respondents	Yes, they should (%)	Not really (%)	I don't know
20-25	42.9	57.1	
25-30	50.0	37.5	12.5
30-35	46.2	38.5	7.7
35-40	36.4	9.1	54.5
40-45	22.2	55.6	22.2
45-50	60.0	40.0	
50-55	75.0	25.0	
55-60	58.3	33.3	8.3
60-65	75.0	12.5	12.5
65+		100	

Source: Responses to Survey Questionnaire (2018)

The results revealed that more male than female respondents were of the view that social grants should be extended to the unemployed. Moreover, Table 4.5 shows that only 22.2% of those between the ages of 40 and 45 agreed that this should be the case. Not surprisingly, the majority of those with no or low levels of education agreed that the unemployed should receive social grants, with far fewer of those with university qualifications agreeing with this statement.

4.1.6. Views on whether there are eligible people who are not receiving social grants

Most of the social grants recipients in uMsunduzi Municipality that participated in the study agreed that there are many people who are eligible to receive social grants, but are not receiving them. Figure 4.3 below shows that only 20% of the respondents disagreed with this statement, while 8% were unsure.

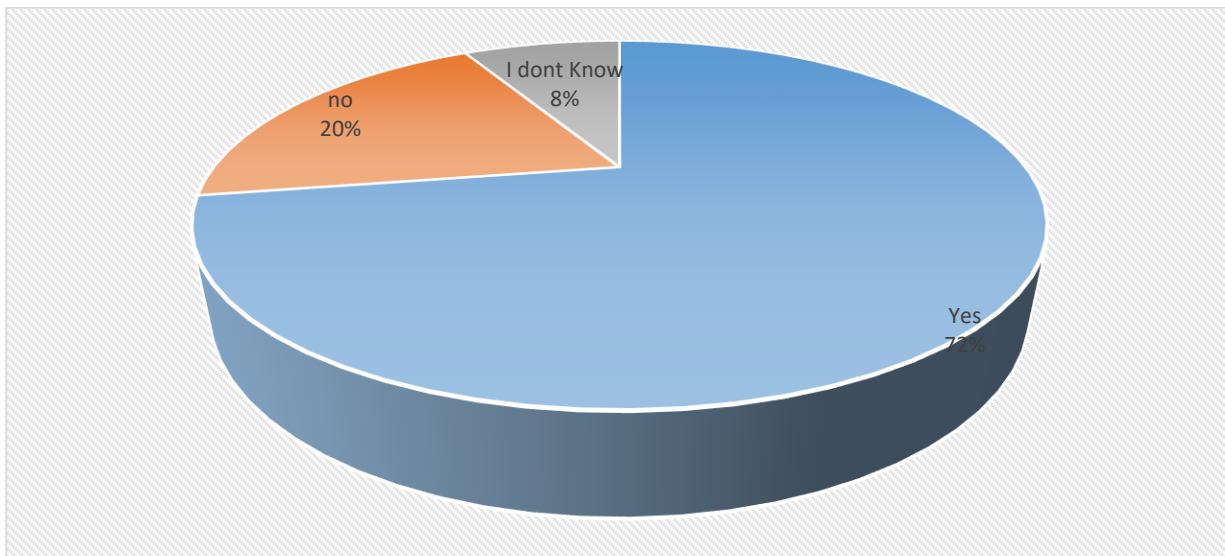


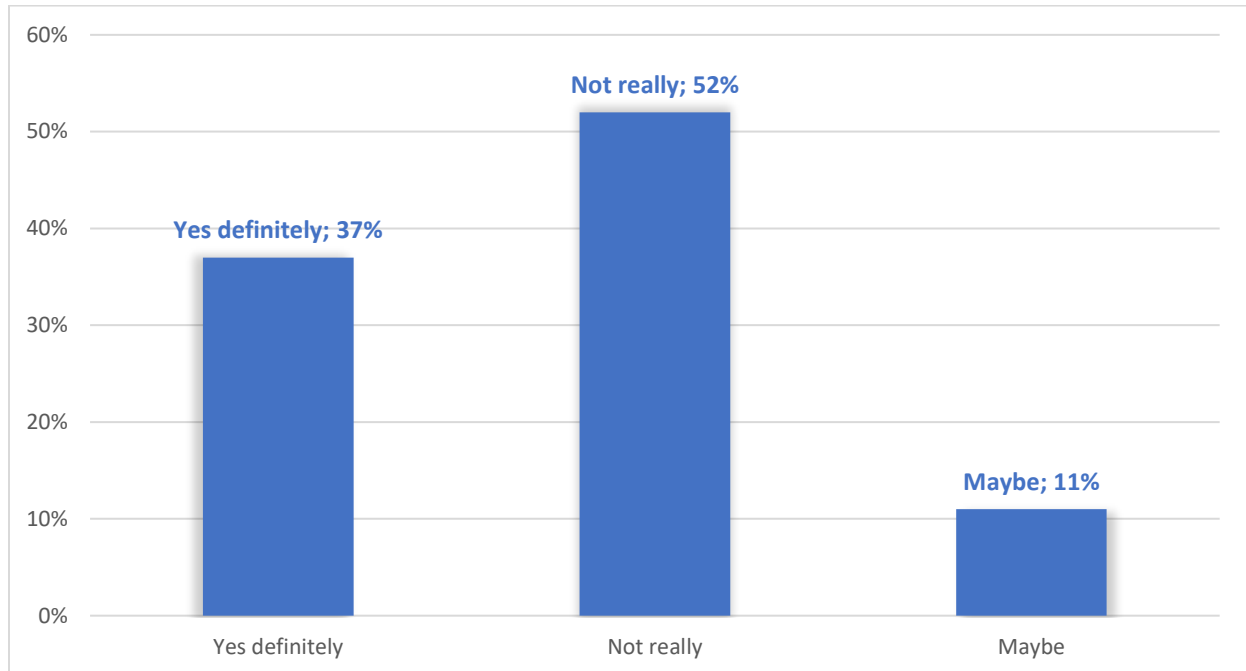
Figure 4.3: Respondents' views on whether there are eligible people who are not receiving social grants

These results could be due to the fact that the respondents themselves had been excluded in the past, or this had happened to their friends and relatives. They are also likely to have met people at the SASSA offices that shared experiences of being eligible but not receiving a grant.

