



UNIVERSITY OFTM
KWAZULU-NATAL

INYUVESI
YAKWAZULU-NATALI

**THE ROLE OF CIVIL SOCIETY IN RESPONDING TO THE
CORONAVIRUS PANDEMIC IN SOUTH AFRICA: A CASE STUDY OF
GIFT OF THE GIVERS FOUNDATION**

By

Nolwazi Bridget Moloi

219033408

**A dissertation submitted in partial fulfilment of the requirements for the degree of
Master of Social Science (Policy and Development) in the School of Social Sciences,
College of Humanities, at the University of KwaZulu-Natal**

Supervisor:

Mr Mark Rieker

November 2023

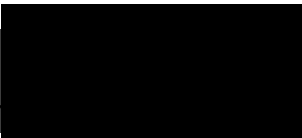
DECLARATION ON PLAGIARISM

I Nolwazi Bridget Moloi know that plagiarism is to use another's work and present it as my own, and that this is a criminal offence.

I do declare that each significant contribution to and quotation in this project from the work(s) of other people has/have been attributed and has/have been cited as such.

I do declare that I have not allowed, and will not allow, anyone to copy my work with the intention of passing it off as their own work.

Signature:



Date: ___10/02/24_____

DEDICATION

I would like to dedicate this dissertation to mother Khanyisile maMajola Manyoni and my late father Mr Bhekumuzi Albert Joel Khoza. I am certain if he had been alive he would be a proud father. I further dedicate this dissertation to my husband for the wise words during the hard and difficult times. The kind of love he showed me was out of this world. May God bless you Li kgolokoe.

.

ACKNOWLEDGEMENTS

This thesis would have not been accomplished without the assistances of many people some of whom I would like to acknowledge:

- To father God, thank you for the endurance you bestowed upon me to successfully complete this journey. Throughout this exhausting journey, if it wasn't for your love, grace and mercy, the completion of this dissertation would have not been possible. You gave me strength and eagerness to hold on hence I am forever grateful for the opportunity to be an academia today. *Ngiyabonga "Moya Ongcwele"*
- To my supervisor, Mr Mark Rieker, thank you so much for your insightful and unwavering support throughout the two years, you have been consistently there with no fail.
- I am indebted to my husband, thank you so much my "love", I will perpetually remain eternally grateful for the patience, remarkable support and encouragement you gave me.
- To my lovely three children, Boitumelo, Bokang and Neo Moloi who had to bear the brunt of an absentee mom who went to the library for endless hours. Boitumelo would asked me now and again *"How is it going with your research mommy"*
- A sincere thanks to my family, for consistently emphasizing the value and importance of education, my mother, Khanyisile for constant prayers not forgetting church brethrens and my aunt Thobeleni who used to say *"what are you currently studying, ai inkosi impela usuzogula mntaka Khanyisile"* and my brother Nqobani for his unconditional love and support. When we engaged about the hardships of school work, he would say *"Sis wami kuzolunga, ngiyakuthemba"*.

ABSTRACT

The study analyses the Role of Civil Society in responding to the COVID-19 Pandemic in South Africa through a case study of the Gift of the Givers Foundation. This was to understand better the contribution of Civil Society during such crises. The findings demonstrate the journey of the Gift of the Givers Foundation in tackling social hardships during COVID-19 and their earlier anticipation of the extent of the virus and the allocation of resources to the neediest community. The case study of the Gift of the Givers Foundation is a symbolic of the often overlooked incorporation of the socio-cultural context in support of local communities around Pietermaritzburg, which was found to create additional support for households. This study had a total of eight (8) staff members from the organization who were purposively sampled. The findings were generated through telephone interviews and online survey questionnaires. The research questions were kept semi-structured to allow for a free reflection of day-to-day operations, challenges and limitations during the pandemic. The Gift of the Givers staff responded to sixteen (16) research questions, and four (4) themes were generated following a thorough qualitative thematic analysis. A conceptual framework was developed to analyse the data. This study seeks to assess the impact of the Gift of the Givers Foundation in solving the challenges presented by the Covid-19 pandemic. It explores how the Gift of the Givers foundation responded to the COVID-19 pandemic. The study findings show that various factors impacted the strategic management at the Gift of the Givers Foundation during the coronavirus pandemic, issues that appeared to have been a major force that influenced push and pull factors in the way the management of this institution responded to the pandemic. This is because the use of planning in day-to-day operations was seen as part of the adaptation and a solution in continuing to operate during that period of coronavirus pandemic. The study recommendations aim at pointing out some of the gaps identified in the study, in relation to strategic planning and its impact on the operations of the Gift of the Givers Foundation, in relation to coronavirus dynamics. It also provides propositions on how such gaps need to be addressed.

Keywords: *Civil Society, Community Based Organization, Faith Based Organization, Non-Profit Organization*

Table of Contents

DECLARATION ON PLAGIARISM	ii
DEDICATION	iii
ACKNOWLEDGEMENTS	iv
ABSTRACT	v
Table of Contents	vi
CHAPTER 1: INTRODUCTION TO THE STUDY	1
1.1 Introduction	1
1.2 Background of the study	1
1.3 Problem Identification	5
1.4 Justification of the study	6
1.5 Key research questions	6
1.6 Objectives	7
1.7 The Case Study: The Gift of the Givers Foundation	7
1.8 Research methodology	8
1.9 Research design	8
1.10 Relevance of qualitative research in the study	9
1.11 Research site	10
1.12 Sampling technique	10
1.13 Methods	11
1.13.1 Research instrument	11
1.13.2 Semi-structured interviews	11
1.13.3 Online survey questionnaires	11
1.14 LIMITATIONS OF THE STUDY	12
1.15 Structure of dissertation	12
1.16 Summary	13
2.1 Introduction	14
2.2 Gift of the Givers	14
2.3 Origins and history of civil society	15
2.4 Civil society and democracy	17
2.5 Democratic functions of civil society	17

2.5 The role of civil society organisations in the HIV and AIDS pandemic	19
2.7 The role of civil society organisations in the Tuberculosis (TB) pandemic.....	21
2.8 The role of civil society organizations in the COVID-19 pandemic	22
2.9 Summary.....	25
CHAPTER 3: CONCEPTUAL FRAMEWORK	26
3.1 Introduction	26
3.4.5 Interplay of Civil Society and the state when solving social problems	31
CHAPTER 4: LEGISLATIVE AND POLICY FRAMEWORK.....	34
4.1 Introduction	34
4.2 Public Policy.....	34
4.3. Classification of Legislative and Policy Framework.....	35
4.4. Civil Society in the Constitution	36
4.5. Legislative Framework	37
4.6 Disaster Management Act	37
4.7 The Nonprofit Organisations Act 71 of 1997 repeals the Fundraising Act 107 of 1978	40
4.8 The Fundraising Act 1998	40
4.9 Public Finance Management Act (Act No 1 of 1999)	41
4.10 Company Act 61 of 1973.....	42
4.11 NPO Act of 1997	42
4.12 Summary.....	44
CHAPTER 5: DATA AND ANALYSIS	45
5.1 INTRODUCTION	45
5.2 SECTION 1 – DEMOGRAPHIC CHARACTERISTICS.....	45
5.2.1 Employment positions	45
5.2.2 Length of service at the organisation.....	46
5.2.4 Thematic presentation of results	46
5.2.4 (i) Emerging themes	46
5.11 Research findings	54
5.12 Summary.....	55
CHAPTER 6: SUMMARY, RECOMMENDATIONS AND CONCLUSION.....	56
6.1 INTRODUCTION	56
6.2 SUMMARY OF THE RESEARCH FINDINGS	56

6.2.1. What impact did the COVID-19 pandemic have on the operations of the Gift of the Givers Foundation in Pietermaritzburg?.....	56
6.2.2 How did the Gift of the Givers Foundation respond to the COVID-19 pandemic?....	56
6.2.3 What challenges were encountered by Gift of the Givers foundations during the COVID-19 pandemic?.....	57
6.3 RECOMMENDATIONS.....	57
6.3.1 Recommendation One	57
6.3.2 Recommendation Two.....	58
6.3.3 Recommendation Three.....	58
6.3.4 Recommendation Four	58
6.3.5 Recommendation Five.....	58
6.4 CONCLUSION	58
7. REFERENCES	59
APPENDIX A: Turnitin report.....	70
APPENDIX B Gate Keepers letter	71
APPENDIX C: Informed Consent form.....	72
APPENDIX D: Questionnaire	74
APPENDIX E: Ethical Clearance letter	76

CHAPTER 1: INTRODUCTION TO THE STUDY

1.1 Introduction

Internationally, the role of NGO's has always been based on humanitarian intervention. Their scope of intervention has expanded over the past few decades. Non-governmental organizations (NGOs) are now recognized as key third sector actors in the landscapes of development, human rights, humanitarian action, environment, and many other areas of public action. Therefore, this has made the role of the Civil Society across the globe dominant. Thus, increasingly involving more government administrations across the world. The study is interested in understanding the role of the Gift of the Givers foundation during the coronavirus pandemic in South Africa, Kwa-Zulu Natal province. The study further aims to analyse the operations of the civil society organization under emergency conditions. This will be to explore the limitations, challenges, and response by the Gift of the Givers foundation. The research will produce new literature which is crucial as a source for ideas for future solutions. To do this, the following will be shared: the study's history, the problem it aims to solve, its rationale and a case study. There will be discussion of the research design and the Gift of the Givers Foundation. The chapter will further explain the relevance of qualitative research in the study, research location, methodologies utilized in the study, semi-structured interviews, online survey questionnaires, and format of the dissertation, and the chapter summary will be described.

1.2 Background of the study

Changes in the social and environmental spheres have raised apprehensions about health and survival amid Covid-19. Covid-19 emerged in March 2020. The corona virus has caused social instability and difficulties to the worldwide health care systems (Ng et al, 2020). The destruction of the "normal" way of life has affected many societies, communities, and households. This situation has motivated many stakeholders, including civil society, to generate solutions to the current social issues caused by Covid-19 (Smith, 2020). Internationally, the role of civil society has increased over the past few decades to address social, economic and environmental concerns affecting communities (Tester, 2014). The contemporary successes of the Civil Society, like the Gift of the Givers Foundation at the study's center, are a result of growing recognition and the availability of resources, which hastened their impact to reach affected (Jones, 2018). There has also been a formulation of

policies and legislation towards guiding the role played by civil society in bringing about social stability (Jones, 2018).

These policies protect the significant contributions of many NGOs and NPOs in the local, national, and international realms. This chapter discusses the introduction and background to the study sharing the role of civil society in combating Covid-19 in South Africa, using a case study of the Gift of the Givers Foundation in South Africa. Furthermore, this study seeks to confer the impact and the interventions of the Gift of the Givers Foundation to solve the challenges presented by the Covid-19 pandemic. One possible role would be to add to the body of knowledge on NGOs, specifically in relation to managing crises like COVID-19. This chapter presents the background of the research, the problem statement, the aims and objectives, key research questions, brief deliberation of research methodology and key concepts. The directive of the study has shared some significant outcomes which may also elevate the substantial role of policy within the character of civil society.

The focus for the research involves three areas: the impact, the response and the operational challenges of civil society in tackling COVID-19. Civil society organisations (CSOs) are non-profit organizations, including citizen's groups, religious institutions and people's movements directly serving communities (Hushie et al, 2016). In the past, CSOs have played a significant role in addressing pandemics, including H1N1, HIV/AIDS, Ebola and Tuberculosis (King, 2017). Since the emergence of the global COVID-19 pandemic, public health has been affected, stretching the capacities of health facilities and having a significant impact on the socio-economic conditions of citizens (Youngs, 2020).

COVID-19 has worsened and exposed many challenges faced by communities (Dayal, 2020). CSOs play an important role in mitigating those challenges (NDA, 2016) and they are essential constituents in assisting societies to fight the COVID-19 pandemic, with many playing an emergency relief role to assist the government in dealing with this sudden unforeseen crisis (Youngs, 2020). CSOs can fill the gaps typically left by governments when responding to emergencies (Youngs, 2020). CSOs have continuously supported the most vulnerable populations by performing public services including delivering food, shelter and medical services (United Nations, 2020). CSOs also serve as the main communication conduits in relation to health mandates, hygiene practices and quarantine measures through ensuring that there are adequate handwashing facilities in poor communities (United Nations, 2020). Amongst challenges encountered by CSOs is budgetary constraints which remain the main

challenge in all countries (Kover, 2021). As a result of uncertainties of financial circumstances, some CSOs have shut their doors.

The unanticipated pandemic hit civil society organizations hard and forced them to make immediate organizational changes (Sesmaisons, 2020). Many of the non-governmental organisations postponed the implementation of some of their activities and had to formulate comprehensive COVID-19 plans which required additional funding (Sesmaisons, 2020). Numerous civil society organizations have advanced some of their services remotely or online, but some CSOs were unable to do so because their programs did not allow for remote setups, beneficiaries lacked the technological know-how to use online platforms, or both. (Dayal, 2020). Some CSOs have adjusted salaries, benefits and staff employment to resort to the implementation of cost-cutting measures strategies as donations decreased as a result of the COVID-19 pandemic (Dayal, 2020). COVID-19 has brought countless social injustices, particularly for civil organisations historically deprived communities.

Not all governments have recognised or supported the work of CSOs or have provided support to minimise the pandemic's impact on CSOs' programs and operational activities (Dayal, 2020). According to Kover (2021), despite numerous international studies on the role of CSOs they have not given attention to the role of CSOs in fighting COVID-19 in South Africa. This study will go some way to address this gap by contributing to the new body of knowledge. This study seeks to examine the role played by the Gift of the Givers foundation in responding to COVID-19. The Gift of the Givers foundation is a South African non-governmental organization (NGO) and a disaster relief group (Giftofthegivers.org, 2021).

The Gift of the Givers foundation was formed in 1992 in Cape Town to be responsible for disaster relief and response, in conjunction with other humanitarian work with the purpose to reach societies worldwide (Giftofthegivers.org, 2021). The Gift of the Givers foundation responds to different disasters as they arise. The COVID-19 pandemic is not the same as any other disaster Gift of the Givers has encountered in its history (Giftofthegivers.org, 2021). The 2019 novel coronavirus pneumonia, also known as COVID-19 is a new infectious disease caused by the SARS-CoV-2 virus that affects your lungs and airways (Avert.org, 2021). Globally, governments were not prepared for the COVID-19 pandemic. Civil society played a significant role in addressing public challenges and stepped up to assist by providing social services during the pandemic and made a difference to people and communities who were severely impacted by the pandemic (CIVICUS, 2020). CSOs serve a variety of purposes: they

are a valuable source of information for citizens as well as the government, they keep an eye on the government policies, activities and hold the government accountable (Keldor, 2001). Therefore, one of the most important advantages of a strong civil society is that it can provide new knowledge to decision-makers through the interaction with certain groups or the introduction of opinions that are not born in the state or the corporate world (Keldor, 2001).

CSOs were frontline responders during the pandemic and operated as defenders of human rights of omitted groups and the rights of unprotected people (CIVICUS, 2020). For example, CSOs provided services like field kitchens and played an essential role as an information centre for homeless people who have limited information regarding COVID-19 and related services and policies (CIVICUS, 2020). Media platforms are not available to the homeless and therefore they do not gain information from mass media. Thus, for many of them, voluntary services are practically the only basis of correct information (CIVICUS, 2020). The panoply of civil society responses demonstrated roles that civil society plays such as being a trusted partner, a valued source of support, advice and information (CIVICUS, 2020). Moreover, CSOs became determined activists for improved policies that meet people's needs and reach out to communities, hold the state accountable and safeguard against corruption during the pandemic.

Solidarity in South Africa was necessary to assist everyone to overcome the impacts of the pandemic (CIVICUS, 2020). For the purpose of this study, it is significant to understand the importance of civil society organisations and how studying them would be important in gaining insight into the role they play in addressing social problems during COVID-19. For the hard work of civil society organisations to be accredited or acknowledged, they first need to be understood better because civil society is much broader than the domain of state and market. Civil society works beyond the control of the state and market, and it has sufficient power to prevent all that is not good in the common interest of people, as poor communities were mostly affected by COVID-19 (CIVICUS, 2020). CSOs make sure that essential resources to sustain life are met, including healthcare and food security and also concentrate on environmental issues such as conducting health training sessions, sanitizing public spaces used by underprivileged communities, producing sanitisers, assisting in the distribution of masks and the installation of buckets for hand washing to the communities who experienced shortages of water in their living areas (CIVICUS, 2020).

COVID-19 affected people differently. Some people did not display any symptoms and were not even aware that they have the virus, while other people seriously got ill and required

hospital care (Avert.org, 2021). Wearing a face mask around other people, social distancing and frequent handwashing were said to be some of the pre-eminent ways to prevent COVID-19. Given that the pandemic constitutes a health and medical disaster, the Gift of the Givers foundation responded promptly by implementing and developing a series of interventions including the provision of medical supplies, access to water and provision of food to affected communities. Gift of the Givers has worked to restrict the spread of COVID-19 by purchasing and delivering protective materials including masks, gloves, coveralls, head and shoe covers, re-usable surgical gowns and sanitisers to the health facilities around South Africa (Desai and Vahed, 2013).

1.3 Problem Identification

South Africa is amongst the fast-developing nations in the SADC region. Nevertheless, the country still faces many social tribulations which include economic challenges. These remain a top item on the agenda for the government. The gaps might be exaggerated by landlessness, lack of property and high levels of unemployment. The emergence of Covid-19 during the year 2020 saw many social problems brought to the fore. According to WHO (No date) The COVID-19 pandemic has led to a dramatic loss of human life worldwide and presents an unprecedented challenge to public health, food systems and the world of work. The economic and social disruption caused by the pandemic is devastating and tens of millions of people are at risk of falling into extreme poverty, as of 2022, around 18.2 million people in South Africa lived in extreme poverty, with the poverty threshold at 1.90 U.S. dollars daily. This meant approximately 123,000 more people were pushed into poverty compared to 2021 (Yingi and Hlungwani, 2022).

Millions of enterprises faced an existential threat. Approximately 50% of the 3.3 billion labourers worldwide faced the possibility of losing their jobs (Tidsell, 2020). Informal economy workers were particularly vulnerable because the majority lack social protection and access to quality health care and have lost access to productive assets (Tisdell, 2020). Without the means to earn an income during lockdowns, many were unable to feed themselves and their families. For most, no income means no food, or, at best, less food and less nutritious food (Tisdell, 2020). The pandemic has affected the entire food system and has laid bare its fragility. Border closures, trade restrictions and confinement measures have been preventing farmers from accessing markets, including buying inputs and selling their produce and agricultural workers from harvesting crops, thus disrupting domestic and international food supply chains,

and reducing access to healthy, safe, and diverse diets (Tisdell, 2020). The pandemic has decimated jobs and placed millions of livelihoods at risk. Breadwinners lost jobs, fell ill and died, and the food security and nutrition of millions were under threat, especially with those in low-income countries, particularly marginalized populations, which include small-scale farmers and indigenous peoples (Tisdell, 2020).

Millions of agricultural workers-waged and self-employed while feeding the world, regularly face high levels of working poverty, malnutrition, poor health, suffer from a lack of safety and labour protection as well as other types of abuse (Buheji et al, 2020). With low and irregular incomes and a lack of social support, many of them were spurred to continue working, often in unsafe conditions, thus exposing themselves and their families to additional risks (Buheji et al, 2020). Therefore, the role of civil society is important and should be investigated to determine the positive influence and the limitations that delay assistance to societies and communities.

1.4 Justification of the study

It is crucial to look at matters that might lead to reforming and adjusting policy. This study is significant because it addresses the present social and economic difficulties impacting numerous communities nationwide. The South African constitution still foresees the importance of stakeholder participation. As a result, more research must be done to identify viable solutions to problems encountered by communities and to acknowledge the role of stakeholders who enhance human welfare. The existence of civil society supports social inclusion. From the Mozambique floods crisis to the COVID-19 societal ills, the scope of current events has prompted greater social involvement, necessitating stakeholders' widespread involvement. The Gift of the Givers Foundation is involved in this directive. The effects of COVID-19 on health, the economy, and society are felt by almost every household, community, organization, sector, and country (Buheji et al., 2020). When NGOs were most in need of money, the coronavirus caused it. Future aid expenditures and donations are anticipated to decrease due to the economic crisis (Buheji et al., 2020). The dynamics of civil society and the community will be demonstrated by this inquiry, which is crucial.

1.5 Key research questions

- What impact did the COVID-19 pandemic have on the Gift of the Givers foundation in Pietermaritzburg?
- How did the Gift of the Givers foundation respond to the COVID-19 pandemic?

- What challenges were encountered by Gift of the Givers foundations in response to the COVID-19 pandemic?

1.6 Objectives

- To determine the impact of the COVID-19 pandemic on the Gift of the Givers foundation.
- To investigate how the Gift of the Givers foundation responded to the COVID-19 pandemic.
- To discover the operational challenges encountered by Gift of the Givers foundation in response to the COVID-19 pandemic.

1.7 The Case Study: The Gift of the Givers Foundation

A South African non-governmental organization and disaster assistance group is called Gift of the Givers. The world has seen the work of Gift of the Givers in a variety of locations, including Gaza City, Bosnia, Pakistan, Somalia, Haiti, and Zimbabwe. The organization deployed four rescue teams and assistance supplies to Haiti during the 2010 earthquake (Khan, Gabralla, and Ebrahim, 2013). They airlifted 180 tons and shipped 2000 tons of food supplies to Somalia in 2011. South African doctors and volunteers have been supporting individuals during the Syrian civil war through Gift of the Givers. Aid in the form of food was sent to Malawi's Karonga region's flood victims in 2013. The group helped residents of southern Malawi in 2015 after thousands of people were left homeless and 176 people perished as a result of flooding in the Shire Valley.

In its 28-year history, Gift of the Givers has experienced numerous disasters, but the Covid-19 epidemic is unique (Jamieson and van Blerk, 2021). Because of the virus's originality, it quickly became apparent that government by itself would not be able to combat it. Given that the pandemic was a health and medical calamity, Gift of the Givers' response was extensive and planned to meet both medical and humanitarian needs. Gift of the Givers, a renowned disaster relief organization, made its resources available, participated in the development of relief solutions, and chose to concentrate on South Africa as a local non-profit organization (Khan, Gabralla, and Ebrahim, 2013).

The largest non-governmental organization of African descent on the African continent for disaster relief is The Gift of the Givers Foundation. Gift of the Givers helps those in need without regard to their gender, race, religion, class, political affiliation, or geographic location. It works to bring people together around a common vision and to make a real and noticeable

difference by serving mankind for the "Greater Good" (Desai and Vahed, 2013). Since its foundation in 1992, the organization has been in charge of supplying countless people in more than 43 countries, including South Africa, with life-saving supplies and on-the-ground support valued at almost R3.2 billion. Gift of the Givers helps the most vulnerable people in society in their time of need by rebuilding thriving communities and preparing tomorrow's leaders (Gabralla, 2009).

In response to the pandemic, Gift of the Givers developed and quickly put into action a number of critical interventions, such as the provision of medical supplies, accessibility to medical equipment, triage, lowering the cost of patient testing, access to water and basic supplies, and provision of food. They have also started the rollout of 70 life-saving High Flow Nasal Oxygen (HFNO) machines and medical equipment, such as video laryngoscopes. In South Africa, their efforts have benefitted 200 hospitals and health facilities (Jamieson, van Blerk, 2021). At Mitchell's Plain Hospital, Gift of the Givers renovations included transforming a wing into a dedicated 60-bed COVID-19 oxygen facility for R10 million. After the pandemic, the hospital can use the permanent building that was created during the month-long refurbishment as it sees fit.

1.8 Research methodology

Different methodologies are used depending on the phenomenon that has to be addressed and how it should be analysed (Neumann, 2014). The process of choosing and using methodologies for data collection and analysis is known as research methodology (Babbie & Mouton, 2006). The hypothesized social phenomena are discovered and predicted through rigorous investigation and observational research. The research also includes techniques for solving social issues. This proved the effectiveness of the qualitative-quantitative mix in this social research. In order to collect data using an online platform, the researcher will use a variety of qualitative procedures in this section, including semi-structured interviews. The acquired data was analysed using a thematic approach. Using an online survey to gather demographic data also contributed to the quantitative study design.

1.9 Research design

In order to gather data, the researcher used both a qualitative and quantitative strategy (Du-plooy-Cillers et al., 2014). This approach allowed for a thorough comprehension of the subjective experiences and the meanings associated with occurrences. Without measuring or

quantifying data, qualitative research depicts experiences substantially and thoroughly. The qualitative method was applied to the investigation. Social science researchers frequently use this method. The focus of qualitative research, according to Zhang and Wildemuth (2009), is on how people understand and make meaning of their experiences.

It strives to give a detailed understanding of human behaviour, emotion, attitudes, and experiences, according to Zhang and Wildemuth (2009). The interpretive, critical, and positivist paradigms are the three basic paradigms used in qualitative research. It is employed to investigate human behaviour, viewpoints, emotions, and experiences, as well as the fundamentals of their existence. Its foundation is found in the depiction of human experience as lived reality and in the interpretive approach to social reality. It significantly affects studies in the fields of management, information systems, sociology, anthropology, nursing, and health care. Quantitative research, according to Rovai, Baker, and Panton (2013), is the process of obtaining and analysing numerical data. It can be applied to uncover patterns and averages, create theories, investigate causes, and extrapolate results to bigger groups. Quantitative research is the opposite of qualitative research, which involves acquiring and analysing non-numerical data (such as text, video, or audio).

1.10 Relevance of qualitative research in the study

With the use of this study strategy, the researcher was able to gather as much information as she could while she was out in the field. They were able to communicate more freely with the participants from the Gift of the Givers. The capacity to create an empirical setting that can be justified as a practical setting to expedite data collection on the Gift of the givers has also contributed to the qualitative method's success in this study.

According to Silverman (1993), the qualitative method is seen as adaptable. This adaptability enables qualitative researchers to elicit clarification from the subject up until saturation, when "the subject has nothing new to add or clarify," is reached. According to Silverman (1993), qualitative research necessitates a prolonged and even intense immersion in a particular social setting. Through a series of probing questions and data accuracy checks, the method enables the researcher to gain insider information and to learn about the culture and worldview of social actors (Denzin and Ryan, 2007). The associations of qualitative methodology mentioned above have been really useful in my research. Furthermore, the use of adaptable descriptions in this study allowed for ongoing data collection, which was advantageous to the qualitative study and ensured adherence to real-world stories from the Giver's company. The researcher was able to

document these instances thanks to the adaptability of qualitative research. The focus on the differences between each mission encourages a positive role, which is to help people in need and those experiencing crises. The descriptions provided above so promoted the qualitative researcher's capacity to take notes while responding to the key questions.

1.11 Research site

South Africa's KwaZulu-Natal province, in the Pietermaritzburg area, was the site of this study. The provincial capital and second-largest city in the province of KwaZulu-Natal is Pietermaritzburg. The Pietermaritzburg Local Municipality, founded in 1838, is in charge of the city. The uMgungundlovu District, which houses 61% of its people, includes upscale urban districts as well as traditional farming communities and unofficial rural settlements (Msunduzi City Development Strategy, 2015). The Msunduzi Municipality is situated on the N3 highway at the intersection of an industrial corridor (running from Durban to Pietermaritzburg) and an agro-industrial corridor (extending from Pietermaritzburg to Estcourt). On a regional scale, it is at the crossroads of the N3 Corridor and Greytown Road Corridor to the north, a tourist route to Drakensburg, and Kokstad Road to the south. It is also the location of distinctive international events.

1.12 Sampling technique

Purposive sampling was used to gather primary data for this study's objectives (Du ploooy-Cilliers et al., 2014). Purposive sampling, sometimes referred to as judgment, selective, or subjective sampling, is a method where the researcher uses their discretion when selecting members of the population to take part in the study (Taherdoost, 2016). When components are chosen for the sample based on the researcher's discretion, this is known as purposeful sampling.

The target population for this study comprises participants drawn from the Gift of the Givers being the junior staff and senior management who are responsible in terms of ensuring that services continue without any disturbance irrespective of COVID-19 pandemic. There was a selection of 8 participants in this research. Two respondents were selected from senior management and six respondents were selected from the junior staff. The choice on the number of participants was based on their availability and the requirements of current COVID-19

regulations. The collection of data was done through an online questionnaire given to the Gift of the Givers foundation, and semi structured interviews via zoom meetings.

1.13 Methods

1.13.1 Research instrument

The researcher chose online survey questionnaires and semi-structured interviews for this study in accordance with COVID-19 rules. The junior and middle management workers at the Gift of the Giver's foundation have received the surveys via email. Due to their busy schedules, the founder and director of operations of the organization participated in the semi-structured interview via a Zoom meeting. The consent to record the Zoom meeting was secured, and the material was verbatim transcribed. The reason for choosing a questionnaire and semi-structured interview is because they are practical, and they have offered a rapid way to get results especially during the COVID-19 pandemic where social contact is not encouraged.

1.13.2 Semi-structured interviews

Bernard (1988) asserts that semi-structured interviewing is most effective when you only have one opportunity to conduct an interview. A dependable source of comparable qualitative data, the semi-structured interview guide offers interviewers a clear set of instructions. In order to give the researchers, the opportunity to gain a thorough understanding of the subject of interest necessary for creating pertinent and insightful semi-structured questions, semi-structured interviews are frequently preceded by observation, informal interviewing, and unstructured interviewing.

Development of rapport and dialogue is essential in unstructured interviews. The semi-structured interview was conducted through a zoom meeting with the Founder and Director of operations of the organisation due to their busy schedule. The permission to record the zoom meeting was obtained and data was transcribed verbatim.

1.13.3 Online survey questionnaires

As stipulated above the study has employed quantitative research design. This research uses questionnaires to collect data. A questionnaire is a data collection instrument consisting of a series of questions and other prompts for the purpose of gathering information from

respondents (Krosnick, 2018). The reason for using questionnaire is that crucial demographics can be collected. This relevant information becomes useful for the generation of data set and data organization. The questionnaires were useful in terms of reducing time frame for interviews as some questions were answered. Hence, they produced both quantitative and qualitative research design. The data could be expressed qualitatively in words while using statistical method to represent some demographic data. The questionnaires were distributed through an email to the junior and middle management staff of the Gift of the Givers foundation. The respondents were selected using purposive sampling. This was in response to their familiarity with the various operations of the Gift of the Givers. These were Senior Managers (3), District Managers (2) and Executive Managers (3). These were 8 individuals

1.14 LIMITATIONS OF THE STUDY

Conducting this study during coronavirus pandemic imposed limitations, such as inability of broadening the scope of the study to cover other NGOs in the country. The limitations brought about by coronavirus also limited the potentials of using unstructured questionnaires in data collection or data triangulation, as they have the potential of giving the research problem a much broader perspective. The purchase of materials like books, travel to meet and recruit or speak with possible respondents, or the costs associated with using the internet in order to acquire relevant literature were all constrained by a lack of money and the usage of limited personal savings.

1.15 Structure of dissertation

Chapter 1: Introduction and Research Methodology

These issues were addressed:

Introduction to the study, background of the research, problem statement, justification of the study, the aims and objectives, and key research questions, the key concepts, a summary of the case study and a discussion of the research design and methods of data collection.

Chapter 2: Literature Review

Chapter two reviews existing literature related to the role civil societies in the previous health pandemics globally such as HIV/ (AIDS and Tuberculosis. It has further reviewed the role

played by civil societies in the present/ existing Coronavirus (COVID-19) local and international.

Chapter 3: Conceptual and analytical framework

Chapter three focuses on the conceptual and analytical framework which will guide the study. It will look at the conception of civil society organisations, different types of CSOs and the role played by the CSOs in South Africa.

Chapter 4: Legislative framework

This chapter will focus on the legislative framework. In this chapter, the emphasis is on the available legislative and policy framework regulating civil society.

Chapter 5: Data presentation and analysis

The chapter will be presenting data from questionnaires and interviews. This will take place along thematic analysis. The tables will also be used as an illustration of phenomenon relating to civil society.

Chapter 6 – Summary, Conclusion and Recommendation.

The chapter will share summary, conclusion and analysis for the study.

1.16 Summary

This chapter provided an introduction to the study, the background of the research, the problem statement, the justification of the study, the key concepts, the aims and objectives, and the key research questions. The background has illustrated the interconnected factors which impact the currently raised issue regarding the impact of civil society in fighting Covid19. The problem statement has been able to state research-related problems that create and determine the role of civil society. There was an elaboration on the justification of the research and the fundamental triggers of the nature of the study. The key concepts, such as community and stakeholders, were expressed. The sharing of crucial directives for the dissertation's overall course was made possible by the aims and objectives. To ensure consistent study outcomes, the main research questions have been matched with the objectives. The next chapter will be the literature review that contains relevant concepts from scholars on the same topics.

CHAPTER 2: LITERATURE REVIEW

2.1 Introduction

This chapter presents the literature review for this study. This chapter will provide a review of the existing literature. It intends to identify gaps by examining what other studies have done concerning the role civil societies in the previous health pandemics such as Human Immunodeficiency virus (HIV) /Acquired Immune Deficiency Syndrome (AIDS) and Tuberculosis (TB). It will further review the role played by civil societies in the Coronavirus (COVID-19) pandemic in South Africa. There will be discussion of the origins and history of civil society, civil society and democracy; the role of civil society organisations in the TB and HIV/ AIDS pandemic. The role of civil society organizations in the Covid-19 pandemic is also involved.

2.2 Gift of the Givers

GOTG is contributing significantly by giving victims material aid. NGOs have been criticized for their lack of long-term strategic planning when responding to emergencies (Desai and Vahed, 2013). NGOs also give regular people a way to help to a disaster in a variety of ways.