4.1.7. Views on whether grants assist in preventing poverty

Many policy makers and scholars believe that social grants help to prevent poverty. Thus, such grants are regarded as the “government’s biggest poverty alleviation and redistribution intervention” (Rossouw, 2017). This is achieved through redistribution of income to poor households who, in turn, spend it in their communities, facilitating the growth of small towns and villages where they buy goods and services. However, the study found that most of the social grants recipients in uMsunduzi Municipality that participated in the study were of the view that grants do “not really” help to prevent poverty. Only 37% of the 90 respondents agreed that this is the case (see Figure 4.4 below).

Figure 4.4: Respondents views' on whether grants assist in preventing poverty



The follow-up question was whether social grants are effective in curbing poverty. Figure 4.5 below shows that 56% of the respondents said that this is not the case. Only 29% of the respondents felt that social grants do help to curb poverty, whilst 15% were unsure.

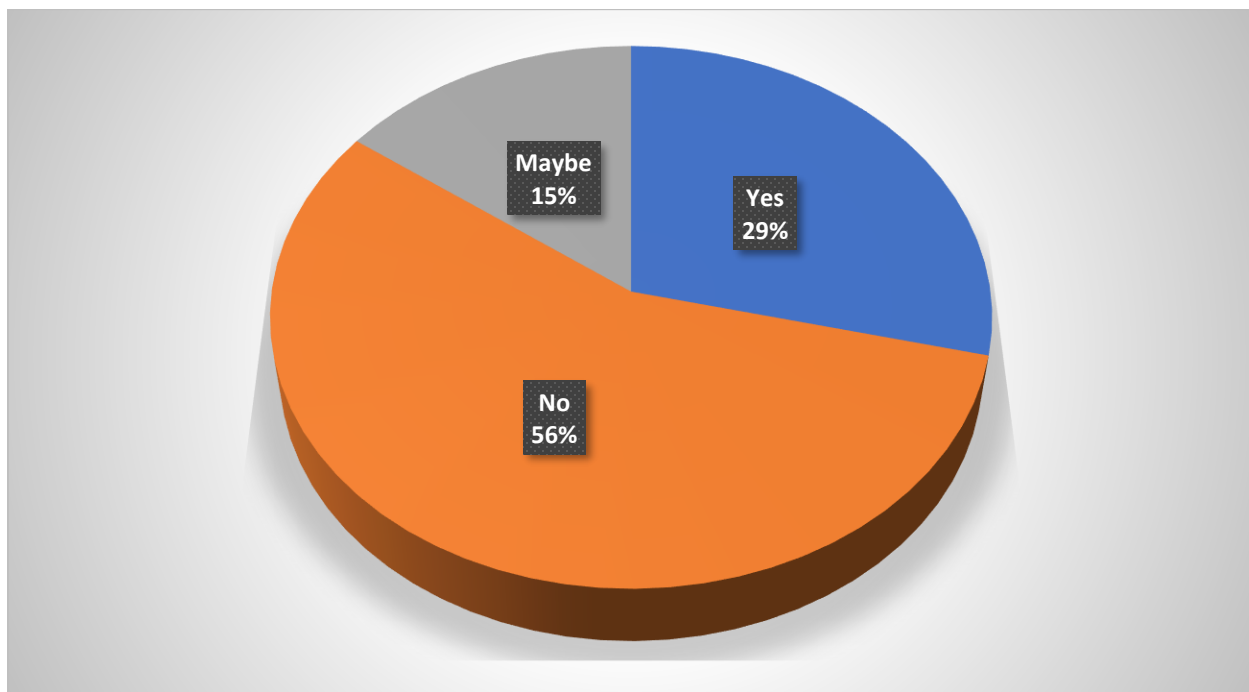


Figure 4.5: Respondents' views on social grants' effectiveness in curbing poverty

These findings contrast with the views of UCT News (2018) that argues that social grants help to curb poverty in South Africa. Rossouw (2017) notes that about a third of South Africans (around 17 million people), eight million of whom are below the age of 18, rely on social grants to survive. Numerous studies have concluded that these grants play a critical role in changing people's lives, addressing inequality and reducing poverty in areas such as the Eastern Cape and Limpopo (Satumba, Bayat and Mohamed, 2016; Rossouw, 2017). One would thus expect that both beneficiaries and SASSA officials would express positive views on the effects of social grants. The findings from the interviews indicate that the social grants beneficiaries had mixed feelings. They were of the view that social grants help to address poverty, but only to a limited extent. It should be noted that, while the interview responses have been edited to enhance readability, care has been taken to preserve their original meaning.

One participant said:

I would not say it is removing people from poverty. It does assist, especially the elderly. But I wouldn't say it is removing people from poverty, because at the end of the day, the amount of money that they get is small compared to the cost of living as well as when people's grants stop, especially the disability grant, then they have nothing. People don't save money; there is not enough to save in case of emergency so then they are back in poverty again (Participant 1).

Another said:

Yes, and No. I would say 'yes' a lot of people depend on these grants especially the elderly. They depend on these grants to support their families. I am saying no [laughs] because most of the time the youth (mother of the beneficiary) keeps the money for the child support grant (for themselves). However, not everyone does that in my family. I've got cousins that receive the child support grant and they are very responsible with it because they take care of their children. But the thing is they are also renting where they are staying. So, they use that money to pay rent. Then they end up not having money to buy food. That is why in a way I am saying Yes and No because it has its pros and cons (Participant 3).

Participant 5 commented:

Well from my perspective, I would say social grants do not necessarily change a person's life because you find that sometimes it does assist people but partially. It has an influence on an individual's life but partially.

These perceptions reflect that the participants believe that social grants do not cater for all people's needs, let alone alleviate poverty.

Furthermore, only one of the three SASSA officials that were interviewed felt that the social security system in South Africa alleviates poverty. He added, however, that the social security net was not envisaged as a permanent system and that the government should identify alternative measures to ensure that people do not remain completely reliant on social grants. He commented:

Absolutely! I would think that the provision of social grants is the number one poverty alleviation mechanism. The unemployment rate in South Africa is 30% and we all know that the higher the unemployment rate, the greater the level of poverty. As such there is need for programs and strategies to address the lack of income within households. The government of this country is doing a fabulous job in terms of providing social grants which then allow families and communities to sustain themselves. In the future, the government must investigate broadening the safety net. I studied social security and we were taught that social security is never meant to be permanent; hence the need to broaden the safety net (Participant 2).