The founder and current leader of GOTG, Dr. Imtiaz Sooliman, is well-known in the field of humanitarian missions. In his Pietermaritzburg home, he founded GOTG in August 1992 as a one-room enterprise. GOTG followed in the footsteps of privately-sponsored, as opposed to state-sponsored, organizations with a global presence that have been emerging since the 1970s (Desai and Vahed, 2013). The rise of what James Rosenau has referred to as "sovereignty-free actors" who "positioned themselves on the international stage that had previously been reserved for states, but without all the problems of state-controlled national sovereignty in the classical sense" can be seen in the 1970s, according to Rony Brauman, one of the founders of Doctors without Borders (*Médecins sans Frontières*) (Desai and Vahed, 2013).

Sooliman's journey to Turkey provided the initial impetus for the creation of GOTG, but his prior experience implies a more natural progression. In the 1970s and 1980s, Sooliman and his wife Zohra participated in community projects intended at socioeconomic redress as members of the Muslim Students Association (MSA) and the Muslim Youth Movement, respectively (Desai and Vahed, 2013). Following his graduation from medical school, Sooliman established a clinic in Pietermaritzburg's Berg Street, close to the bus terminal, serving virtually solely the city's underprivileged African working class population (Desai and Vahed, 2013). He then

established a practice in a disadvantaged "coloured" community and split his time between these locations. Additionally, Sooliman belonged to the Islamic Medical Association (IMA), which was established in the late 1970s with the goal of delivering free healthcare in African townships through the use of mobile clinics staffed by volunteer physicians. In 1990, the Gulf War had a significant impact on Sooliman's life. Due to the war's negative humanitarian effects, he was a vocal opponent of it and helped that nation by directing aid through the Gulf War Relief Fund. In Mozambique, where Kuwaitis were supporting a hospital in Nkala in the north of the country, he soon became active in relief efforts (Desai and Vahed, 2013).

When the war started, Kuwait stopped providing financing, leaving just one Sudanese doctor to oversee the entire hospital. Sooliman was appointed to lead a humanitarian effort by the African Muslim Agency (Desai and Vahed, 2013). Sooliman replied in April 1991 when a storm hit Bangladesh, killing 135,000 people. This time, he did so under the auspices of the Islamic Relief Agency (ISRA). Sooliman inquired about aid from the South African Foreign Affairs Department on a whim. He persuaded the department that the mission offered South Africa, a country that had long been shunned by the world community, the chance to improve its standing during delicate political talks with the country's majority-African people (non-racial democracy would not materialize until 1994). It was a "shot in the dark," according to Zohra Sooliman, but the outcome was astounding. They informed us that providing the three essential airplanes would be too expensive and that a ship would be provided in their place. We were delighted and took the offer. Bangladesh did not have diplomatic ties with South Africa during the apartheid era, thus Sooliman remembered the events that took place at his encounter with the top brass of the South African Navy (Desai and Vahed, 2013).

2.3 Origins and history of civil society

Although it now relates to societies of different civilizations, civil society roots lie mainly in the West. Romans spoke for the first time of "societas civilis", a term introduced by Cicero (Kastrati, 2016). Socrates supported the idea that conflicts within society should be resolved through public debates, and Plato saw the ideal state as a society in which people dedicate themselves to the common good, while Aristotle saw the 'polis' as an 'association', that enabled citizens to share in the virtuous task of ruling and being ruled (O'Brien, 1999). Nevertheless, neither Greece nor Rome distinguished between state and society. After the Thirty Years' War ended, the Treaty of Westphalia endorsed states as political units having their territory and sovereignty. The monarchs were able to form national armies, which enabled

them to control public life. Consequently, before the enlightenment period absolutism was the hallmark of Europe and civil society was not discussed until the eighteenth-century by liberals attacking absolutism (Edwards, 2004).

It pertains to the medieval idea of differentiating between state and society. Locke wrote that if a society is to be held together at all, it must be through the power of the sovereign. But Locke, in 'Two Treatises of Government' (1663), provided a distinctively modern form of differentiation by combining the concept with that of voluntary association. Thomas Hobbes and John Locke believed in a peaceful co-existence between human beings through social contracts and pacts (Warren, 1996). Locke and Hobbes did not hold that civil society was a separate realm from the state. It is society that created political institutions to protect it, and so can change them whenever it wishes to do so. In this context, Hobbes refused strict separation of state and society (Thomas Hobbes, 1660). John Locke was the first one that distinguished between state and society. For him the state was a part of "civil society", but he distinguished the political order from "the community" placing the moral basis of the political order on the consent of the "community", that is, on society. Adam Ferguson developed the concept of civil society as a moral sphere in which human interactions can be protected from the state (O'Brien, 1999).

On the other side, Tocqueville presented civil society as a network of non-political social organizations that strengthen democracy. Thus, he introduced the notion of subsidiary, which allows civil society to be involved in governance by limiting the power of the state whilst ensuring that the creative energy of society remains outside of the state and remains within civic activism of associations (Tocqueville, 1835). While Locke, Ferguson, and Tocqueville base their concepts of civil society on a distinction between state and society Adam Smith focused on the difference between society and markets. In Hegel's analysis of society, the economy is a part of civil society, which is identified with market relations. He understood the distinction between market and state. Marx argued that civil society was strongly shaped by class antagonism and Rousseau thought that of the society where state should be absorbed into civil society. Civil society, as Rousseau describes it, serves two purposes: to provide peace for everyone and to ensure the right to property (Jean-Jacques Rousseau, 1762). On the other hand, Gramsci developed a concept of civil society that differentiated it both from the economy and the state, although he had a difficult time expressing the independent role of civil society without it being an instrument of state politics.

2.4 Civil society and democracy

Citizen participation in processes of public decision-making is an essential part of democracy. Through its social and political activism, civil society gives voice to groups of citizens that don't feel represented in democracy. Civil society organizations have expert knowledge in many areas of concern, and so are able to serve governments as counsellors. Participating in the system can be a good experience for citizens, allowing for a positive identification with their political system. This is how civil society can help strengthen some of the weaknesses in democracy and lower citizen dissatisfaction. But not always do civil society organizations have identical interests. Civil society is not always homogeneous.

In essence, there are many organizations within civil society that are undemocratic in their platform. Some of them employ violent and in some cases illegal strategies and activities which in essence are non-democratic (Tester, 2014). These aspects can directly threaten the maintenance of democratic regimes. It would therefore be misleading to conclude that all civil society organizations are interested in making democracy a reality (Tester, 2014). Civil society in the context of communist regimes had a different meaning compared to the meaning of civil society in the context of contemporary democracies. Because of the limited freedom of expression in communist regimes, civil society existed in someone's living room, in churches or in cafes (Brinton, 1990). Under the communist regimes independent civil society usually took on the form of small groups of citizen activism. Both representatives of independent and of the broad civil society contributed with different means and forms to overthrow communist regimes and the following transition toward democracy (Skovajska, 2008).

2.5 Democratic functions of civil society

As outlined above, at its best civil society can make a positive contribution to democracy, but at its worst may undermine democratic regimes. Consequently, there are some major functions through which civil society contributes to strengthening democracy: 'The Lockean Function: Control of State Power, The Hegelian Function: Interest Mediation, The Pluralist Function: Social Integration, The Non-Profit Function: Service Provision and The Tocquevillean Function: Political Socialization' (Forbrig, 2002). Other authors see a variety of democratic functions of civil society. Its first and most basic function is limiting state power, primarily accomplished by two linked efforts. Civil society must monitor the abuse of state power such as corruption or vote fraud and also mobilize society to protest such abuses, thereby

undermining the legitimacy of undemocratic governments; second, civil society supplements the role of political parties in stimulating political participation (Forbrig, 2002).

Third, civil society can develop attributes such as tolerance and moderation crucial to democratic development. Fourth, it creates channels other than political parties for ‘the articulation, aggregation and representations of interests’, not least at the local level (Lambin, and Thorlakson, 2018). Fifth, voluntary associations can create interests that transcend the fault lines of region, religion, class, or ethnicity and the like. Sixth, voluntary associations recruit and train potential political leaders. Seventh, such organizations may help to build democracy in a variety of other ways, such as monitoring election procedures (Lambin, and Thorlakson, 2018). Eighth, civil society can widely disseminate information useful to individuals in playing their roles as democratic citizens (Lambin, and Thorlakson, 2018). Ninth, civil societies can help to achieve the economic reforms without which democracy is unlikely to take root. And tenth, the well-functioning of civil society may strengthen the emerging democratic state by pressuring it into patterns of behaviour that enhance its legitimacy’ (Diamond, 1994).

It is necessary to examine some of the key functions of civil society in regard to democracy, as they are important for its consolidation and maintenance. One of civil society’s key tasks is to build a democratic culture in families, schools and communities. In this context integration of individuals and groups is very important (Mouffe, 1992). For instance, in today’s world demographic changes within countries are constant. Thousands migrate from rural to urban areas looking for better employment opportunities. Children of these families find themselves relatively alone when they first arrive in their new locations. Social connections, such as family and school are weak in the beginning (Diamond, 1994). Sociologists find that some of these individuals can easily come in contact with groups of organized crimes, narcotic substance abuse, suicide, and membership in violent, religious and ideological extremist groups (Mouffe, 1992). Civil society can play a crucial role in preventing some of these pathologies. Membership of individuals in different organizations such as labour unions, student unions, religious organizations, and professional associations gives opportunities for discussion of all levels of public issues (Mouffe, 1992). In this context civil society becomes mediator between the individual and the state.

Democratic citizenship is another aspect in which civil society can contribute. If democratic citizenship would be, for instance, only for simple procedures like voting, then democracy rests on shaky foundations (Lambin, and Thorlakson, 2018). Democratic citizenship is about

participation and social cohesion. Civil society can train each new generation in the practices of citizenship. This is possible through participating in meetings, organizing activities and public speaking in order to cultivate the arts of civic membership (Mouffe, 1992). The ability to choose and be a member of different types of organizations is freedom itself. The plural loyalties in a liberal democratic state can liberate the individual, another advantage and benefit to the individual from participating in civil society. Liberty spontaneously gives rise to organized interests (Mouffe, 1992). ‘The variety of independently organized interests and points of view fostered by fully developed civil society makes it less likely that any one group or interest will dominate society, abusing its power to the detriment of other groups’ rights or the public good.’ (Madison, 1961). Finally, the ability to disperse power is another essential function of civil society.

2.5 The role of civil society organisations in the HIV and AIDS pandemic

Since the beginning of the HIV/AIDS pandemic in 1981, globally civil society organizations (CSOs) have consistently been at the forefront in responding to the needs of those affected and infected by the HIV and AIDS (Coutinho et al, 2012). CSOs play a critical role in ensuring continuity of care from health facilities to the communities (Coutinho et al, 2012). In addition, CSOs are providing HIV prevention and treatment services which serve as indigenous resources for capacity building for the current health concerns (Coutinho et al, 2012).

This is a confirmation that service delivery gaps are better identified and bridged when civil society organisations prioritize and fully participate to meet the needs of the communities (Nhlapo, 2016). For example, in South Africa, the area of HIV and AIDS was notably affected by the Treatment Action Campaign (TAC) which lobbied for access to antiretroviral treatment through a combination of protests, social mobilisation and legal action (Ndinda, Chilwane and Mokomane, 2013). Furthermore, civil society activism was welcomed for having brought the HIV and AIDS epidemic to the attention of public, influenced policy discourse and compelled the state to acknowledge not only the epidemic but to also put in place explicit support, care and treatment including the provision of free access to anti-retroviral treatment (Ndinda, Chilwane and Mokomane, 2013). Many of the most effective initiatives and innovations to address HIV and AIDS were designed and implemented by civil society organizations (Ndinda, Chilwane and Mokomane, 2013).

Civil society organisations have played a significant role in the provision of HIV-related services due to their connections with affected communities, specifically marginalised groups (Ndinda, Chilwane and Mokomane, 2013). Public health hospitals in South Africa were congested with AIDS patients in highly affected areas, and civil society organisations assumed responsibilities for health care provision in many places and became the forerunners of counselling and of home-based care of the sick (Ndinda, Chilwane and Mokomane, 2013). As the fight against HIV and AIDS shifted from an emergency response to a long-term response, the role of CSOs including community-based, non-governmental and faith-based organizations in HIV and AIDS prevention, care and support efforts became even more important (USAID, 2021). Civil society thus played a significant role in HIV and AIDS advocacy and service delivery.

In South Africa, the Health Economics and HIV/AIDS Research Division of the University of Natal developed tools for helping non-governmental organizations and community-based organizations to plan for and respond to AIDS in the workplace (Report on the global AIDS epidemic, 2006). This was encouraged by a research project carried out in the worst affected province which was KwaZulu-Natal at that time and underlined the urgency of mitigating the impact of AIDS on civil society organizations (Report on the Global AIDS epidemic, 2006). Non-governmental organizations from around the world came together to agree on a code of practice to help guide their responses to the epidemic. They created the non-governmental organization HIV/AIDS Code of Practice. Aspirational in nature, it provided a set of principles of good practice for advocacy and AIDS programming to which non-governmental organizations committed themselves to be held accountable (Report on the Global AIDS epidemic, 2006).

The code advocated a human rights-based approach to AIDS work which promoted the meaningful involvement of people living with HIV and seeks to address the causes of vulnerability through programmes based on evidence (Report on the Global AIDS epidemic, 2006). AIDS Foundation South Africa (AFSA) was the first registered AIDS NGO in South Africa and is currently one of the largest (borgenproject.org, 2021). The organization recognizes the complexity of the virus and the need to address it in a comprehensive way. AFSA focused on a combination of treatment, prevention, child protection, food security, education and access to basic services (borgenproject.org, 2021).

Additionally, AFSA recognized that different communities have different needs when it comes to AIDS treatment and prevention. As such, the organization served as a liaison for smaller organizations that might require research, funding, strategies and general aid. In 2012, for example, AFSA conducted a program in KwaZulu-Natal to engage in work that supported various community programs, these programs included AIDS education and testing, community care programs, childhood development and food security endeavours (borgenproject.org, 2021). The role played by civil society is often underestimated, largely because it is not systematically measured, yet it is clear that without the civil society organisations participation, including the work of massive numbers of volunteers at the community level, many of the strategies and targets set by countries and the international community for responding to HIV would be unachievable (Report on the Global AIDS epidemic, 2006). The experience and knowledge of civil society is of utmost importance to national policy-making and to the development of stronger public health sectors. Without civil society, fewer services would be accessible to certain populations particularly in the urban areas and people in remote areas would suffer and have to travel long distances for services and many of the gains made was through civil society advocacy to enable infected people to get treatment equally (USAID, 2021).

2.7 The role of civil society organisations in the Tuberculosis (TB) pandemic

Tuberculosis (TB) is another global pandemic that kills people. Every year more than 9 million people are affected by TB and 1.7 million people die as a result (Getahun and Raviglion, 2011). A study conducted by the World Health Organization in 2015 found that geographically the burden of TB is the highest in Asia and Africa. Therefore, the role and influence of civil society organizations in global health has become a subject of great interest due to democratic changes in the political environment of countries and the need for innovation in the global health sector (Getahun and Raviglion, 2011).

Civil society organizations are engaging vulnerable communities to ensure that they obtain treatment for a healthy well-being (WHO, 2015). CSOs have been the vanguard in fighting against TB and ensuring improvement on regulations to combat humiliation and discrimination by protecting human rights (Sanitize and Shengelia, 2015). Civil society was at the forefront of TB service provision particular among the most vulnerable and hard to reach populations (Ndinda, Chilwane and Mokomane, 2013). In the early period of the TB epidemic in Africa, civil society assisted to address TB through awareness campaigns and educating communities

on the importance of reducing harmful practices that possible spread disease and violated basic rights (Friends of the Global Fight, 2019).

Civil society worked with major global institutions around the world to help ensure that it endures as a critical partner in the fight against TB (Friends of the Global Fight, 2019). CSOs working in communities are in an exceptional position to contribute to community health because they are familiar with the community's culture and language, they can communicate with others about the community's needs, and they can mobilize people in the community to influence decisions made about the communities (WHO, 2013). They are especially important for reaching people in isolated or neglected parts of the community when the formal health system cannot reach them. For an example, CSOs have been able to reach vulnerable and marginalized groups such as migrants, refugees, people who use drugs and the very poor who are often unable or unwilling to access health services from the formal health system (WHO, 2013).

In other instances, CSO have implemented community projects and programmes that are useful and used to contribute to health activities, they have engaged in providing health services in the community, including awareness (describing the signs and symptoms of TB), prevention, home-based care, TB screening, sputum collection, treatment support and health education (WHO, 2013). CSOs have provided support for people needing or using health services, this includes reducing TB stigmatization in families and health facilities, helping people to access services by providing transport and psychological support (WHO, 2013). Community health workers (CHWs) and community volunteers (CVs) have carried out community-based TB activities. CHWs are people who are given training to contribute to community-based health services, including TB prevention and patient care (WHO, 2013). Their profile, roles and responsibilities differ greatly among countries, and their time is often compensated by incentives in kind or in cash (Haileyesus et al, 2012). Community volunteers are community members who have been systematically sensitized about TB prevention and care, either through a short, specific training scheme or through repeated or regular contact sessions with professional health workers (Haileyesus et al, 2012).