However, the other SASSA officials that were interviewed disagreed with this perspective. Participant 7 noted that social security nets not only create dependency but give people a false sense of security. Participant 8 said:

Social grants are not in any way removing people from poverty. In fact, it makes them more poverty stricken. In South Africa, 17 million people depend on social grants. That's a sizeable number of people. The government has therefore created dependency where citizens never realize their potential to upgrade their lives through education and starting cooperatives and businesses (Participant 8).

These perceptions are confirmed by the survey results where only 37% of the 90 respondents believed that social grants are helping to alleviate poverty in their community and South Africa as a whole. It is against this background that they felt that the private sector, NGOs and civil society should actively participate in alleviating poverty in communities.

4.1.8. Views on whether social grants address inequality in communities

Research indicates that, while social grants are important in the livelihoods of the poor, they are not sufficient to address inequality in South African communities (UCT News, 2018). South Africa remains one of the most unequal societies in the world. This resonates with the findings of this study. Figure 4.6 below shows that 52% of the respondents believe that social grants are not

helping to address inequality in their community, while 34% agreed that they are doing so and 14% were uncertain.

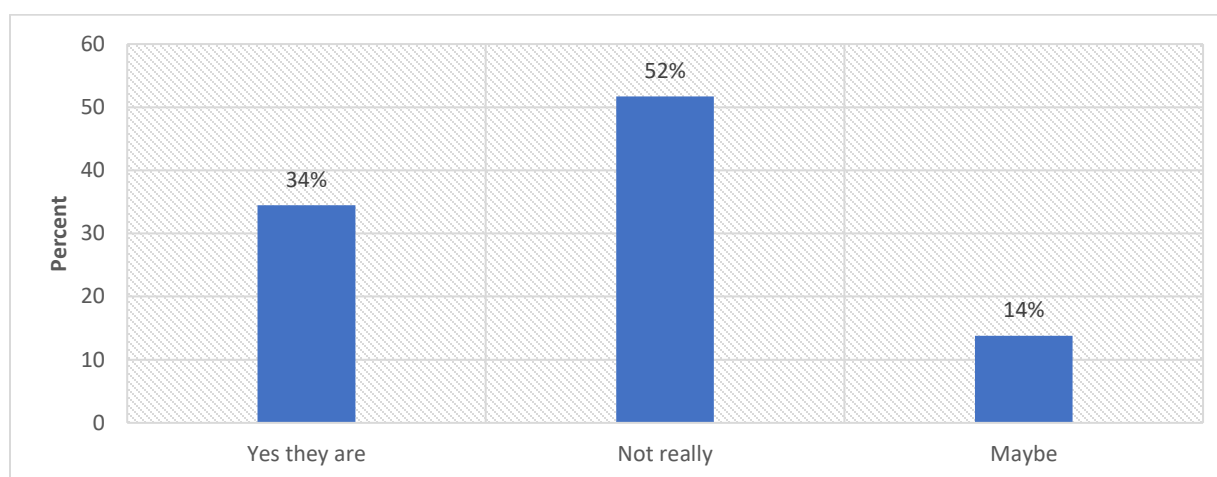


Figure 4.6: Respondents' views on whether social grants are addressing inequality in communities

Table 4.6. Respondents' views on whether social grants are addressing inequality in communities

In terms of demographic characteristics, an interesting finding is that more female than male respondents were of the view that social grants are not helping to address inequality. Table 4.6 below reflects that 44.8% of the female respondents subscribed to this point of view, compared to 29.3% of their male counterparts. This could be due to the fact that women are generally more active in seeking to improve their socio-economic conditions through engaging in various projects and stokvels. They could thus regard such activities as more effective in addressing inequality.

Demographic characteristics	Yes, they are (%)	Not really (%)	Maybe
Female	44.8	41.4	13.8
Male	29.3	56.9	13.8

Table 4.6. Distribution of the respondents' views on whether social grants are addressing inequality in communities by gender

Level of Education	Yes, they are (%)	Not really (%)	Maybe
Primary	23.5	64.7	11.8
Secondary	36.4	51.5	12.1
Tertiary	38.5	38.5	23.1
University	35.3	47.1	17.6
None	42.9	57.1	

Source: Responses to Survey Questionnaire (2018)

In terms of educational background, Table 4.7 below shows that, regardless of educational background, the majority of the respondents believe that social grants are “Not really” helping to address inequality, with 42.9% of those with no education of the view that these grants are addressing inequality in communities.

4.1.9. Perceptions on whether social grants are targeted at the right people

The study also sought to determine whether grant recipients in uMsunduzi Municipality feel that social grants are targeted at the right people. There are various social protection mechanisms in South Africa, including disability grants, old age pensions, child support grants, foster care grants, grants-in-aid, no-fee schooling in designated schools, free healthcare, free housing, gap housing and subsidised transport. Conditions are attached to all these mechanisms. The perceptions of social grant recipients in uMsunduzi Municipality are influenced by their knowledge of these mechanisms or lack thereof and their experiences and views concerning social grants. Figure 4.7 below illustrates that, 60% of the respondents believe that social grants are targeted at the right people, 26% felt that they were not and 14% were unsure. While the majority of the respondents were thus of the view that social grants are targeted at the right people, there remains a need for education and awareness of the various social welfare mechanisms in South Africa so that the citizens are able to claim their rightful benefits.

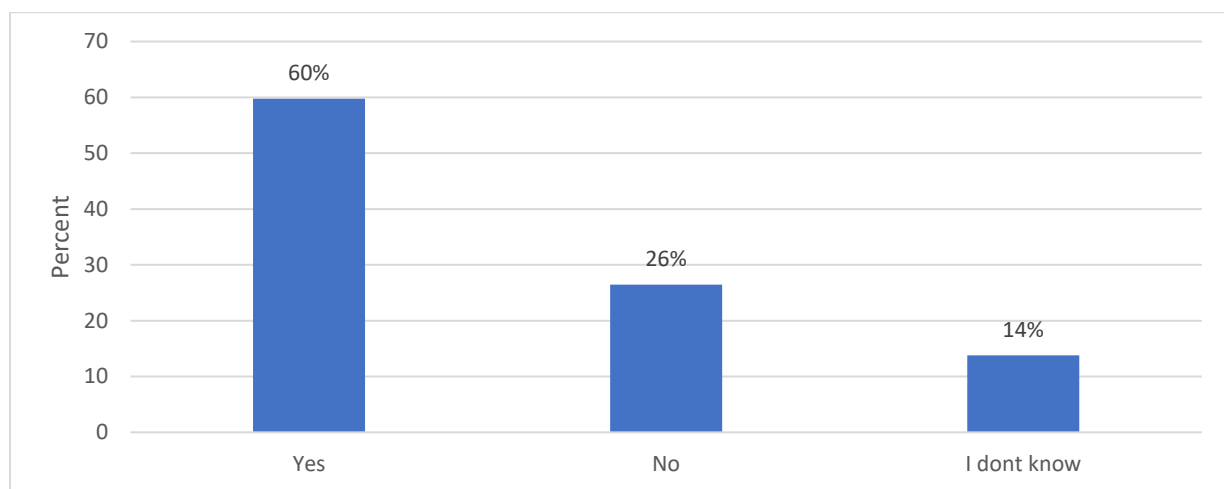


Figure 4.7: Respondents' perception on whether social grants are targeted at the right people

This section presented, analysed and discussed the quantitative results generated by this study. These findings reflect the views and perceptions of uMsunduzi Municipality social grants recipients on the accessibility, effectiveness and distribution of social grants. These views and perceptions can be utilized to reflect those of the broader community since one can assume that people's perceptions are influenced by the community that surrounds them.

The following section presents the study's qualitative findings according to the themes that emerged from the data analysis, while reflecting on the quantitative results to provide a rich analysis.

Thematic analysis of the qualitative data generated by the interviews

The key themes identified in this study through interviews were: the cost of social security nets; the effectiveness of social grants in changing people's lives and addressing poverty; the role of the private sector, NGOs and civil society in poverty alleviation; and the usefulness of social security programs as well as ways to improve them. The interviewees' recommendations to improve social security measures in order to alleviate poverty are discussed at the end of this chapter.

4.1.10. Knowledge of social security nets in South Africa

Apartheid discriminated against the black majority and denied them social and economic opportunities (3rd Economic and Social Rights Report, n.d). The democratic government that came to power in 1994 thus adopted measures to improve social welfare, particularly among previously disadvantaged groups, and alleviate poverty. As noted previously, social security mechanisms in South Africa include disability grants, old age pensions, child support grants, foster care grants, grants-in-aid, no fee schooling in designated schools, free healthcare, free housing, gap housing and subsidised transport. The amounts paid to beneficiaries differ across the different mechanisms.

The findings of this study show that the participants were aware of the different amounts attached to social security nets. Only one of the five beneficiaries that were interviewed required clarity on what social security nets are. When this was clarified, he said:

Oh ok! As far as I know people get paid now through the post office. Before they had cards and collected money at different points. As far as I know the child support grant and the grants in aid are the lowest amounts from SASSA and I think the old age pension is the highest of these grants (Participant 1).

Participant 3 responded:

I know that there is a child support grant, where people receive round about R400, if I'm not mistaken and there is foster care grant where people receive round about R960 or 80 something around there, and disability grant which is R1 600. And care dependency grants for ingane (children). The child support grant is for those children that have parents who might not be working. SASSA issues the money through pay points and shops and there is Post Bank now (Participant 3).

One of the SASSA assistant directors provided a detailed explanation of the amounts paid by different grants:

Well the payments of social security or grants would vary from year to year, that is totally dependent on the budget speech in February of each year. Old age pension was R1 600 last year, this year it went up to R1 690. Depending on the income generated during that year, the state determines the increase in grants every year. So, grants have always increased. That is mainly due to the cost of living and the economic status of the country. Also, the means test has increased. This is an equation that we utilize to determine whether our citizens qualify for grants or not in terms of their financial means (Participant 2).

The amounts attached to the different types of grants thus differ and they are increased each year in line with the country's economic performance. The findings suggest that citizens actively monitor these changes and that they play a role in influencing the outcome. Some of the interviewees felt that, not only should the grants be increased, but that other types of assistance should be introduced. A SASSA official commented:

In South Africa especially, what has been witnessed is that, more and more people are becoming dependent on these social grants, especially with the high youth unemployment. A lot of people are depending on these grants, not just parents. There is pressure on the government to establish what we call graduate grants. So, the cost of grants is increasing and more people are becoming dependent on them ... it is becoming a cycle (Participant 7).

The following sub-section discusses the participants' perceptions on the role of the private sector, NGOs and civil society in poverty alleviation.

4.1.11. The role of the private sector, NGOs and civil society in poverty alleviation

The quantitative findings presented previously, show that the 79.3% of the survey respondents felt that the private sector, NGOs and civil society should help to address poverty in South Africa. The interviews confirmed this finding. Participant 1 stated that, the private sector can assist by facilitating job creation which would reduce dependence on social grants, while Participant 6 remarked:

There is a big role that the private sector can play because I believe the private sector makes huge profits and they can contribute towards social grants. I'm sure they can make some sort of agreement with government in terms of funding social grants as well (Participant 6).

Another participant said:

NGOs and the civil society can play a huge role in organizing and implementing awareness programs within communities where they enlighten people about education. For example, teaching high school learners how to apply to university. Education is the key to success.

A SASSA official reflected on the importance of the private sector, NGOs, Faith-Based Organizations (FBOs) and other relevant stakeholders coming together to work with the government to provide various support networks and poverty relief programs:

I don't think we will be able to eliminate poverty. We may be able to reduce it, but I think there needs to be a closer relationship between government the private sector and society, also NGOs and faith organizations. There is a saying, "we must take from the rich and give to the poor." We need to come to a point where there is a balance. What's happening now in this country is the richer are getting richer and the poor are getting poorer. The middle class is getting phased out so there needs to be a collaboration between private and public. There also need to be more jobs. The reason we are in poverty is there are no jobs, there is no employment and poverty leads to crime (Participant 2).

Thus, the findings of this study show that the respondents felt that the private sector and NGOs are essential partners in addressing poverty in uMsunduzi Municipality and the country as a whole. They also suggested that alternative platforms are required to supplement social grants.

The following sub-sections discuss the findings on the usefulness of social security programs, their limitations and measures to improve them.

4.1.12. Usefulness of social security programs

The findings from the interviews show that the participants considered South Africa's social security programs to be useful. However, they identified various limitations and challenges that require attention. Participant 1 said:

Even though it's not a huge amount of money, it does assist, especially in providing for what is supposed to be provided for the children, the basics like food, transport, clothes etc.