2.8 The role of civil society organizations in the COVID-19 pandemic

The motivation to embark on this study lies on the premise that not many studies have observed the role of CSOs during the COVID-19 pandemic in South Africa. Therefore, this study will

fill in this knowledge gap. This section will examine the literature on the emerging response of civil society to the COVID-19 pandemic internationally and in South Africa.

A study conducted in Hungary by Kover (2021), showed numerous activities executed by civil societies where they came up with different strategies to respond to the pandemic challenges through supporting and assisting deprived people (Antal and Deak, 2021). Civil society is an important stakeholder in the global environment and democratic states, and it is a key component of the international coronavirus recovery effort (WHO, 2015). In Africa, civil society plays a critical role in limiting the authority of democratic governments, preventing potential abuses and violations of the law and exposing them to public scrutiny. Indeed, a thriving civil society is perhaps more important for sustaining and strengthening democracy than it is for establishing it. Civil society organizations have done a commendable job such as during COVID-19 by focusing on health and social care including basic physical survival resources within the population (Antal and Deak, 2021). Furthermore, CSOs have made efforts to serve the vulnerable populations and communities including the physical challenged elderly, homeless and children without proper care and support.

The significance of examining the role of Gift of the Givers foundation will better help and encourage civil society organisations to continue to provide unconditional assistance to the most vulnerable communities and restores their dignity regardless of human race as well as providing knowledge and information. Civil society organisations do not function in a social vacuum but has countless ties with the society (Kover, 2021). In responding to the COVID-19 crisis, CSOs provided food and health assistance which was a necessity when lockdown was implemented especially for the marginalized citizen who could have died from hunger strike or shortage of malnutrition (Kover, 2021). On Tuesday and Wednesday, 28 and 29 April 2020, food essentials were distributed to nearly 350 Cape Town-based students who've been unable to return to their homes. The food distribution programme was coordinated by Gift of the Givers and South Point, in an effort to support students. Many civil organizations endeavoured and provided a safety net, contributed to emergency funds to ensure that all of remaining students have benefited from this humanitarian aid (Brown, Brown and Desposato, 2007).

Moreover, the CSOs activities comprised service delivery initiatives to support livelihoods through distribution of medical services, protecting society and ensuring public safety and health (Jeong and Kim, 2021). For example, J& T foundation was dedicated to create healthy lifestyles for children and young adults and Incema NPO, which provided counselling,

educational and therapeutic services to the affected individuals, families and communities through various programmes and projects (Brown, Brown and Desposato, 2007). This is because without this responsible behaviour by CSOs, the government policies would not have been effective and efficient (Jeong and Kim, 2021). Besides, amongst activities executed by civil society organisations, they invented different strategies to respond to the COVID-19 challenges by supporting and assisting people in destitute through organizing perishable items, counselling assistance especially for people that abruptly became unemployed as a result of the pandemic, telephone and online 24-hour information services (Kover, Antal and Deak, 2021). CSOs have played a major role by providing social assistance to the physical challenged, homeless and children without proper care support and had significantly contributed and intervened by doing counselling, awareness and teaching about the practice of social distancing (Meyer et al, 2020).

CSOs have played a pivotal role as a fair and impartial player who is the eyes and ears on the ground by identifying the needs of communities during the COVID-19 pandemic. CSOs have played a critical role by being early responders in this crisis through providing social services to citizens and providing the necessary guidance on the protection and promotion of human rights. For an example, civil society organisations responded to the crisis effectively and nimbly by providing forefront help across the world (CIVICUS, 2020). Furthermore, civil society took on the crucial role of providing essential services when there were gaps in healthcare provision and psychological support, they provided nutrition's, personal protection equipment (PPE) and essential sanitary items, often filling the gap when states were slow to respond (CIVICUS, 2020). Civil society also stepped in when official communication channels failed to give people accurate information about how to protect themselves and their families from COVID-19 (CIVICUS, 2020). By using creative methods such as street art and working in diverse languages, CSOs were able to disseminate important information to different communities (CIVICUS, 2020). This for example, includes the Economic Justice Network, Action Aid and the Fellowship of Christian Councils in Southern Africa. In the face of these challenges, civil society embraced a can-do mind-set, mounting a positive response characterised by creativity, innovation and flexibility. CSOs that usually prioritised advocacy for rights rapidly reoriented to providing essential supplies and services, including healthcare, critical information and emotional support to help sustain communities (CIVICUS, 2020).

Their role in preventing corruption and exercising oversight over the use of public resources remained crucial during the COVID-19. Civil society devoted a large part of its response to help at risk and left out groups adversely affected by lockdowns and policies put in place by

governments to control the spread of COVID-19 (CIVICUS, 2020). Locked indoors, women faced greater risk of gender-based violence, while lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI) people, migrants and other minority groups were smeared as sources of COVID-19 infection (CIVICUS, 2020). Civil society rose to that challenge by campaigning for policies to protect excluded groups and creating remote services to help vulnerable communities. Civil society organisations have provided roadmaps to make more just, equal and sustainable societies including calls for accountability through respect for democratic values and institutions, state responsibility for provision of quality basic services such as health, redistribution of resources and progressive assessment to provide social protection for the vulnerable and enhanced focus on environmental protection rather than militarism (CIVICUS, 2020). For example, some of international and local Civil Society organizations includes Access Bangladesh Foundation and the Access Exchange International (AEI). Others include the Access Israel, Action for Mental Illness (ACMI), Action on Disability and Development, Action on Disability Rights and Development (ADRAD) and Admiral Family Circle Islamic Community. Throughout the COVID-19 pandemic, civil society has demonstrated adaptability, resilience and creativity by persisting in helping people to make their voices heard at a time when many governments were suppressing dissent and depriving citizens of their fundamental freedoms (CIVICUS, 2020).

2.9 Summary

The chapter was able to identify gaps by probing what other studies have done concerning the role civil societies in the previous health pandemics such as Human Immunodeficiency virus (HIV) /Acquired Immune Deficiency Syndrome (AIDS) and Tuberculosis (TB). It will further review the role played by civil societies in the present Coronavirus (COVID-19) pandemic across the country. The section has discussed the Origins and history of civil society, Civil society and democracy, the role of civil society organisations in the HIV and AIDS pandemic. The role of civil society organizations in the Covid-19 pandemic is also involved.

CHAPTER 3: CONCEPTUAL FRAMEWORK

3.1 Introduction

The previous chapter was a literature review chapter. The chapter delved into crucial literature for the study. This involves abstracting aspects of the topic. This chapter will conceptualize civil society and explicate the different types of civil society organizations. This will be achieved by examining Civil society organizations, sharing an understanding of different types of civil society organizations and the Usefulness of Civil Society. These topics were thematized to share the study concepts crucial for analysis and outcome. This is because when analyzing data, the literature will be helpful to advocate for the data presented and analyzed. This could contribute to the study outcomes, which is meeting the aims and objectives of the study.

3.2 Contextualization of Civil Society

The idea of civil society was created historically to stand in for a wide range of liberation goals that were centred on the defence of freedom or human rights against the oppressive state and apartheid system (Chandhoke, 1998). Due to local civil society pressure and international pressure, apartheid ended (Gumede, 2018). Civil society organizations (CSOs) were highly motivated and organized after 1994 to oppose the national government's repressive, discriminatory, and anti-democratic policies and practices (Gumede, 2018). CSOs continue to play a vital role in pushing back against the government's failure to adequately represent the populace's interests today (Gumede, 2018). As a result of poor public service delivery, abuse of power by elected officials, and unchecked corruption, CSOs have evolved into the final line of defence on behalf of the general populace (Gumede, 2018).

3.3 Civil society organizations

Civil society has many historical roots (Lewis, 2001). Because it consists of nonprofit organizations or associations like charities, community groups, and cooperatives, civil society is also called the "third sector" (Diamond, 1994). This is because it functions differently from the public and private sectors (Diamond, 1994). According to Asuelime (2017), it is thought to include social organizations and institutions not affiliated with the government. They do not operate for financial gain in the private sector, NGOs, community and neighbourhood organizations, and other organizations that advance the public interest. Civil society has recently risen to the top of the list of terms used in academic research and discussions of public policy (Chandhoke, 2007). For instance, any discussion of civil society enables us to integrate a wide range of topics, including those about social status, public policy, and welfare reform,

among others. Civil society enables us to relate empirical statements about our current situation to more critical issues of democracy and well-being by helping us see beyond the narrow focus of scholarly debates.

According to Heller (2009), civil society is a public setting in which people carry out their democratic functions to strengthen democracy, such as exercising their right to vote for the democratic candidates they find most appealing. It is a good phrase for describing social and political processes regarding interferences with national policy aimed at reducing poverty and advancing the nation (Lewis, 2001). According to Lewis (2001), civil society is a conceptual framework on which there hangs a range of ideas about politics, organizations, citizenship, activism, self-help, and policy tools. According to Diamond (1994), civil society is a voluntary, self-sustaining, nonprofit, and independent sector from the state. As a result, civil society is seen as a bridging institution between the private sector and the government that encompasses a wide range of formal and informal organizations focused on civic, cultural, educational, and issue-oriented organizations (Diamond, 1994).

Diamond (1994) also noted the importance of civil society in South Africa for the consolidation and upkeep of democracy. In the same way, it creates chances for public participation and effective leadership at all levels, laying a solid foundation for democracy. For this reason, Taylor (2003) compared government activity to the grease that keeps social democracy's wheels turning. By identifying potential legal infractions and abuses and putting them under public scrutiny, civil society possesses a crucial role in democratic governance (Diamond, 1994). Hearne (2001) suggests that this is why civil society is viewed as a political "watchdog" organization like a corruption monitoring group.

3.4 Understanding different types of civil society organizations

3.4.1. Non-governmental organizations

Non-governmental organizations engage with groups of people who are frequently disadvantaged and marginalized (Mercer, 2002). They advocate for underrepresented groups, represent their interests in a larger public sphere, and work to sway public opinion (Mercer, 2002). According to Lewis, Kanji, and Themudo (2020), a nonprofit organization (NPO) is not motivated by profit but rather by dedication to a particular purpose, which is the aim of all income above and beyond what is required to manage the organization.

Trusts, cooperatives, advocacy, charity, environmental, and religious groups frequently employ nonprofit organizations. Since there are no owners for NPOs' surplus profits to go to, any money left over after running costs is used to achieve the organization's objectives rather than being divided among its constituents or staff. An NPO must meet the requirements outlined by government agencies in order to be eligible to become a legally recognized and tax-exempt organization (Lewis, Kanji, and Themudo, 2020). NPOs' legality and tax status are decided by the IRS in the US. Because it is challenging for NPOs to compete with the pay of the private sector, they frequently rely on the commitment of employees who believe in their mission.

Statutory apartheid and the restrictions it placed on civil society, according to Nel, Binns and Motteux (2001), was a significant issue that impacted the focus, work, and funding of NGOs. The aim and functions of NGOs were closely related to the liberation fight throughout the apartheid era. As a result, there was a tight interaction between the NGO sector and the liberation movement, making it challenging to distinguish between their respective contributions (Nel, Binns, and Motteux, 2001). Liberation movements served as a unifying factor, giving the NGO sector direction and vitality. Solidarity financing was also heavily invested in NGOs and civil society organizations. The idea of an NGO sector existed up to the 1980s; there was a sizable, thriving, and well-organized NGO community. According to individuals affiliated with the anti-apartheid struggle, these NGOs were run by them (Nel, Binns, and Motteux, 2001). We saw during this time that NGOs were given a significant role in global concerns and international development activities. As a result, NGOs were crucial to the transition to democracy.

Similar to the state, the emergence of a democratic political order marked the beginning of NGOs' democratic transition from apartheid. They entered a period of introspection, serious contemplation, and repositioning; it was then necessary to evaluate the organizational mission and consider the social purpose (Lewis, Kanji, and Themudo, 2020). Those who were unable to overcome the contextual obstacles vanished. A significant portion of the leadership from NGOs was co-opted into the newly established area; this leadership and capacity drain became another factor that hurt the sector (Lewis, Kanji, and Themudo, 2020).

3.4.2. Faith-Based Organizations

Faith-based organizations are a collection of religious groups that work together to mobilize resources to provide social services or engage in advocacy activities (Goldsmith et al., 2006). Their sole objective is to provide emergency shelter for those in need (Goldsmith et al., 2006). Faith-based organizations now play a part in advancing housing and neighbourhood improvement. Community development corporations (CDCs) with a religious foundation comprise about 14% of all CDCs. Homeownership opportunities are one of Habitat for Humanity's many well-known initiatives. The majority of sponsors of HUD-built senior homes are religious organizations. The Bush Administration's decision to establish a new Office of Faith-Based Activities reminds us of the significance of religious institutions in our society (Bielefeld and Cleveland, 2013). By increasing their role, the initiative will use the vigour, wisdom, and dedication of these religious institutions. HUD is very interested in this project because it has a long history of working with FBOs. FBOs are crucial to the coherence of neighbourhoods and the growth of local communities, in addition to playing a significant role in developing housing developments like those mentioned above (Bielefeld and Cleveland, 2013).

Unfortunately, it is not commonly known how much work these organizations have put into housing, community development, and social service initiatives. HUD sponsored research on faith-based groups throughout the previous year to overcome this fundamental dearth of knowledge about the operations of these organizations. First and foremost, faith-based groups are still engaged in and will continue to engage in community development initiatives (Bielefeld and Cleveland, 2013). Working definitions of the various FBO categories are provided, and the report outlines the benefits and drawbacks of FBOs engaged in community development and housing projects (Bielefeld and Cleveland, 2013). The report also supports widespread consensus. Faith-based organizations are solid and effective businesses with the potential to accomplish even more. Therefore, this is a fantastic chance for us to find out more about what these programs do and how we might make them more efficient. These groups are too significant for us to ignore and not be aware of what they are doing.

3.4.4 Community-Based Organizations

According to Chechetto-Salles et al. (2006), community-based organizations (CBOs) are crucial in helping vulnerable and orphaned children receive services at the local level. They also work in other areas, including gender issues, health, and education (Chechetto-Salles et al., 2006). Community-based organizations are significant players in the health system because they offer their (usually urban) community's residents a wide range of programs and services that are frequently highly appreciated. Additionally, networking and/or forming alliances with other organizations are frequently crucial in urban settings where organizations may need to form alliances, pool resources, collaborate, and avoid providing duplicate services (Chechetto-Salles et al., 2006). Additionally, community-based groups frequently offer support and services to the most marginalized, downtrodden, and stigmatized segments of society. Like sex workers, drug users, homosexual men, and the homeless, community-based organizations in the HIV/AIDS sector frequently directly offer services, care, and resources to these groups of people who are marginalized or stigmatized. As noted by Chillag et al. (2002), community-based organizations are well-suited to provide such services "because they understand their local communities and are connected to the groups they serve". Similar to how community-based organizations frequently offer crucial primary healthcare (especially for the poor, women, and children) in low- and middle-income nations in response to limited access to health services.

In addition to the varied terms used to describe community-based organizations, there are also similarities, Chavis & Florin (1990) assert that voluntary community organizations are geographically based, represent residents of a particular area, volunteer driven, locally initiated and are multi-purpose and flexible allowing to address a broad array of issues but organizations could also serve communities that are defined beyond geographical terms to include virtual communities or social groups (Wilson, Lavis and Guta, 2012). Others have identified five key characteristics of community-based organizations, indicating they must be: organized (i.e., institutionalized to some degree); separate from government (i.e., private organizations in the sense that they are not run or overseen by a government agency and therefore not part of the public sector) (Wilson, Lavis and Guta, 2012); nonprofit distributing self-governing; voluntary (i.e., some significant level of volunteer involvement in the organization's affairs); and non-discriminatory. The organizations addressed in these sectors, therefore, have many characteristics and engage in the same or comparable sorts of activities, notwithstanding the

terminology used (e.g., community-based sector, voluntary sector, and third sector) (Wilson, Lavis, and Guta, 2012).

3.4.5 Interplay of Civil Society and the state when solving social problems

Researchers and politicians have both begun to pay attention to the role that formal and informal organizations have played in drawing attention to municipalities' poor delivery of basic services (Mubangizi, 2022). The abrupt and violent nature of citizen participation in service delivery protests, which are frequently directed at local municipalities in various and remote parts of the country, is primarily to blame for the interest (Peterson, 2013). By examining the historical development of civic organizations' role, particularly how that role has been reconfigured since the dawn of South Africa's democracy, the discussion of civic involvement in pre- and post-South Africa's democratic local government is advanced in this conceptual aspect (Peterson, 2013). Although the idea of civil society has a long and rich history, it acquired popularity in South Africa during the 1970s and 1980s due to the political and socioeconomic processes at play in the global arena (Tadele, 2015). In South Africa, the history of volunteerism and civic institutions established to serve their separate communities in the face of apartheid, colonialism, and political instability is linked to the origin of civil society organizations. According to Tadele (2015), some of these organizations "have continued to operate despite the challenging experiences that have affected their dynamics and functions." Some have kept their objectives in mind, while many have altered their course to fit in with modern South Africa and the environment of declining finance.