Participant 3 responded as follows:

Yes, because there are people out there that are really suffering, that are really in poverty. When you are talking about social relief, today there is somebody that is going to go to bed without food. So it is a relief for some families although it is not immediate relief. However, people need to fend for themselves. You need to teach somebody to fish.

Another said:

Yes, I think they are useful, and they are very important. They help the poorest of the poor to put bread on the table (Participant 4).

Thus, the social grant beneficiaries that were interviewed were of the view that these grants are important as, while they may be low amounts, they provide for basic needs such as food, rent and even transport.

The SASSA officials that were interviewed offered different perspectives.

They are two perceptions. One is that there is a serious abuse of social grants and we cannot say that there is no abuse. We often have abogogo [grandmothers] of children coming here reporting that the mother of this child is receiving the grant, but this child is not benefitting. As much as government is trying to alleviate poverty through the provision of social grants, these grants are also being abused. Ladies are also perceived to be having more children so that they can access more grants. Now, that is just a perception. I had to compile a thesis and the topic I had selected was the impact of the child support grant within households. Out of ten households that I interviewed, I discovered that, it is not the case that people are having children to access grants (Participant 2).

Another SASSA official felt strongly that the social security program is not effective:

They [social security programs] are not effective and they will never be effective. They are used for electioneering. In South Africa, many people live below the poverty line of a dollar per day (R14). Thus, programs might be there, but they are not fully assisting; instead they are creating more harm. The distribution of the grants is full of favoritism, nepotism and corruption. Some people who are receiving the grant are not supposed to be receiving it. It's the same situation with RDP houses. So, for me the program it's not effective (Participant 8).

These opposing perspectives stem from different understanding of how social grants are being used by both beneficiaries and the government and its officials. With this in mind, the interviewees were asked to identify the limitations of social security nets.

4.1.13. Limitations that undermine the effectiveness of social security nets

Various limitations were identified by both beneficiaries and SASSA officials which are perceived to undermine the effectiveness of social security nets in the uMsunduzi community. The findings show that some of the beneficiaries were of the view that there is a high level of corruption in the administration of grants in the municipality. Some pointed to the fact that people who should not be receiving grants are accessing them:

Investigations need to be done into the people that are receiving the grants. There are corrupt officials and I'm sure there are lots and lots of people who are getting grants and shouldn't be getting them. But personally I don't believe that people should be reliant on these grants. Government needs to perform and create conditions for people to work and pull themselves out of poverty. Grants don't relieve poverty. Grants keep people going so they can eat (Participant 1).

A SASSA official noted that it is believed that some departmental employees are involved in corrupt practices, leading to grants being given to those who do not qualify for them. Asked about fraudulent practices in SASSA, he said:

Yes, that is true, our experience has taught us that. Again, if we are giving money for free and you know that at the end of the month you will receive a certain amount of money, several issues come into play. A beneficiary will collude with several SASSA officials; it's not just one official because this is a process (Participant 2).

Most of the participants agreed that more young people abuse social grants than older people. To address this, they suggested that people form stokvels and that a percentage of a grant should be put into savings (Participant 3). This is common among women who participate in various projects to supplement their social grants. Research reveals that many women use their grants to engage in sustainable projects that enable them to slowly rise above poverty (Satumba, Bayat and Mohamed, 2016). Participant 3, who is a woman, recommended that measures be put in place to promote sustainable livelihoods amongst social grant beneficiaries, especially young people in uMsunduzi Municipality.

Participant 4 noted that, in some cases, people continue to receive the grants of those that are deceased. This was corroborated by a SASSA official who observed that the government lacks a consolidated database of beneficiaries which would enable easy follow up:

I think the problem here is that social grants can never be a means to an end. Social grants should be a stopgap measure where the state provides social grants to make you viable in relation to your education and work wise. However, the state cannot tell me today that it must fund, or it must give a child grant, from the day you give birth up until when you are 21. The state does not know the economic standing or the educational standing of the parent. It means that the parent of a 16-year-old who is a high school dropout will be relying on this grant until this kid is 21 years old. There is the likelihood that that child will fall pregnant by age 21 and is going to rely on grants. So, the state does not have a mechanism that capacitates the parents of the kids. The state should have a national database of every citizen and there should be a family tree in relation to who is your parent and so forth (Participant 8).

4.1.14. Measures to improve social security nets in South Africa

The participants suggested various measures to improve social security nets. A SASSA official said:

We do have the Act on social assistance as a control measure. We are paying grants under section 27 (i)(c) but also there is section 27(ii) which places a limitation. SASSA has taken it a step further by biometrically verifying not only our clients but even officials. So, as much as the level of fraud increases the control measures in terms of trying to combat and close gaps have increased. We are now able to do background checks and at no point will you then be able to say my username, or my password was compromised and hacked or there was spyware. Now you will be required to answer in terms of your finger prints, how was your fingerprint compromised? (Participant 2).

This indicates the need for a comprehensive, centralized technological mechanism to simplify the process and provide detailed information to combat inconsistencies and fraud and reduce corruption. This participant added that the government should encourage close links with NGOs, the private sector and FBOs to encourage various stakeholders to assist in strengthening social security nets.

As noted previously (see section 4.2.5), another SASSA official raised the need for a comprehensive, up-to-date database to avoid duplications and fraud where people collect grants on behalf of those that are deceased (Participant 8).

Beneficiaries also made suggestions to improve social security nets. Participant 3 said:

NGOs can encourage people to put their money in stokvels. While people are given agency to choose whether they want to do stokvels or not, if I were in charge I would put a clause, that says 10% of each grant goes towards savings (Participant 3).

One of the beneficiaries (Participant 4) and a SASSA official (Participant 7) raised the need to increase social grants. They pointed to increases in the cost of living and noted that if the grants are not increased, beneficiaries will always live hand-to-mouth. A larger amount would enable people to start small businesses and to save. However, Participant 4 added that government must make it difficult to access social grants so that people cannot abuse them.

One of the SASSA officials also stated that social grants should not be used as a political tool:

I think the problem is that the current government made this issue of social grants a campaigning tool for political power. They would tell you that we are giving 17 million people social grants as if it is a plus, whereas it not because that money is wasted. I believe social grants should be a short term measure. It can't be a long-term measure because at a certain time the state will choke from social grants. The private sector must come on board because the state pays for people to study at universities and colleges and they go and work for the private sector (Participant 8).