In this discussion, integrated planning offers a framework that allows civil society to actively participate in planning and monitoring the local community's development, ensuring that the aspirations of the community are taken into account in a fair, inclusive, and transparent. It is undeniable that the concept of IDPs is framed within the context of the highly politicized concepts of development that originated from progressive NGOs and civic movements in the 1980s, as was previously noted (Peterson, 2013). Beyond this, however, the New Public Management (NPM) paradigm has a significant impact on South Africa's IDPs as well as other post-apartheid programs. Introducing private sector principles into the public sector has been a part of NPM developments. NPM is linked explicitly to goal-directed budgeting, service delivery partnerships, output controls, performance management, and performance management.

A tense relationship exists between the management and social goals of providing public services in South Africa since social fairness, black empowerment, and poverty reduction serve as the foundation for public policy ideas there (Mubangizi, 2022). Due to this inherent mismatch, community protests over service delivery have become more frequent in local government. These protests seem to be sparked by unfulfilled promises that are couched in erroneous expectations of what IDPs promise. Moreover, in this environment, as this talk will demonstrate, public engagement in local government is on the rise. However, first, a thorough examination of the IDP is required (Mubangizi, 2022).

3.4.6 Usefulness of Civil Society

Organizations from civil society can play a significant role in this inclusive process by contributing to and enhancing decisions with their understanding of community needs and aspirations (Lewis, 2002). They would also be crucial in ensuring that citizens had the abilities and information needed to contribute significantly to the formulation and accomplishment of the vision and its objectives (Lewis, 2002). Such organizations can help set up multistakeholder systems, monitor and assess community development programs, and promote wider participation in decision-making. Civil society organizations can help the government and the De Beers Group manage community expectations and demands for a larger share of the benefits of mining operations by giving communities the correct information about programs and projects. Despite the Civil Society's outstanding achievements, several obstacles still need to be overcome in order to maintain the advances made thus far and ensure inclusive and equitable development (Chaudhry, 2022). For instance, the unemployment rate is still high, a sizable proportion of people continue to live in poverty, and income inequality is among the worst in the world (Chaudhry, 2022). In addition, economic diversification is still a long way off, leaving the nation overly dependent on resources, particularly diamonds, and exposed to the whims of the world market. As a result, their duty as CS will be to constantly extend assistance when required, regardless of political obligations or conflicts of interest (Chaudhry, 2022).

3.5. Summary

This chapter discusses the functions of civil society. The contextualization of Civil Society was an important step in defining and sharing the varied understanding of the long-term social contribution of civil society. The part also conceptualized South Africa's civil society organizations, such as nonprofit, religious, and community-based groups. The nonprofit

organization was portrayed as one that is not motivated by profit but rather by dedication to a particular cause, which is the aim of all income over and beyond what is required to run the organization. The faith-based organizations have started to play a part in advancing housing and neighborhood improvement. Because 14% of community development corporations (CDCs) are faith-based, they impact society. The community-based organizations are essential health system stakeholders as they provide numerous, often highly valued programs and services to the members of their (typically urban) community. This demonstrates the strong-rooted role of Civil society, especially in poor communities.

CHAPTER 4: LEGISLATIVE AND POLICY FRAMEWORK

4.1 Introduction

The previous chapter provided a conceptual framework. In this chapter, the emphasis is on the available legislative and policy framework in support of civil society in South Africa. The determination to generate such knowledge on policy and legislation supports the policy and legislative contribution, a guideline for decision-makers. The role of policy in planning is essential if any project must be undertaken. A discussion of the South African Constitution, specifically as it relates, will be held. The chapter will examine South African public policy, crucial for the Civil Society's provision of rules and procedures. A classification of the legal and policy framework will also be included. Additionally, the Constitution describes civil society and serves as a guide for any civil society established in South Africa (Joseph, 2011). The literature also refers to critical legal frameworks for participatory democracy and development in South Africa, such as the Nonprofit Organizations Act 71 of 1997, which repeals the Fundraising Acts 107 of 1978 and 1998 (Joseph, 2011).

4.2 Public Policy

Public policy is intended to address issues that impact society's citizens, and creating it entails determining which issues are problems and which ones are not, as well as selecting appropriate remedies and problems to address (Sutton, 1999). Different groups and interested parties define and conceptualize problems in opposite ways, and solutions are achieved through the mutual adjustment of interests (Sutton, 1999). It is necessary to develop, approve, and carry out public policy (Mukwindidza, 2008: 19). The people in charge and those with the authority to make decisions should make sure that public policy is developed, adopted, and carried out in the public's best interests (Mukwindidza, 2008: 19). The executive, judiciary, and legislature are the three branches of government that make up public policy.

Public policy has a variety of definitions. Definitions vary due to distinctions across disciplinary fields and historical circumstances. Books, essays, and discussions attempting to define public policy accurately are fruitless, frustrating, and frequently detract from the study of public policy itself (Dye, 1981:1). To achieve their goals, different academics have described public policy in varying ways. We will examine various policy principles for the sake of this study. Colebatch (1998) asserts that a notion of policy must have a meaning, that meaning must be related to the practice of the concept, and that the concept must be upheld. This is a blatant

sign that connecting ideas to desired actions or issue solutions is what policy is all about. In the words of Dye (1981: 4), public policy is "what the government chooses to do or not do." His point of view closely resembles what the government considers to be the logical approach to achieving its aims and objectives for the public life cycle. He refers to the framework of government activity as public policy. According to Parsons (1997), public policy concerns social issues and how they are created, identified, and prioritized in political policy. Colebatch's statement demonstrates that public policy is an objective or goal-oriented action started by the government. Public policy connects better the methods and the goals of resolving societal issues.

It is outlined in the body of decisions and acts taken by the government and in the legislation and regulations (2002, 49). Government agencies are not the only ones who carry out programs concerning public concerns, in any case. Generally speaking, according to Friedrich (1963:79), a policy is "a proposed course of action of a person, group, or government within a given environment providing obstacles and opportunities which the policy was proposed to utilize and overcome to reach a goal or realize an objective or purpose."

Given these ideas, it makes sense that policy is intended to guide and direct various governmental entities, organizations, segments of civil society, people, and the private sector in achieving particular aims and goals and desired results and interactions. According to Parsons (1995:10), "It is a purposeful course of activity intended to address a problem or topic of concern. A functioning government can survive with frameworks including influences, decisions, and procedures to guide it towards reaching specific goals. According to Cloete and Wissink (2000), governmental powers and procedures play a role in public policy development. A policy is created due to numerous choices, influences, and processes. According to the demands and challenges faced by government organizations and the context in which their policies were developed, policies are meant to achieve a wide range of outcomes. By taking this action, a framework is created that guides the government in implementing specific programs that ultimately result in the redefinition of policies and the procedures accompanying them (Cloete and Wissink, 2000).

4.3. Classification of Legislative and Policy Framework

Organizations in civil society have benefited from the guidance provided by policy frameworks. This is because it serves as a guide for any group that helps communities. The legal framework has a significant role in determining funding for civil society organizations

and controls how they operate. Beyond the features mentioned earlier, it also offers protection and enables them to have obligations like any other citizen (Rakner, 2021). These legal and policy principles establish guidelines intended to control critical choices or actions and all actions taken by civil society organizations, such as Gift of the Givers, which must be covered by the policy (Rakner, 2021). The interaction between state actors and citizens provides a chance to assess the usefulness of generated policies and, if possible, re-amend the current policies, which have various restrictions. This study aims to comprehend the policy framework in terms of how it applies to the role and purpose of civil society. Finding the relevance of a policy framework may result from the requirement to create a concrete grasp of it. A robust policy framework, sometimes referred to as a policy charter, policy guidelines, policy development guidelines, or policy purpose statement, is at the top of the policy hierarchy, according to Swart (2013). It establishes the framework and directs the development of all subsequent policies. The policy framework outlines the organization's approach to developing policies, establishes management's responsibility for and commitment to its implementation, clarifies the distinction between a policy, procedure, standard, and guideline, and broad ownership of different policy categories. It also records policy format, style, naming, and version control information and outlines the procedure for approving, reviewing, and updating policies (Swart, 2013).

4.4. Civil Society in the Constitution

The Republic of South Africa's Constitution serves as a blueprint for creating any civil society. This shows that all businesses must adhere to the country's Constitution wherever they operate (Batti, 2014). This makes navigating some socioeconomic and political interventions easier. Investigating the South African Constitution thus also provides information on the essential connections that support decision-making and oversight. The function of the Constitution is central to everything civil society groups do, including the resources available to them and the services they deliver to the community (Batti, 2014). The model constitution of South Africa offers a unique space for civil society to supervise democratic institutions, monitor human rights, and equip citizens particularly the poor, disadvantaged, and excluded—to understand and defend their rights. After 1994, civil society organizations have kept the democratic government in check. Nevertheless, defending democratic rights has frequently been costly (Chance, 2018). In a democracy, the parliament is the leading institution of representation. Parliament holds Governments accountable, ensuring that services are rendered to the public

efficiently and that taxpayer money is used correctly. The National Assembly, the National Council of Provinces, and the nine provincial legislatures comprise South Africa's legislative bodies. They are responsible for advocating the populace's interests, ensuring the responsible use of public funds, and ensuring high-quality public services. Since many civil society groups are NGOs and NPOs, these resources may also take the form of funding. Since they have no other method to pay for their services, the government and other donors always assist (Batti, 2014). The government may also supervise and coordinate the financing given to civil society organizations. The nation's Constitution also serves as a guide in this (Batti, 2014)

4.5. Legislative Framework

Participatory democracy and development require a well-organized, thriving civil society. There are many distinct types of civil society organizations; some are created to generate income for their members, while others exist only to serve the needs of their members or the general public. The fact that none of these organizations are associated with the government unites them all. According to South Africa's new Constitution, everyone has the right to freedom of association (Constitution of the Republic of South Africa, 1996). Everyone has the right to freedom of association, according to Section 18 of the South African Constitution (Constitution of the Republic of South Africa, 1996). This implies that you can form organisations and associations with others. The development of civil society organizations depends on this right to freedom of association.

Like other nations, South Africa has legal protections for civil society organizations. The legal system accomplishes two things: It makes it possible for civil society organizations to become legitimate legal entities. It controls how these kinds of legal systems function. Concentrate on nonprofit organizations (NPOs); comprehend the legal framework and principles that apply to NPOs; appreciate the distinctions between NPOs and for-profit organizations; and select the most suitable legal form for a specific NPO. It is part of a series of pamphlets concentrating on the regulations that influence NPOs, including the "Guide to the NPO Act." It is aimed at community leaders, service providers, paralegals, advising offices, and NPOs.

4.6 Disaster Management Act

The Act was instrumental in the regulation and monitoring of the Covid-19 impact. This step was established by the government in order to develop a strategy for the crisis times. The

Disaster Management Act accelerates civil society's required help by activating necessary interventions. The National Disaster Management Advisory Forum accommodates the South African National Platform for Disaster Risk Reduction. It provides for the South African National Defence Force, South African Police Service and any other organ of the state to assist the disaster management structures (Zuma et al., 2012). Furthermore, it provides for an extended reporting system by state organs on information regarding occurrences leading to the declarations of disasters, expenditure on response and recovery, actions about risk reduction and particular problems experienced in dealing with disasters.

According to Zuma et al. (2012), it also looks into strengthening the reporting on the implementation of policy and legislation relating to disaster risk reduction and management of allocated funding to municipal and provincial intergovernmental forums established in terms of the Intergovernmental Relations Framework Act, 2005. As a result, to strengthen the representation of traditional leaders in national, provincial and municipal disaster management advisory forums as well as to expand the contents of disaster management plans to include the conducting of disaster risk assessments for functional areas and the mapping of risks, areas and communities that are vulnerable to disasters. The Act provides measures to reduce the risk of disaster through adaptation to climate change and development of early warning mechanisms; therefore, it provides for regulations on disaster management education, training and research matters and declaration and classification of disasters; and provides for matters incidental to that (Hansson, 2020).

They are considering the magnitude and severity of the COVID-19 outbreak, declared a global pandemic by the World Health Organisation (WHO) and classified as a national disaster by the Head of the National Disaster Management Centre (Hansson, 2020). According to Mashau, Ravhuhali and Kena (2020), they are considering the need to augment the existing measures undertaken by state organs to deal with the pandemic. Minister of Cooperative Governance and Traditional Affairs, as designated under Section 3 of the Disaster Management Act, 2002 (Act No. 57 of 2002) "the Act ", in terms of - 1) Section 27(1) of the Act, at this moment declare a national state of disaster having recognized that exceptional circumstances exist to warrant the declaration of a national state of disaster (Mashau, Ravhuhali and Kena, 2020). Section 27(2) of the Act may, when required, make regulations or issue directions or authorize the issue of directions concerning the matters listed therein only to the extent that it is necessary for - (a) assisting and protecting the public; (b) providing relief to the public; (c) protecting property; (d) preventing or combatting disruption; or (e) dealing with the destructive and other effects of

the disaster (Ibid). Although we can only fully measure the impact COVID-19 has had on the sector after the pandemic, we can see some trends emerging globally and in South Africa.

The report found that NPOs were concerned that the health crisis would negatively affect their organization by reducing contributions, disrupting contact with donors and beneficiaries, and affecting staffing, operations, and supply chains. Sixty-seven percent of respondents reported decreased funding and difficulties in reaching donors, while 34% noted increased operational costs (Rangone and Basolli, 2021). More than 50% could not support beneficiaries because of staffing limitations fully. A further 31% indicated a breakdown in the supply chain, and nearly 10% ceased operating.

In July, Nation Builder was surveyed to understand the challenges NPOs in South Africa face (Lee, 2017). As a result, of the 733 respondents from 717 organizations, 61% reported decreasing the number of staff members, 25% increased the number of staff members to respond to extraordinary need, and 61% reported increased overheads due to increased demand for services (22% experienced a decrease, possibly due to layoffs) (Meyer et al., 2021). Seventy-two percent of respondents reported increased service demand, with 22% reporting a decrease and 7% unaffected. Some 72% had to work with decreased funding, with only 22% reporting a funding increase (Ibid). Despite these hardships, 61% reported that they had not received any government-related funding (although 13% were in the process of securing this). Of those who managed to secure funding, 88% received it from the Unemployment Insurance Fund's (UIF) Covid-19 Temporary Employer/Employee Relief Scheme, 6% from the Solidarity Fund, 5% from the UIF itself, and 1% from the National Lotteries Commission (NLC) (Heeks, 2019). A survey was conducted regarding NPO responses to Covid-19 (along with corporate responses). It was found that, of the 115 NPO respondents, 24% reported that their funding had ceased or been put on hold, and 19% said that it had been reduced. Some 38% of NPOs adapted existing programmes to cater for COVID-19, with a quarter having to reduce their programmes (Ibid). All the surveys point to increased demand and decreased funding in an already stretched sector. NPOs have eaten into reserves during this extraordinary year, and the position of many is precarious.

4.7 The Nonprofit Organisations Act 71 of 1997 repeals the Fundraising Act 107 of 1978

The selection of The *Nonprofit Organisations Act* (the NPO Act) has repealed the *Fundraising Act* except for chapter 2 of the *Fundraising Act*, which deals with disaster and relief funds. The *NPO Act* says an NPO is a trust, company or other association of people Established for a public purpose, and the income and property are not distributed amongst its members or staff except to pay for a service. Therefore, in terms of the Act, NPOs are civil society organizations (in other words, they are not part of government) with self-governing boards that are accountable to their owners or members. The NPOs –provide a public service or have some public purpose that goes beyond serving the personal interests of the members of the NPO (such as the promotion of social welfare, economic development, religion, charity, education or research). Often, they have to fundraise from donors because they do not make enough money (income) to cover their expenses. The *NPO Act* encourages organizations to register as NPOs with the Department of Social Development. Organizations can benefit from being registered because it formalizes the institution and, in this way, makes them more credible to donors and to the public. There are also specific benefits from the government for organizations that register. However, it is not compulsory to register as an NPO in order to exist. Registration is a choice, but it will benefit the organization in the long run.

4.8 The Fundraising Act 1998

The Fundraising Act has been instrumental in controlling the fundraising activities of civil society organizations, especially during the pandemic. This Act is important for accelerating funds required by civil society organizations to help respective communities. The NPO Act resulted from a lengthy policy and legal reform process in which civil society organizations and the state negotiated and made compromises. It came into operation on 1 September 1998 (Constitution of the Republic of South Africa, 1996). There are legislative frameworks that govern Nonprofit Sectors or NGOs (Wyngaard and Hendricks, 2010). It Amended the Fundraising Act to provide financial aid to organizations which help persons with psychosocial problems and provide for connected matters. The board of the Social Relief Fund shall be, with due regard to the financial position of that Fund and the requirements of each case, to make money from the Fund available to organizations that, in the opinion of the board, are capable of assisting persons with psychosocial problems and of rendering such social relief of distress

that as the board may deem fair and reasonable to members of communities that in the opinion of the board are victims of violence.

4.9 Public Finance Management Act (Act No 1 of 1999)

The Act is important for NPOs as it regulates the funding distribution. This Act is an umbrella legislation to protect the misuse of donors' money to serve certain communities in need, such as during the pandemic. Public financial management has traditionally been developed around a framework of control and is reflected in checking, testing, verifying and regulating through control accounts, centres, procedures (instructions) and departments (treasuries). As South Africa is a developing country, the government is concerned with introducing and effecting policies (including the PFMA) to achieve sustainable development. Gildenhuys (1997) claims that policies and strategies exist in the statements made by politicians and in written documents and legislation. However, the emphasis is on sound and effective implementation processes and the challenges in improving service delivery. The Public Finance Management Act 1 of 1999 intends to regulate financial management in the national government and ensure that the government's revenue, expenditure, assets and liabilities are managed efficiently and effectively. Also, to provide for the responsibilities of persons entrusted with financial management in that government and provide for matters connected.

The Act links the importance of effective management practices. NPOs must lay the groundwork by enacting specific policies and procedures. Nonprofit financial management is no different. They must lay a foundation with financial policies defining specific financial rules (Maguire, 2014). For instance, If an organization receives an in-kind donation from a generous supporter, that gift is useless for the mission. Unfortunately, the gift will likely go to waste, either donated elsewhere or thrown away. Gift acceptance policies help prevent this situation (Neff, Spiker and Truant, 2015). A gift acceptance policy covers more than simply in-kind donations. According to Candid's guide to nonprofit gift acceptance, these policies also cover questions about the types of gifts the organization will and will not accept. The circumstances under which NPOs accept various gifts, how the organization will record and track contributed gifts and Major donations and how they will be tracked and recorded (Galaskiewicz, 2013). This policy has explicit directions and instructions regarding how nonprofits should accept the contributions they receive from their generous supporters. Therefore, it is a key document for

the organizational finance team to play a part in creating. They should understand how to record financial gifts best and track non-financial contributions.

A nonprofit's conflict of interest policy prevents directors, board members, and other key players from making decisions that could be influenced by outside financial interests (Field and Lo, 2009). For example, suppose a board member owns a software company, and the nonprofit is considering purchasing that software. In that case, the conflict of interest policy may require the board to choose a different solution, or the company owner must abstain from voting. This financial management documentation should define the situations considered a conflict of interest and provide the subsequent actions if a conflict arises (Jensen, 2005). It should include the following elements: the definition of a conflict of interest for the organization and what circumstances constitute a conflict. The timeline and method through which the director or board members must disclose conflicts that have arisen (Jensen, 2005). How will the board record the conflict of interest once it has been discovered or disclosed, and what are the next steps taken after discovering or disclosing a conflict of interest? Processes for how the policy is updated and reviewed. Even if a potential conflict falls into a "gray area" and it is unclear if one took place, it is always best to act cautiously. Treat potential conflicts as confirmed conflicts to be sure you're always covered.

4.10 Company Act 61 of 1973

Any organization not for profit or part of the government can apply for registration: Organizations registered as Section 21 Companies under the Company Act 61 of 1973. The Companies Act, No 61 of 1973 was assented to on 19 June 1973, and the effective date was 1 January 1974 (Iwu et al. 2015). This Act consolidated the law relating to companies and has been amended from 1973 until now. The Corporate Laws Amendment Act amended the Companies Act 1973, No. 24 of 2006. This amendment introduces the concepts of widely held and limited-interest companies. This Act has been replaced by the Companies Act 71, 2008, from 1 May 2011. Although the Companies Act 1973 was repealed, specific provisions will continue to apply until the Minister of Trade and Industry publishes a notice in the Government Gazette.

4.11 NPO Act of 1997

South Africa's legal system is divided into four main divisions for not-for-profit and non-governmental organizations (or "NPOs"). The following three types of NPOs may be

established under statutory and common law under the first tier (establishment), voluntary associations founded on common law, and nonprofit trusts founded on statutory law. According to Ihm (2019), nonprofit corporations are founded on statutory law with a public benefit objective or an objective about one or more cultural or social activities or group or communal interests. Any of these organizational structures may apply for the designation of a "registered nonprofit organization" under the second tier of legislation (voluntary registration) (Ibid). Registered nonprofit organizations must, among other things, adhere to strict governance standards and cannot share earnings.

An NPO has the option to request a partial tax exemption under the third legislative tier (partial tax exemption), most usually by requesting the status of "public benefit organization" (PBO) (Fici, 2021). The organization must, among other things, have one or more public benefit activities carried out in a nonprofit capacity and with the intention of altruism or philanthropy as its primary aim. PBOs are prohibited from lobbying and using their funds to directly or indirectly support, advance, or oppose any political party (Carmichael, 2021). They are eligible for a wide range of financial benefits, such as partial exemptions from income tax, gift taxes, and, in some cases, transfer taxes on real estate.

Finally, the application process for the privilege to receive tax-deductible gifts is made possible by the fourth legislative tier (donor deductibility status) (Carmichael, 2021). Trade unions, employers' organizations, political parties, and established friendly societies are additional not-for-profit legal entities outside the purview of this Note because of their limited engagement with U.S. grantmakers.

The South African legal system reflects a combination of legal traditions. The civil legal tradition is rooted in the Dutch colonial period, whilst the common law tradition emanates from the English colonial period (Hendricks and Wyngaard, 2013). In addition, indigenous law remains a central part of the South African legal system. The South African constitutional dispensation has, since 1994, further resulted in the development of common law in line with the Constitution and the invalidation of statutory laws that are inconsistent with the Constitution (Hendricks and Wyngaard, 2013). The legal framework presents minimal obstacles for civil society organizations (CSOs) operating in South Africa. Indeed, South Africa's legislation generally enables and supports CSO activities (Molakeng, 2016). In 1997, the Nonprofit Organizations Act (NPO Act) was promulgated. The NPO Act repealed the

Fundraising Act of 1978, which the apartheid government used to suppress the fundraising activities of some organizations.

In South Africa, civil society organizations played an important role in the transition to democracy (Diamond, 1994). This is because, under the apartheid regime, civil society was demarcated by its relationship to the state, where they were either serving the interests of the whites or opposing the state. Since 1994, CSO had to re-negotiate their relationship with the state. The Act reflects on the important role of NPOs and their recognition in the Constitution. This study evidences that civil society organizations like the Gift of the Givers are important for communities and can work with the government (Rakner, 2021).

4.12 Summary

This chapter was about the emphasis available on legislative and policy frameworks in support of civil society. There was a determination to generate such knowledge on policy and legislation in support of the policy and legislative contribution, which ascends as the guideline for decision-makers. These legislations also included the Constitution of the Republic of South Africa (1996), which reflects the Nonprofit Organisation Act (Act No 71 of 1997), which involved the Gift of the Givers Foundation. This policy is essential for Civil Society intervention, particularly during the pandemic. The Nonprofit Organisations Act 71 of 1997 repeals the Fundraising Act 107 of 1978 (except for its chapter 2, which deals with disaster and relief funds), which links financial support for many NGOs and NPOs nationwide. It is essential to understand that many Civil Organizations rely on financial aid from governments and cooperation and funds raised locally, regionally and internationally. The chapter discussed the disaster management provisions enacted during COVID-19 and their limitations on the organization's operations. This chapter aimed at consolidating and presenting all available legislations and policies on Civil society, its functions and guiding principles.

CHAPTER 5: DATA AND ANALYSIS

5.1 INTRODUCTION

This chapter presents the analysis of the study findings based on the data that were analysed. The presentation and discussions of the study findings are presented as a way of addressing the research problem, research objectives, and the research questions, which are as listed below.

1. What impact COVID-19 pandemic had on the operations of Gift of the Givers foundation in Pietermaritzburg?
2. How did the Gift of the Givers foundation respond to the COVID-19 pandemic?
3. What challenges were encountered by Gift of the Givers foundations during the COVID-19 pandemic?

5.2 SECTION 1 – DEMOGRAPHIC CHARACTERISTICS

5.2.1 Employment positions

The information presented below (see Table 5.1) is an analysis of the various positions held by the respondents, at the time of conducting this study.

Table 5.2.2 *Employment positions*

Employment positions	Participants	Participants %
Senior Managers	3	37,5 %
District Managers	2	25 %
Executive Managers	3	38 %
Total	8	100

The analysis above indicates that 2 participants hold the position of NPO District Managers, and this represents 25% of the total number of participants who took part in this study, while the number of study participants holding the position of Senior Managers is only 3, representing 37,5 % of the total number of participants of this study and 3 are Executive managers making up 100 % of the participants.

5.2.2 Length of service at the organisation

The representation of the study respondents according to the duration of their employment in the organization is illustrated below in Figure 5.2:

Table 5.2.3: *Length of service at the NPO (Gift of the Givers)*

Employment positions	Participants	Participants %
Less than 1 year	0	0
2 to 5 years	1	12.5%
6 to 10 years	6	75%
Over 10 years	1	12.5%
Total:	8	100

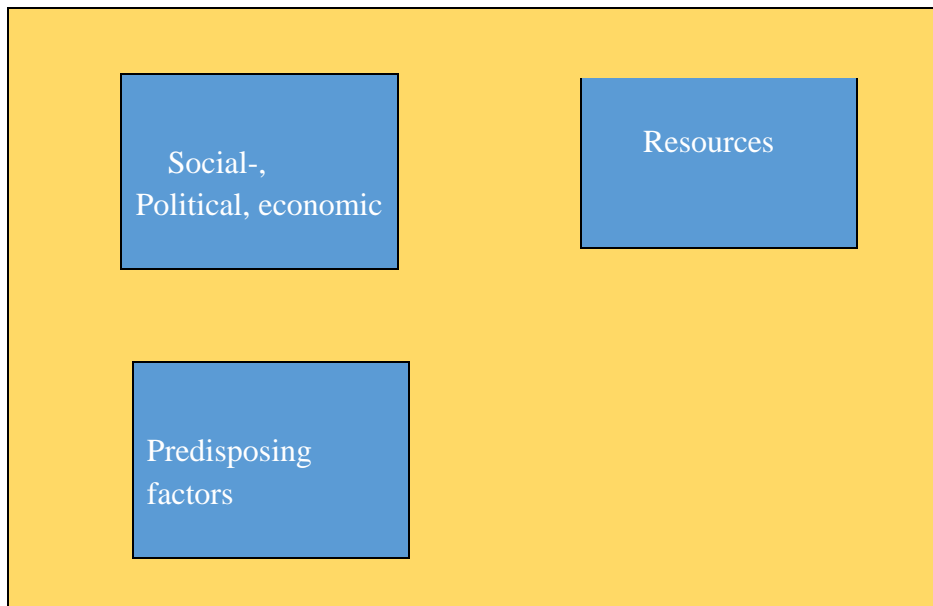
The demographic distribution based on their length of service aims at providing a broader view of the participants, views anchored on their years of experience/service at the Gift of the Givers Foundation. The analysis, as per **Table 5.2.3** above, indicates that participants whose length of service at the Gift of the Givers is between 2 to 5 years stands at 1 participant, representing 12.5% of the total number of the study participants. Those whose length of service is between 6 to 10 years are 6 and represent 75% of the study participants, with those who have served for over 10 years standing at 12.5%.

5.2.4 Thematic presentation of results

5.2.4 (i) Emerging themes

The table is a representation of themes that emerged from the analysis of the data. They are discussed below.

Figure 5.3 Themes that emerged



5.3.5 Research question: What impact did the COVID-19 pandemic have on the operations of the Gift of the Givers Foundation in Pietermaritzburg?

This section presents the participant's response:

5.3.6 Theme 1 Socio-political and economic factors

Civil society organizations greatly aided the transition of South Africa to democracy. According to Orji (2009), African civil society's contributions to advancing social justice, rights, and the rule of law, enhancing state performance, encouraging public participation in public decisions, and increasing transparency in governance can be analyzed under four themes. The progression in socio-economic and political factors continues to influence planning in developing and under-developed regions. The coming of the Coronavirus pandemic challenged many social avenues, most of all the planning and proper mitigation. These socio-economic factors are linked to economic growth or decline, impacting the planning standard. Economic factors have a way of impacting planning negatively or positively. Alternatively, factors have resulted in instability in many administration and resource allocations. This affects the flow and distribution of services through a slowed-down planning process in the Gift of the Givers Foundation. Managing change is essential, especially in the coronavirus-stricken environment. The factors that affect planning emerge from the economic constraints which hinder resources and objectives.

Research question: On answering what impact the COVID-19 pandemic had on Gift of the Givers Foundation operations in Pietermaritzburg?

"ok, well, it has severely affected strategic planning; since COVID-19 started, we had to close our services due to staff illness and uncertainty" (Participant 2)

"Well, it had an impactful constraint; for example, some activities had to be cut in order to restructure the budget, and in some instances, we had to reprioritize and redirect the budget" (Participant 3)

"oh, ok, it caught the Organization by surprise as the way we did things had to change, for example, how we held meetings and had to adapt to online or virtual meetings, as we had to adhere to the Covid 19 rules and regulations. This resulted in the focus on virtual meetings and programs; in other words, planning had to take place at a very fast pace to ensure the swift engagement of those effected by Covid 19 as much as possible" (Participant 4)

"ehh, mmh, Covid 19 provided a lot of challenges for planning, it forced flexibility upon management thus this aspect impacted on both short term and long term plans, this did have an economic impact" (Participant 6)

The response above demonstrates factors affecting strategic planning. The reflections show that management effort and the need to improve strategic planning emerge from an increased budget and technological adaptation. The response on the impact of COVID-19 on strategic planning from the participants indicated how the health impacts of Coronavirus affected the operations, and this limited the speed of community services as the staff became overstretched, therefore impacting planning. The response demonstrated the impact of financial constraints where the Gift of the Givers had to restructure the budget as services had to expand. This could have been because many communities were in need, and the NGOs such as the Gift of the Givers hold an essential role as Civil Society. The response indicated the impact of COVID-19 on regular in-person meetings. This involves shifting towards a more technological working environment where many meetings have become virtual. This was a new way of working, especially for an organization that needs constant interaction where social distance is difficult to maintain. The response from the participants showed many planning limitations noted, which combined the response of financial restructuring, adoption of technology and illness of staff, which all forced many strategy changes and required new short and long-term planning for the Gift of the Givers to provide humanitarian Aid.

This touches on the concerns mentioned above, which are affected by Coronavirus. In this case, under economic and environmental change factors, strategic planning remains an essential aspect of change in any organization, such as the Gift of the Givers, Pietermaritzburg. The participants' responses show challenges the COVID-19 pandemic created to performing normal working activities. All these challenges on Gift of the Givers might have forced them to slow down (if not stall) their humanitarian working pace because of the measures governments take to contain the dissemination of COVID-19. However, suspending many crucial social and economic activities also added to their difficulties with performing humanitarian activities during the pandemic, which could have affected the ability to reach far due to constrained budget.

The study by Bouronikos (2023) showed that the Coronavirus presents various challenges for NGOs globally. According to recent data accumulated in a recent survey for the E-volunteering Erasmus project, many NGOs have experienced significant reductions in funding as a result of the pandemic, leading to difficult decisions about staff cuts and reductions in services (Bouronikos, 2023). Additionally, the pandemic has forced NGOs to adapt to new working methods and has made it harder to connect with volunteers and communities. These challenges, according to the study, also extend to operations and planning as the budget impacts any activity an NGO engages in (Ibid).

5.3.7 Research question 2: *How did the Gift of the Givers Foundation respond to the COVID-19 pandemic?*

5.3.8 Theme 2 Resource factors

The current global pandemic is a socio-economic and emotional event that caught most businesses, globally and locally, unaware of moving rapidly from a traditional corporate structure to a primarily remote workforce arrangement at best. The Civil Society groups in South Africa and around the continent still need to be budget-constrained. This is because of the large-scale impact of the pandemic. These groups include non-governmental organizations, faith-based organizations, and community-based organizations. Some CSOs provide relief humanitarian assistance to famine victims and other natural disasters and pandemics like

Covid-19. These organizations emerge spontaneously during a specific disaster or have as a key function disaster management as their key objective (Mohan et al., 2021). They may be community-based or geographically oriented or emerge out of a faith-based organization, which is hindered by economic marginality. Large, broadly based NGOs are generally better equipped to diversify their funding sources than smaller NGOs. They can use their recognizable name and logo (Mohan et al., 2021).

They have more technical skills on which to build commercial activities. They have more contacts and connections with outside groups to form partnerships. This informs of the resource limitations. At worst, NGOs must consider their sustainability during Coronavirus, making complex and organizational-changing decisions in an unpredictable and fast-moving environment. It has become clear that the impact of the pandemic will not be short-term but will affect countries for the years to come, changing economic development and social cohesion (Mohan et al., 2021). No aspect of life that will not be impacted in one form or another. For organizations, this constant state of uncertainty and crisis management, such as the coronavirus pandemic, place pressure on the organizational system, impacting business strategy decisions to people management.