4.1.15. Summary of Qualitative Findings

The qualitative findings revealed that the interviewees understand what social security nets are. They were of the view that, while such grants are not effective in alleviating poverty, they do enable people to survive. The participants expressed the need for the private sector and NGOs to actively work with the government to support social security programs. They identified a number of limitations associated with social grants, including corruption, the lack of a central database for beneficiaries and abuse of grants, and recommended measures to address these challenges. These qualitative results complement most of the findings from the quantitative analysis and offer explanations for many of the survey responses.

4.2. Chapter Summary

This chapter presented, discussed and analysed the study's findings on perceptions of social grants in uMsunduzi Municipality. It presented both the quantitative and qualitative results and reflected on these findings to show how they are related.

The following chapter discusses the study's findings and presents recommendations arising from the results, as well as an overall conclusion.

CHAPTER 5

DISCUSSION OF THE FINDINGS, RECOMMENDATIONS AND CONCLUSION

5.1. Introduction

This chapter discusses the study's findings in relation to the research objectives and questions, as well as the relevant literature. It also presents recommendations arising from the findings and an overall conclusion.

5.2. Discussion of the Findings

The study's findings indicate that social grants are contributing to poverty alleviation in South Africa as they enable people to access their basic needs which are very important for survival. As a result, social grants are considered as a form of social relief. This finding resonates with the findings of StatsSA (2017), and Naidu (2014) that concluded that social grants are helping to reduce poverty in South Africa.

However, the study also found that beneficiaries held mixed view on social grants. Some noted that, while such grants offer some assistance, they cannot be regarded as alleviating poverty as the amounts are small compared to the cost of living. Furthermore, it was noted that social grants create dependence on the government and trap people in a false sense of security. It was also reported that social grants are contributing to the extension of poverty in South Africa as teenage girls in particular are less afraid of falling pregnant because they know they will receive a child support grant.

The literature review revealed that, the apartheid regime's social security system only catered for the white minority. The democratic government that came to power in 1994 sought to extend social security measures to those that were previously excluded. The study found that there is a wide range of social security nets in South Africa which take the form of cash social grants and public services. It was noted that the different social security mechanisms pay different amounts, with the old age pension the highest amount. The findings from the survey and interviews showed that the beneficiaries in uMsunduzi that participated in the study are aware of the types of social security nets available and who is covered, as well the amount one is supposed to receive.

It was noted that the entire burden of social security in South Africa falls on the government. About a third of the population, or around 17 million people, relies on social grants, with eight million of these being children (StatsSA, 2017). The respondents were of the view that the private sector, NGOs and civil society should play a role in poverty alleviation. Private sector participation could boost employment opportunities as well as increase the number of social security nets. It was indicated that NGOs and civil society could establish projects and initiatives to promote sustainable livelihoods. Examples include stokvels and self-sustaining skills training. Indeed, one SASSA official stated that most local NGOs are inactive and are using the funds they receive to pay their salaries rather than deliver services.

The study also found that the respondents in uMsunduzi regard the processes surrounding social security programs in South Africa as corrupt. The findings revealed that there is no comprehensive and consolidated database to trace information about recipients, thus opening the door to corruption. The participants were of the view that the system can be manipulated through bribery and that there is no verification process for beneficiaries. It was also reported that some children that are eligible for grants had been excluded, suggesting corruption and malpractice. Finally, the study participants suggested improvements to the social security system to address its limitations. These form part of the recommendations presented in the following section.

5.3.Recommendations

Based on the study's findings, the following recommendations are made:

While the study found that social grants contribute to poverty alleviation, the amounts received do not cover the cost of living. It is thus recommended that the government revise the amount set aside for social grants.

It was also noted that social grants have been blamed for perpetuating poverty in South Africa because they are partially responsible for the high rate of teenage pregnancies. In light of this, it is recommended that there should be more campaigns on the use of contraceptives in communities.

The study found that the entire burden of social security in South Africa falls on the government. The researcher recommends that the government should engage the private sector to create support platforms to promote effective social security programs. There is also a need to equip citizens with entrepreneurial skills to enable them to support themselves and even create jobs.

Turning to the SASSA mechanisms, it is recommended that the department's system should be upgraded and that measures should be put in place to ensure that all eligible recipients are covered. The study also found that the lack of a comprehensive, consolidated database leads to corruption. The participants were of the view that the system is open to bribery as there is no verification process for beneficiaries. It is thus recommended that a centralized social security database be established.

In terms of future studies, given that the study revealed that some members of the community that are eligible for social grants are not receiving them, it is suggested that research be conducted on why this is the case and what steps can be taken to remedy the situation. There is also a need for research to verify allegations of corruption and to identify those involved.

5.4. Conclusion

This study explored the perceptions of social grants beneficiaries on the effectiveness of social security nets in alleviating poverty and addressing inequality in uMsunduzi Municipality. It also analysed the cost of social security nets, the role played by government, NGOs and other stakeholders in providing social welfare and the usefulness of the social security program. A mixed methods research methodology was employed and data was collected by means of a survey questionnaire administered to 90 uMsunduzi community members and a total of ten interviews with grant beneficiaries and SASSA officials. The study found that social grants are important in alleviating poverty in South Africa as they enable beneficiaries to cater for their basic needs. However, they are not sufficient to cover the cost of living. The findings also showed that community members perceive the processes surrounding social security programs in South Africa as corrupt. Furthermore, the system is inefficient as there is no comprehensive, consolidated database to trace information about recipients, thus leaving it open to corruption. It is therefore recommended that the government engage the private sector to create support platforms to promote effective social security programs.

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**UKZN HUMANITIES AND SOCIAL SCIENCES RESEARCH ETHICS COMMITTEE
(HSSREC)**

APPLICATION FOR ETHICS APPROVAL

For research with human participants

INFORMED CONSENT

RESOURCE TEMPLATE

Note to researchers: Notwithstanding the need for scientific and legal accuracy, every effort should be made to produce a consent document that is as linguistically clear and simple as possible, without omitting important details as outlined below. Certified translated versions will be required once the original version is approved.

There are specific circumstances where witnessed verbal consent might be acceptable, and circumstances where individual informed consent may be waived by HSSREC.

Information Sheet and Consent to Participate in Research

Date:

To whom it may concern

My name is Khulekani Msomi, a Masters candidate in Development studies from the School of Built Environment and Development Studies at the University of KwaZulu-Natal Howard College Campus. I am conducting a research project that will enable me to complete a Master's degree in Development Studies. My contact details are as follows: Email address- 209502545@stu.ukzn.ac.za and my cell phone number is 0733045375.

You are being invited to consider participating in a study that involves research on ‘Perceptions of beneficiaries regarding the usefulness of social grants: The case of uMsunduzi Municipality’. The aim and purpose of this research is to analyze the patterns of costs of social security nets and to assess the perception of beneficiaries regarding the usefulness of social safety programmes. The study is expected to enroll 100 participants who are beneficiaries of social grants in the wards mentioned under uMsunduzi and the department of South African social security agency (SASSA) a government institution. It will involve interviews and questionnaires that will take place in the community halls during the scheduled times. There will be one meeting with each participant of about thirty minutes. The duration of your participation if you choose to enroll and remain in the study is expected to be approximately one hour on the day of the interview.

The study may involve discomforts when participants are discussing sensitive issues such as how they are treated in government institutions and whether the money is assisting in improving their well-being. We hope that the study will provide knowledge on how the social grants are impacting on peoples live both negatively and positively. As a participant, if there is any information you are uncomfortable sharing you do not have to answer all of the questions asked. In cases where the participant feel upset by anything revealed during the interview, I will be there to provide immediate debriefing or alternatively refer the participant to a social worker at Department of Social Development or any organization that is located within the community.

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

In the event of any problems or concerns/questions you may contact the researcher at:

Email address: 209502545@stu.ukzn.ac.za

Mobile number: 073 3045 375,

For further clarity please contact:

Prof. Oliver Mtapuri

Email address: Mtapurio@ukzn.ac.za

Telephone no.: X1031

Alternatively, you may contact the UKZN Humanities & Social Sciences Research Ethics Committee, contact details as follows:

HUMANITIES & SOCIAL SCIENCES RESEARCH ETHICS ADMINISTRATION

Research Office, Westville Campus

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Private Bag X 54001

Durban

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KwaZulu-Natal, SOUTH AFRICA

Tel: 27 31 2604557- Fax: 27 31 2604609

Email: HSSREC@ukzn.ac.za

Your participation in this research is entirely voluntary. It is your choice whether or not you choose to participate. If at any point during the interview or afterwards you change your mind, you can stop participating. This will not have any consequences to yourself if you decide to withdraw. Your involvement in this study is purely for academic purposes, and I will not derive any financial benefits from this study, however your participation will assist in exploring the ideas of the social welfare policy and the usefulness of social security nets in South Africa: Under uMsunduzi Municipality.

If you accept to participate, interviews and questionnaires will be held in the community halls where the researcher will be the only one present for interviews. It is recognized that asking you to share personal and confidential information may make you feel uncomfortable therefore, if there is any information you are uncomfortable in sharing, you do not have to answer that particular question. The session will be tape-recorded, with your consent to do so. The information recorded is confidential and you are not required to state your name if you are uncomfortable. The information collected will be kept private and will only be accessed by the researcher and his supervisor. If you have agreed to be recorded, the tapes will be destroyed when the study is completed in December 2018. Participant's identity will be protected by the use of pseudonyms

that is not using their original names. The researcher will visit you if there is any feedback concerning participation.

CONSENT (Edit as required)

I (Name) have been informed about the study entitled (provide details) by (provide name of researcher/fieldworker).

I understand the purpose and procedures of the study (add these again if appropriate).

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

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

I have been informed about any available compensation or medical treatment if injury occurs to me as a result of study-related procedures.

If I have any further questions/concerns or queries related to the study, I understand that I may contact the researcher at (provide details).

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

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Tel: 27 31 2604557 - Fax: 27 31 2604609

Email: HSSREC@ukzn.ac.za

Additional consent, where applicable

I hereby provide consent to:

Audio-record my interview YES / NO

Signature of Participant

Date

Signature of Witness

(Where applicable)

Date

Signature of Translator

(Where applicable)

Date

**UKZN HUMANITIES AND SOCIAL SCIENCES RESEARCH ETHICS COMMITTEE
(HSSREC)**

**ISICELO SOKUGUNYAZWA UKWENZA UCWANINGO
LOKUSEBENZISANA NABANTU**

ULWAZI NGEMVUMO

OKUZOSEBENZA NGEZIGABA

Bacwaningi: Kuyisidingo ukuthi konke kwenziwe ngobuchule noma ngokucophelela ngokomthetho, ukuthi konke okwenziwayo kube ulwazi olucacileyo ngokolimu olwaziwayo, futhi kungabi bikho ulwazi olubalulekile oluzokweqiwa kulokhu okungenzani. Ulwazi oluhunyushiwe luzodingeka emva kokuthi ulwazi lokuqala selugunyaziwe.

Ngezizathu ezithile ulwazi lungamukelwa ngokukhuluma kudingeke ukuthi kube nobufakazi noma ngezizathu ezithile. Ulwazi ngemvumo yomuntu ngayedwa lunqatshwe noma lususwe ikomide(HSSREC).

Ulwazi oluqukethwe ngokuzibophezela ukuba yingxenye yocwaningo

Usuku:

Isibingelelo: Ngiyakubingelela lunga lomphakathi

Igama lami ngingu Khulekani Msomi umfundi we Development Studies Masters ophuma eNyuvesi yakwaZulu Natal Howard College Campus, School of Built Environment and Development Studies, Student number 209502545, email address 209502545@stu.ukzn.ac.za

Uyamenywa ukuba ube ingxenye noma ukusebenzisana nami kucwaningo lokuthola ulwazi mayelana nokuthi imithetho ebhekene nenhlalakahle yabantu base ningizimu Afrika iyasebenza hhini nokuthi izibonelelo ezikhishwa uhulumeni ziyalekelela hhini ekunciphiseni ububha: endaweni yakumasipala uMsunduzi. Inhloso yalolucwaningo ukubheka ukuthi ngabe imithetho ephasise uhulumeni wase ningizimu Afrika ukunciphisa ububha iyasebenza hhini nokuthi izibonelelo ezikhishwa uhulumeni ziyalekelela hhini ekunciphiseni ububha. Kulolucwaningo kuzoqokwa abantu abayikhulu abathola imali yesibonelelo kuhulumeni ukuthi babe ingxenye yalolucwaningo kuphinde kuqokwe izindawo eziyishumi zikahulumeni ezisebenza ngezibonelelo Kanye nangodaba oluthinta imithetho kahulumeni ukuthi nazo zibe ingxenye yocwaningo.