Participants, 1, 2, 4,8

"well, mmh, there was a need for a good relationship in the Organization, for example, to mention one I.M.U [Information management units], as we asked the national health department to work closely with hospitals and departments, some of the services done by I.M.U need to be decentralized rather than centralized, which can assist in ensuring that resource problems are resolved at a matter of urgency" (Participant 2)

"OK, eh, let me say, we needed to adapt more on resource preparation as we were moving to the more global crises; we addressed strategic use of resources in crises to avoid resource shortage during the pandemic, such as having more communication and support in order to mobilize better the humanitarian work we do" (Participant 3)

"We needed to venture more to remote communities while maintaining traditional ways in helping local communities, in order to accommodate everyone" (Participant 4)

“mmh, ohk, eh NGOs like the Gift of the Givers placed a reserve budget aside and also started a migration towards more affected and indigent communities in order to reduce reliance on waiting for grants in the communities, which will be a first step to mitigate unforeseen circumstances like Covid 19 (Participant 8)

The responses from the participants highlight the priority that had to be involved in terms of choosing which communities to start with in terms of directing resources to the poorest communities, particularly those in remote locations where accessibility to many social necessities is a challenge. The participants' responses included the need for decentralized Information management units, the acquisition of more monetary resources (to engage in more humanitarian work) as budgets were cut, and support in accessing distant communities that need help. These highlighted the importance of bigger NGOs being able to set the budget aside and adequately allocate the small resources they had during the pandemic to help everyone in need. The notion of resource availability in the Gift of the Givers Foundation presents varying challenges. The response indicated that there needed to be more organizational solutions on top of challenges in the Gift of the Givers, which they addressed as they presented internal and external limitations.

These limitations shaped operational outcomes. Thus, they may hinder or limit the Organization in instances like during the pandemic. The response from the participant indicated that the Gift of the Givers Foundation invested more resources. Thus, this showed the level of readiness from the Organization, especially since it has been helping people across the world; the flexibility they possessed in resource distribution was an advantage to the COVID-19 pandemic. The response from the participants established the length taken by the Gift of the Givers in helping people across South Africa. This involves the quick adoption of technology prior to mobilizing to the communities that need help.

The systematic movement is a way to tackle instances of relative and absolute strategic planning. Resource distribution becomes an important starting point for strategic planning. The above response shows the challenges and limitations of resources in the Gift of the Givers Foundation, which the uncertainty of the Coronavirus AID might have caused. Therefore, the solutions from manager participants show the need for a more intense local government intervention. The study by Smith (2020) states that organizations typically have less incentive to allocate distinct pandemic management capabilities since pandemics are lower-probability

events under Coronavirus. Moreover, while firms likely refreshed resilience plans in response to the Coronavirus, it is important to consider differences in today's environment.

Given the high severity, potential human impacts and more significant contagion effect these events can pose on the ongoing viability of operations, organizations must consider the implications to their services and develop specific management annexures around pandemic threats. These annexures can serve as critical mechanisms by which companies can coordinate response with state and local authorities, in addition to their incident response and crisis management framework and protocols, to respond to these events effectively. Therefore, findings suggest flexible operations are needed, ensuring Civil Society and other organizations gather as much support and resources for each social challenge. This can happen through large-scale preparations as the world faces many more pandemics. Additionally, networking and creating partnerships across companies are frequently crucial in urban settings where firms may need to form alliances, pool resources, collaborate, and avoid providing redundant services.

5.3.9 Research question: *What challenges were encountered by Gift of the Givers foundations during the COVID-19 pandemic?*

5.3.10 Theme 3 Predisposing factors

Many dynamic factors influence planning; the change could be comfortable while the adaptation remains challenging. There are internal and external factors shaping Civil Society's success. Dependence on grants and donations can also inhibit the autonomy of NGOs to choose which program activities to undertake and to select the most effective intervention strategies to achieve program goals, which forms part of external factors. In contrast, internal management becomes crucial from top or senior management (AbouAssi and Trent, 2016)—the internal forces external to NGO employees' challenges, from financial to psychological. The issue is with the changing world during Coronavirus as technologies and ways of doing things are changing. The South African nation is among the most affected countries by Coronavirus. The level of development progress is among the causes of the extent. According to Rowley and Slack (2004), to understand Coronavirus as a global phenomenon, one needs to understand that it is closely aligned with the process of globalization.

Participants 2,3,4 and 7

"We deal with communities, and there are several events affecting communities, this does directly affect our planning such as the illness of Covid 19 which restructure our planning" (Participant 2)

"Over a couple of years, we observe there will be some disasters, going forward we should plan for external and internal forces, such as events of looting and COVID-19 have demonstrated this need for adaptation and planning" (Participant 3)

"as for management, we did experience impacts as a result of COVID-19 internally the passing of relevant members of management and staff affected us, and the external forces included subsequent lockdowns which constrained both planning and budget changes to mobilize humanitarian work" (Participant 7)

The participant response illustrated another major setback caused by the passing of some management members; hence, management is a huge part of planning. Whether senior or top management, everyone has their role; therefore, the passing of some members might have disrupted some significant plans. This affected flexibility to some extent. They provided humanitarian help where needed, especially in community crises, but COVID-19 impacted their planning process, which presented a considerable challenge for the Gift of the Givers. This shifted their focus as an organization. The provided response from the participants was a challenge of adaptation to mitigate both internal forces, such as illness of staff, and external forces, such as having more budget in order to accelerate humanitarian help where needed.

The social factors reflected above demonstrate that many organizations are still challenged. The responses above reflect the emerging instances of planning. The inadequate monitoring of illness has led the country to many socio-economic challenges exaggerated by the current pandemic of Coronavirus; thus, this has a negative outcome for short-term and long-term planning. This lack has been blamed on decision-makers. The study evidence suggests that the coronavirus challenge needs more innovation, a better-organized management workforce, greater occupational specialization, and improved overall economic production and management of crises. However, when faced with complex socio-economic difficulties such as the one caused by the Coronavirus impacts on the Organization.

According to a recent study by Stine (2020) observed factors affecting financial inability of the organizations of Iran to protect the nation financially during quarantine was not sufficient, which in turn caused the majority of people, who usually wing their bread, and remain active in many crowded places and business centres (Yezli & Khan, 2020). The study also looked at political factors: although clerics have cooperated in advising communities to remain at home and follow the lockdown policy of the government and performed religious obligations at home, such as Friday prayers. Besides, people did not practice a suppression strategy, and the government did not suspend visits to pilgrimage locations, which was a contradictory policy of the Irani government.

5.11 Research findings

- Problems associated with the reduced staff support and the possibility of increased burnout after the COVID-19 pandemic, problems with the lack of supply of disinfectants and medical equipment have been other challenges that the Gift of the Givers NGO has been exposed to.
- A closer look at the list of different problems expressed by the Gift of the Givers during the crisis indicates that the most critical problems are the NGOs' access to the target groups and the lack of a communication network and constructive interaction between government institutions and the NGOs.
- Another part of the study findings identified solutions to address the NGO's challenges in response to COVID-19. These strategies mainly focused on recognizing the role and position of the Gift of the systematizing and organizing their responsibilities, authority, and relations, and providing more technical support and assistance.
- Problems that occurred during the COVID-19 pandemic for a non-governmental organization in South Africa three recommendations were made to help the NGOs to respond quickly to the situation: more focus on internal and external actors of the Organization, identification of organizational capabilities to cope and more emphasis on accountability and transparency.
- The governments should use the strengths of community-based organizations in responding to COVID-19, encouraging volunteer participation in pandemic prevention and control, providing data infrastructure and digital tracking systems, and building long-term trust and capacity in community-based organizations.
- Despite this evidence, according to the present study's findings, there is still a need to improve and enhance the participation of NGOs. Considering the recommended

strategies to promote NGO participation in mapping to respond to COVID-19 and the current challenges.

5.12 Summary

Data analysis and presentation are capabilities of the chapter. Based on the goals and objectives, this was done. The analysis employed a theme strategy for analysis. This has occurred with the evolution of issues that are important to talk about. In order to provide an overview and a representation of the libraries exchanging contextual elements during the coronavirus pandemic at the Gift of the Givers Foundation, a case study was created. The study's conclusions, summary, and recommendations are covered in the next chapter.

CHAPTER 6: SUMMARY, RECOMMENDATIONS AND CONCLUSION

6.1 INTRODUCTION

This chapter provides the study's summary, recommendations and conclusions. The aim is to collate the significant features essential to the research. The link of the recommendations signals the possible solutions of testing and improving the feasibility of the NGO's impact and function in providing humanitarian services. The connections have allowed for information integration across available chapters for the study. The study views have elevated grass-root ideas and the views of civil society's intense role during the pandemic in South Africa. The availability of the Gift of the Givers NGO services in South Africa expands towards integrating all communities.

6.2 SUMMARY OF THE RESEARCH FINDINGS

This summary of the research provides an analysis of the findings on the research problem, as guided by the research objectives, as per the headings below.

6.2.1. What impact did the COVID-19 pandemic have on the operations of the Gift of the Givers Foundation in Pietermaritzburg?

This research objective explores the impact of the coronavirus on planning at the Gift of the Givers Foundation. The study findings indicate that social-political and economic factors primarily informed the decisions made on how the NGO addressed coronavirus challenges, and this influenced the way plans had to be used in aligning the Gift of the Givers Foundation operations with such decisions. The findings show that such an impact on planning resulted in the disruption in the operations of operations and made adaptation of the much-needed changes in aligning with coronavirus restrictions much more difficult.

6.2.2 How did the Gift of the Givers Foundation respond to the COVID-19 pandemic?

In response to the second objective explores how the Gift of the Givers Foundation responded to the COVID-19 pandemic. The study findings show that various factors impacted the strategic management at the Gift of the Givers Foundation during the coronavirus pandemic, issues that appeared to have been a major force that influenced push and pull factors in the way

the management of this institution responded to the pandemic. This is because planning in day-to-day operations was seen as part of the adaptation and a solution to continuing to operate during the coronavirus pandemic. The emphasis and decision on what counts as essential services during the coronavirus is also among the predisposing factors that impacted the strategic plans of Gift of the Givers, as this made it difficult for the institution to keep rendering its services. The study also indicates that political considerations and interests in the handling of the coronavirus pandemic, such as the popularity or unpopularity of such decisions, had an impact on the strategic plans of this NGO.

6.2.3 What challenges were encountered by Gift of the Givers foundations during the COVID-19 pandemic?

In relation to the efforts made by the Gift of the Givers Foundation in addressing the challenges they encountered during the COVID-19 pandemic, the study findings indicate that availability and access to resources during the coronavirus made it difficult for the plans of the Gift of the Givers Foundation to be functional or have any meaningful impact in addressing the situation. The study findings show that resources were a major challenge for this public institution; with such resources including human resources, the employees were unable to continue with normal working operations during the coronavirus pandemic period, and this is attributed to safety and health precautions of the employees and members of the public. The institution also lost some of its workforce through deaths because of having contracted coronavirus, resulting in a loss of skilled workforce. Lack of resources, such as more food parcels and free face masks, could have facilitated remote working for some of the Gift of the Givers Foundation. This indicates that strategic plans could not be effective enough in ensuring the normal operations of this non-profit organization.

6.3 RECOMMENDATIONS

The study recommendations aim to point out some of the gaps identified in the study about strategic planning and its impact on the operations of the Gift of the Givers Foundation about coronavirus dynamics. It also provides propositions on how such gaps need to be addressed.

6.3.1 Recommendation One

It is recommended that the Gift of the Givers Foundation structure its strategic plans while considering various external and internal factors, such as politics, economy, and social and cultural factors. This will ensure that such a strategic plan will have the capacity to be effective in the event of any situation, such as the coronavirus pandemic.

6.3.2 Recommendation Two

The Gift of the Givers Foundation should redesign its plan so that it can be adaptive to changing trends and situations, and this will avoid a situation like that of coronavirus, where the institution was unable to adapt to the dynamics and challenges brought by the coronavirus pandemic.

6.3.3 Recommendation Three

It is recommended that the Gift of the Givers Foundation have a strategic plan that considers external factors, such as social-political and environmental ones, as they impact how the Gift of the Givers Foundation addresses a situation such as the coronavirus pandemic through their humanitarian intervention.

6.3.4 Recommendation Four

The Gift of the Givers Foundation needs to equip itself with sufficient resources that could be used in situations like coronavirus, as that could help the institution mitigate the negative impact of a crisis or enable it to take such a situation to its advantage rather than a threat.

6.3.5 Recommendation Five

The study also recommends that the Gift of the Givers Foundation should embark on an integrated strategic plan. The search for more donors could enhance its operations and ensure no disruptions in situations like coronavirus, where remote working was seen as part of strategies in continuing to provide services to people affected and in need.

6.4 CONCLUSION

The study findings show that a situation such as the coronavirus has a direct impact on the strategic planning of an institution, which eventually affects the operations of such an institution, such as the Gift of the Givers Foundation. Some of the challenges or gaps the study has identified include insufficient resources that could provide it with the capacity to operate or address challenging situations such as coronavirus. The findings also show that adaptability is key in any effective planning, as it can adapt to any changing situation or trends. Other factors or gaps that this study identified are predisposing factors, as they impact NPO strategic plans and have a direct effect on the way the Gift of the Givers Foundation delivers its services or operates during a pandemic.

7. REFERENCES

- AbouAssi, K. and Trent, D.L., 2016. NGO accountability from an NGO perspective: Perceptions, strategies, and practices. *Public Administration and Development*.
- About Coronavirus (Covid-19). Available online: <https://www.avert.org/coronavirus/about-covid19> .Accessed on 19 August 2022.
- Act, N.P.O.71. of 1997. Constitution of the Republic of South Africa, 1996.
- Anheier, H.K., 2013. *Civil society: Measurement, evaluation, policy*. Earthscan. Porto.
- Asuelime, L.E., 2017. *Civil society and the South African developmental state: An appraisal*. Journal of Social Development in Africa. Available online: [2006 Global Report Chapter 9 The essential role of civil society \(who.int\)](#) .Accessed on 18 October 2022.
- Babbie, E. and Mouton, J., 2006. Qualitative studies. *The practice of social research*.
- Batti, R.C., 2014. Challenges facing local NGOs in resource mobilization. *Humanities and Social Sciences*.
- Bayley, R., 2002. The quantitative paradigm. *The handbook of language variation and change*, Routledge publishers.
- Bernard, J.A., 1988. Use of a rule-based system for process control. *IEEE Control Systems Magazine*.
- Bielefeld, W. and Cleveland, W.S., 2013. Defining faith-based organizations and understanding them through research. *Nonprofit and Voluntary Sector Quarterly*.
- Brechenmacher, S., Carothers, T. and Youngs, R., 2020. Civil society and the coronavirus: dynamism despite disruption. *Carnegie Endowment for International Peace*. Retrieved July, 10, p.2020.
- Brinton, L.J., 1990. The development of discourse markers in English. *Historical linguistics and philology*.
- Brown, D.S., Brown, J.C. and Desposato, S.W., 2007. Promoting and preventing political change through internationally funded NGO activity.

Buheji, M., da Costa Cunha, K., Beka, G., Mavric, B., De Souza, Y.L., da Costa Silva, S.S., Hanafi, M. and Yein, T.C., 2020. The extent of covid-19 pandemic socio-economic impact on global poverty. a global integrative multidisciplinary review. *American Journal of Economics*.

Bouronikos, V. (2023, August 3). *Unlocking opportunities for NGOs: Nurturing the future*. Youth Employment. Magazine. <https://youthemploymentmag.net/2023/08/03/unlocking-opportunities-for-neets-nurturing-digital-skills-for-the-future/>

Carmichael, C.M., 2021. What are governments regulating? *The Routledge Handbook of Taxation and Philanthropy*.

Chance, J.L., 2018. *Civil society, populism, and religion*. Routledge handbook of global populism.

Chavdhry, H., 2022. A revisit of internet of things technologies for monitoring and control strategies in social organizations.

Chandhoke, N. 1998. The assertion of civil society against the state: The case of the post-colonial world. People's rights: Social movements and the state in the third world. London: SAGE publications.

Chandhoke, N., 2007. Civil society. *Development in Practice*.

Chechetto-Salles, M., Geyer, Y. and Tyler, J., 2006. *Community-based organisation management*. Pretoria: Institute for Democracy in South Africa.

Chillag, K., Bartholow, K., Cordeiro, J., Swanson, S., Patterson, J., Stebbins, S., Woodside, C. and Sy, F., 2002. Factors affecting the delivery of HIV/AIDS prevention programs by community-based organizations. *AIDS Education and Prevention*.

CIVICUS., 2020. Solidarity in the time of COVID-19: Civil society responses to the pandemic. Available online: https://reliefweb.int/sites/reliefweb.int/files/resources/solidarity-in-the-time-of-covid-19_en.pdf . Access on 18 October 2022.

Clayton, A., Oakley, P. and Taylor, J., 2016. *Civil society organizations and service provision* (No. 2). United Nations Research Institute for Social Development.

Cloete, F. and Wissink, H. eds., 2000. *Improving public policy*. Van Schaik.

Colebatch, H.K., 1998. Disciplines and policy (Paper presented to Public Policy Network Conference (1998: Australian National University, Canberra). *Canberra Bulletin of Public Administration*.

Constitution of the Republic of South Africa, 1996.

Coutinho, A. Roxo, U. Epino, H. Muganzi, A. Dorward, E. and Pick, B., 2012. The expanding role of civil society in the global HIV/AIDS response: what has the President's Emergency Program for AIDS Relief's role been? *AIDS Journal of Acquired Immune Deficiency Syndromes*.