Lesisifundo asinabo ubungozi futhi akukho lapho ozozizwa ungenakho ukukhululeka. Siyethemba lolucwaningo luzosisiza ukwazi kangcono ukuthi abantu bayasizakala ngezibonelelo zemali ekhishwa uhulumeni noma baphinde bacwile ekuhluphekeni Kanye nokuthi imithetho ebhekene nenhlalakahle yabantu iyasebenza hhini ukushintsha izimpilo zabantu. Okunye okumele ukwazi ngalolucwaningo akukho muhlomulo ngokusebenzisana nathi ngalesisifundo. Lesisifundo sibhekiwe ngokwenkambo yobulungiswa sagunyazwa ikomide lesikhungo sasenyuvesithi UKZN Humanities and Social Sciences Research Ethics (inombolo yokugunyaza_____).

Lesisifundo sibhekiwe ikomide elimele ubulungiswa sagunyazwa isikhungo sesenyuvesithi yakwaZulu Natali (inombolo egunyazayo_____)

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Uma kukhona izinkinga obhekana nazo noma kukhona imibuzo ungaxhumana nomcwaningi (kulemininingwane enikezelwe) ningaxhumana futhi nekomide elimele ubulungiswa lase UKZN Humanities & Social Sciences kulemininingwane elandelayo

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Ukusebenzisana nathi kulesisifundo awuphoqelekile, unalo ilungelo lokushintsha umqondo noma ngasiphi isikhathi uhoxe. Ngasesayidini lethu njengoba senza lolucwaningo asinawo umuhlombulo esizowunikezela kuwe kodwa singakunika uma sesiqedile ukwenza ucwaningo iphepha ukuze ulifunde noma ubeke umbono ngalo.

Umcwaningi akukho lapho ezothatha khona igama lakho futhi konke ozobe usitshela khona akukho lapho oyokubona khona ukuthi uweni. Konke ozokutshela umcwaningi kuzogcinwa kahle kukhiyelwe ekhabetheni. Esizobe sikugcine kwicomputha nakho kuvikelekile ngoba kuba nenombolo yemfihlo uma uyivula. Emuva kweminyaka emihlanu siyokushabalalisa lolulwazi osinike lona.

ISIVUMELWANO (gcwalisa njengoba kudingeka)

Mina-----ngazisiwe ngakho konke Insert study title and name of researcher

Nginikeziwe ithuba lokuthi ngiphendule imibuzo mayelana nalolucwaningo noma isifundo futhi ngiphendule ngendlela engineliseka ngayo

Mina ngiyamemezela ukuthi ukuba kwami ingxenye yalolucwaningo angiphoqiwe futhi ngingayeka noma nini ngaphandle kokuphazamisa lesisifundo.

Uma ngabe ngiba nemibuzo noma yini ephathelene nalolucwaningo ngingaxhumana nomcwaningi

Uma ngabe ngiba nemibuzo noma ngifuna ukwazi kabanzi ngamalungelo ami ngokusebenzisana nani kulolucwaningo noma okumayelana nalolucwaningo noma ngabacwaningi ngingaxhumana nonobhalo wesikhungo esibhekene nobulungiswa bokwenza ucwaningo

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Okwengeziwe ngemvumo okudingekayo

Nginyanikezela ngemvumo ukuthi

Ukusebenzisa isiqophamazwi AKUKHO/YEBO/CHA

Sayina ukuzibophezela

Usuku

Kusayina ufakazi uma ekhona

Usuku

Kusayina ochazayo uma ekhona

Usuku

Interview Guide Questions

Section A: Gender and Demography

1. Gender

Male	Female
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2. Age

20-25	25-30	30-35	35-40	40-45	45-50	50-55	55-60	60-65	65+
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3. Marital Status

Single	Married	Divorced	Widowed
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4. Educational Level

Primary
Secondary
Tertiary
University
None
Other, please specify

Interview Guide Questions

1. What are the patterns of costs of social security nets?
2. From your experience, do you think social grants are changing the lives of people and removing them from poverty? Please explain in detail.
3. How is the provision of these social security nets in the communities?
4. What role is the private sector, NGOs and civic society groups playing in poverty alleviation?
5. What role must NGOs play in poverty alleviation?
6. What role must civic society groups play in poverty alleviation?
7. What role must private sector play in poverty alleviation?
8. What are the perceptions of beneficiaries regarding the usefulness of social safety programmes?
9. What are your views on social security programmes, are they pulling people out of poverty?
10. How is the provision of these social security nets in the communities?
11. Given the various limitations affecting the impact of social grants that you might have identified above. What measures do you think should be put in place to address these limitations?
12. What kind of improvements are being put in place on these social programmes towards eliminating poverty? How would you expect these social programmes to be improved, in order to alienate poverty?

Survey questions

Section A: Gender and Demography

1. Gender

Male	Female
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2. Age

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3. Marital Status

Single	Married	Divorced	Widowed
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4. Educational Level

Primary
Secondary
Tertiary
University
None
Other, please specify

1. Do you think that the grants you receive are significant in addressing your social needs?

YES	NO	MAYBE

2. Do you think that the government has to increase the amounts of social grants that you are receiving?

YES	NO	MAYBE

3. Do you think the private sector, NGOs and civic society groups should play a role in poverty alleviation?

YES THEY SHOULD	NOT REALLY	I DON'T KNOW

4. Do you think there are other people who are supposed to get these grants who are not receiving them?

YES	NO	I DON'T KNOW

5. Do you think the social grants you receive can help in keeping you away from poverty?

YES DEFINITELY	NOT REALLY	MAYBE

6. Do you think that other social programmes provided by the government are addressing the issue of inequalities in your community?

YES THEY ARE	NOT REALLY	MAYBE

7. Do you think that these social programmes are effective enough towards curbing poverty?

YES	NO	MAYBE

8. Do you think these social grants are being targeted to the right people?

YES	NO	I DON'T KNOW

9. Do you think that social grants should also be given to people who are unemployed because they cannot find jobs?

YES	NO	I DON'T KNOW