Dayal, S., 2020. The impact of COVID-19 on civil society. Available online: <https://blog.candid.org/post/the-impact-of-covid-19-on-civil-society/> Accessed on 08 June 2022.

De Tocqueville, A., 1969. Democracy in America.

Denzin, N.K. and Ryan, K.E., 2007. Qualitative methodology (including focus groups). *The SAGE handbook of social science methodology*.

Desai, A. and Vahed, G., 2013. Non-governmental organisations and xenophobia in South Africa: a case study of the Gift of the Givers (GOTG).

Diamond, L., 1994. Rethinking civil society: Toward democratic consolidation. *Journal of democracy*

Disaster Management Act, 2002. Disaster Management Act 57 of 2002 South African Government (www.gov.za). Accessed on 10 October ,2022

Du Plooy-Cilliers, F., Davis, C., and Bezuidenhout, R., 2014. *Research matters*. CapeTown,juta

Dye, T.R., 1981. *Understanding public policy*. Pearson.

Edwards, M., 2009. *Civil society*. Estane publication. Polity.

Fici, A., 2021. *A statute for European cross-border associations and non-profit organizations: potential benefits in the current situation: study for the Committee on Legal Affairs of the European Parliament*. Routledge. London.

Field, M.J. and Lo, B. eds., 2009. *Conflict of interest in medical research, education, and practice*

Forbrig, P. ed., 2002. *Interactive Systems. Design, Specification, and Verification: 9th International Workshop, DSV-IS 2002, Rostock Germany, June 12-14, 2002* (Vol. 9). Springer Science & Business Media.

Friedrich, C.J., 1963. *The philosophy of law in historical perspective* (Vol. 135). University of Chicago Press.

Friends of the global fight., 2019. Available online: https://www.theglobalfight.org/wp-content/uploads/2019/01/190111-Civil-Society-Issue-Brief_digital.pdf. Accessed on the 01 July 2022

Gabralla, A.K., 2009. *Islamic institution of charity and international disaster relief: a case study of Gift of the Givers Foundation in South Africa* (Doctoral dissertation).

Galaskiewicz, J., 2013. *Social organization of an urban grants economy: A study of business philanthropy and nonprofit organizations*. Elsevier.

Getahun, H., and Raviglion, M., 2011. Transforming the global tuberculosis response through effective engagement of civil society organizations: the role of the World Health Organization.

Giechaskiel, B., Mamakos, A., Andersson, J., Dilara, P., Martini, G., Schindler, W. and Bergmann, A., 2012. Measurement of automotive nonvolatile particle number emissions within the European legislative framework: A review. *Aerosol Science and Technology*

Gift of the givers foundation, 2021. Available online: <https://giftofthegivers.org/about-us/>. Accessed on the 28 July 2022.

Goldsmith, S., Eimicke, W.B. and Pineda, C., 2006. Faith-based organizations versus their secular counterparts: a primer for local officials.

Gumede, V., 2018. Social policy for inclusive development in Africa. *Third World Quarterly*.

Haileyesus, G., Thomas, J., Tomaskovic, L., Raviglione M.C. and World Health Organization., 2012. *Engage-TB: integrating community-based tuberculosis activities into the work of nongovernmental and other civil society organizations: operational guidance*.

Hansson, S., Orru, K., Siibak, A., Bäck, A., Krüger, M., Gabel, F. and Morsut, C., 2020. Communication-related vulnerability to disasters: A heuristic framework. *International journal of disaster risk reduction*.

- Heeks, R., 2019. e-Government in Africa: Promise and practice.
- Heller, P., 2009. Democratic deepening in India and South Africa. *Journal of Asian and African studies*.
- Hendricks, P.S. and Wyngaard, R.G., 2013. Winds of change, yet again: The NPO Act amendment policy framework.
- Henning, J.J., 2010. The impact of South African company law reform on close corporations: selected issues and perspectives: enforcement and regulatory regime: part IV.
- Hushie, M., Omenyo, C.N., van den Berg, J.J. and Lally, M.A., 2016. State-civil society partnerships for HIV/AIDS treatment and prevention in Ghana: exploring factors associated with successes and challenges.
- Ihm, J., 2019. Communicating without non-profit organizations on non-profits' social media: Stakeholders' autonomous networks and three types of organizational ties. *New Media & Society*.
- Iwu, C.G., Kapondoro, L., Twum-Darko, M. and Tengeh, R., 2015. *Determinants of sustainability and organisational effectiveness in non-profit organisations*. *Sustainability*.
- Jamieson, L. and van Blerk, L., 2021. Responding to COVID-19 in South Africa—social solidarity and social assistance. *Children's Geographies*.
- Jean-Jacques, B., 1950. In *Jean-Jacques Beineix*. Organizational role Manchester University Press.
- Jeong, B.G. and Kim, S.J., 2021. Civil Society Responses to the COVID-19 Pandemic. *China Review*.
- Jones, R.W. 2018. The role of Civil Society services in production of humanitarian: A theoretical framework.
- Joseph, D. 2011. Understanding community engagement. *ACM SIGCOMM communication review*.
- Kaldor, M., 2001. A Decade of Humanitarian intervention: the role of global civil society.
- Kastrati, A., 2016. Civil Society from Historical to Contemporary Perspectives.

Khan, S., Gabralla, A. and Ebrahim, A., 2013. South African Indian Muslim Faith Based Organisation (FBOS) Response to International disasters: Case study of the Gift of the Givers foundation.

Khuzwayo, N. and Taylor, M., 2018. Exploring the socio-ecological levels for prevention of sexual risk behaviours of the youth in uMgungundlovu District Municipality, KwaZulu-Natal. *African Journal of Primary Health Care and Family Medicine*.

King, E.J., 2017. Civil society and the response to the HIV/AIDS epidemic in the Russian Federation. *Civil Society and Health*.

Kover, A., 2021. The Relationship between Government and Civil Society in the Era of COVID-19. *In Nonprofit Policy Forum*.

Kover A., Antal, A. and Deak, I., 2021. Civil Society and COVID-19 in Hungary: The Complete Annexation of Civil Space. *In Nonprofit Policy Forum*.

Krosnick, J.A., 2018. Questionnaire design. *The Palgrave handbook of survey research*

Lambin, E.F. and Thorlakson, T., 2018. Sustainability standards: Interactions between private actors, civil society, and governments. *Annual Review of Environment and Resource*.

Lee, J.J., 2017. Neo-nationalism in higher education: Case of South Africa. *Studies in Higher Education*.

Lenard, P.T., 2018. Democratic citizenship and denationalization. *American Political Science Review*.

Lettieri, E., Borga, F. and Savoldelli, A., 2004. Knowledge management in non-profit organizations. *Journal of Knowledge Management*.

Leung, W.C., 2001. How to design a questionnaire.

Lewis, C., 2002. Does Lesson Study Have a Future in the United States?. *Nagoya journal of education and human development*.

Lewis, D., Kanji, N. and Themudo, N.S., 2020. *Non-governmental organizations and development*. Routledge.

Lohmeyer, B.A., 2017. Youth and their workers: the interacting subjectification effects of neoliberal social policy and NGO practice frameworks. *Journal of Youth Studies*.

Madison, P., 1961. *Freud's concept of representation and community work: Its theoretical and observational language.*

Maguire, K.A., 2014. Best practices for nonprofits' internal control self-assessment. *Advances in Management and Applied Economics*

Mashau, T., Ravhuhali, F. and Kena, M., 2020. Disaster management act no. 57 of 2002 and its framework of 2005 in response to coronavirus: South African universities' vulnerability. *Gender and Behaviour.*

Mercer, C., 2002. NGOs, civil society and democratization: a critical review of the literature. *Progress in development studies*

Meyer, M., Millner, R., Pennerstorfer, A. and Vandro, P., 2021, March. Partnership in times of COVID-19: government and civil society in Austria. In *Nonprofit Policy Forum* (Vol. 12, No. 1).

Millar, S., 2006. Stakeholders and community participation. In *Managing world heritage sites.* Routledge.

Mohan, M., Rue, H.A., Bajaj, S., Galgamuwa, G.P., Adrah, E., Aghai, M.M., Broadbent, E.N., Khadamkar, O., Sasmito, S.D., Roise, J. and Doaemo, W., 2021. Afforestation, reforestation and new challenges from COVID-19: Thirty-three recommendations to support Civil Society Organizations (CSOs). *Journal of Environmental Management.*

Molakeng, P.M., 2016. *Evaluation of the compliance of community based organisations in Gauteng with the NPO Act, 1997.* University of Johannesburg (South Africa).

Mouffe, C., 1992. Democratic citizenship and the political community. *Dimensions of radical democracy: Pluralism, citizenship, community.*

Mubangizi, B.C., 2022. The Interplay between Civil Society and Local Government in South Africa: Conflict and Collaboration in the Delivery of Public Services. *African Journal of Development Studies.*

Msunduzi City Development Strategy, 2015. Available online at: <http://www.msunduzi.gov.za>
Accessed on 15 September 2022

Mukwindidza, Enock. "The implementation of environmental legislation in the Mutasa district of Zimbabwe." PhD diss., University of South Africa, 2008.

National Development Agency, 2016. Enhancing Civil Society Participation in the South African Development Agenda: The Role of Civil Society Organisations.

Ndinda, C., Chilwane, D. and Mokomane, Z., 2013. Civil society activism in accessing healthcare in South Africa: technical report.

Neff, R.A., Spiker, M.L. and Truant, P.L., 2015. Wasted food: US consumers' reported awareness, attitudes, and behaviours.

Nel, E., Binns, T. and Motteux, N., 2001. Community-based development, non-governmental organizations and social capital in post-apartheid South Africa.

Neumann, D., 2014. Qualitative research in educational communications and technology: A brief introduction to principles and procedures. *Journal of Computing in Higher Education*

Ng, K., Poon, B.H., Kiat Puar, T.H., Shan Quah, J.L., Loh, W.J., Wong, Y.J., Tan, T.Y. and Raghuram, J., 2020. COVID-19 and the risk to health care workers: a case report. *Annals of internal medicine*.

Nhlapo, V., 2012. *The role of civil society in the implementation of poverty alleviation programmes: a case for social development in South Africa* (Doctoral dissertation, University of Pretoria).

O'Brien, N.F. 1999. Civil society partnerships: Power imbalance and mutual dependence in NGO partnerships: *International Journal of Voluntary and Nonprofit Organizations*.

Orchard, G., 2020. Event-based vision: A survey. *IEEE transactions on pattern analysis and machine intelligence*.

Orji, N., 2009. Civil society, democracy and good governance in Africa. *CEU Political Science Journal*.

Paffenholz, T., 2014. Civil society and peace negotiations: beyond the inclusion–exclusion dichotomy. *Negotiation Journal*.

Patel, L., Schmid, J. and Hochfeld, T., 2012. Transforming social work services in South Africa: perspectives of NPO managers. *Administration in Social Work*.

Parson, E.A., 1997. International Environmental Negotiations: The Current State of Empirical and Analytic Study.

Peterson, N., 2013. Community Development, Civil Society and Local Government in the Future of Remote Northern Territory Growth Towns. *The Asia Pacific Journal of anthropology*.

Rakner, L., 2021. Don't Touch My Constitution! Civil Society Resistance to Democratic Backsliding in Africa's Pluralist Regimes. *Global Policy*

Rangone, A. and Busolli, L., 2021. Managing charity with Blockchain: a case study at the time of Covid-19. *International review on public and nonprofit marketing*.

Rapport, F., 2010. Summative analysis: A qualitative method for social science and health research. *International Journal of Qualitative Methods*.

Report on the global epidemic, 2006. The essential role of civil society.

Rovai, A.P., Baker, J.D. and Ponton, M.K., 2013. *Social science research design and statistics: A practitioner's guide to research methods*. Watertree Press LLC.

Rowley, J. and Slack, F., 2004. Conducting a literature review. *Management research news*.

Sanitize, E. and Shengelia, R., 2015. First partnerships to fight tuberculosis. *Journal of Clinical Research & Bioethics*.

Sesmaisons. I., 2020. Alternatives Humanitaires Available online: <https://alternatives-humanitaires.org/en/2020/11/22/the-impact-of-covid-19-on-african-civil-society-organisations/> Accessed on 28 July 2022.

Skovajska, 2008. *Civil Society from Historical to Contemporary Perspectives*.

Silverman, D., 2002. Interpreting qualitative data. Organisation Studies-Berlin-European Group for Organisational studies.

Simpson, A., 2014. Community. *In the Brand Strategist's Guide to Desire*. Palgrave Macmillan, London.

Sutton, R., 1999. *The policy process: an overview*. London: Overseas Development Institute.

Smith, S.R., 2020. Nonprofit organizations in public governance. *Research handbook on nonprofit governance*.

Swart, E., 2003. The South African legislative framework for mine closure. *Journal of the Southern African Institute of Mining and Metallurgy*.

Tadele, F., 2015. *Civil society organisations and societal transformation in Africa: the case of Ethiopia* (Doctoral dissertation).

Tageo, V., C, Dantas., A, Corsello., and L, Dias: [The response of civil society organisations to face the COVID-19 pandemic and the consequent restrictive measures adopted in Europe - Study | European Economic and Social Committee \(europa.eu\)](#) . Accessed 19 October 2022

Taherdoost, H., 2016. Sampling methods in research methodology; how to choose a sampling technique for research. *How to choose a sampling technique for research*.

Taylor, M., 2003. *Public policy in the community*. Palgrave Macmillan. New York.

Tester, K., 2014. *Civil society*. Routledge.

Tisdell, C.A., 2020. Economic, social and political issues raised by the COVID-19 pandemic. *Economic analysis and policy*.

Tzvetkova, M., 2002. NGO responses to trafficking in women. *Gender & Development*.

Hobbes, T., 1969. moral theorist. *The journal of Philosophy*.

United Nations (UN), 2020. *Shared Responsibility, Global Solidarity: responding to the socio-economic impacts of Covid-19*.

United Nations (UN), 2020. Shared Responsibility, Global Solidarity: responding to the socio-economic impacts of Covid-19. Unpublished.

USAID, 2021. Available online: [Combating HIV and AIDS through Partnerships with Civil Society | U.S. Agency for International Development \(usaid.gov\)](#) . Accessed on 18 October 2022

Voluntary Registration, 2003. In *The voluntary and non-profit sector in Japan*. Routledge

Warren, M.E., 1996. Deliberative democracy and authority. *American political science review*.

Wildermuth, M.C., 2009. Temporal global expression data reveal known and novel salicylate-impacted processes and regulators mediating powdery mildew growth and reproduction on community service.

Wilson, M.G., Lavis, J.N. and Guta, A., 2012. Community-based organizations in the health sector: a scoping review. *Health research policy and systems*

Winter, K, C., 2021. Available online Civil Society Response to HIV in South Africa - The Borgen Project. Accessed on 17 October 2022.

World Health Organization, no date. Integrating community-based activities into the work of nongovernmental and other civil society organizations: implementation manual.

World Health Organization, 2015. ENGAGE-TB: integrating community-based tuberculosis activities into the work of nongovernmental and other civil society organizations: training of community health workers and community volunteers: facilitators' guide.

Wyngaard, R., 2012. Policy framework on NPO law.

Wyngaard, R., and Hendricks, P., 2010. *Governance practices of national Non-Profit Bodies and National Networking Organisations in South Africa*. Department of Social Development, Republic of South Africa.



Yezli, S. and Khan, A., 2020. COVID-19 social distancing in the Kingdom of Saudi Arabia: Bold measures in the face of political, economic, social and religious challenges. *Travel medicine and infectious disease*.


Yingi, E. and Hlungwani, P., 2022. The COVID-19 pandemic and regional integration in Africa: Implications of the responses from ECOWAS and SADC. *South African Journal of International Affairs*.

Youngs, R. 2020. Global Civil Society in the Shadow of Coronavirus. *Carnegie Endowment for International Peace*.



Zuma, B.M., Luyt, C.D., Tandlich, R. and Chirenda, T., 2012. *Flood disaster management in South Africa: legislative framework and current challenges*.








APPENDIX A: Turnitin report

 THE ROLE OF CIVIL SOCI... 

Match Overview 

11%

1	lib.euser.org Internet Source	5%	
2	health-policy-systems.... Internet Source	2%	
3	portal.abuad.edu.ng Internet Source	2%	
4	mafiadoc.com Internet Source	1%	
5	researchspace.ukzn.ac... Internet Source	1%	
6	"Democracy and Politic... Publication	1%	
7	www.scilit.net Internet Source	<1%	

APPENDIX B Gate Keepers letter



Gift of the Givers
FOUNDATION



28 July 2021

Dear Sir/Madam

This letter serves to confirm that we Gift of the Givers grant Nolwazi Moloi permission to use our name in her case study. Also this is confirmation that she will be engaging with Gift of the Givers only.

Kind Regards

Nonduduzo

"Best Among People are those who Benefit Mankind"

Tel: 0800 786 911, +27 (0)33 345 0163, +27 (0)33 345 0175
Address: 290 Prince Alfred Street, Pietermaritzburg, 3200
Web: www.giftofthegivers.org Email: info@giftofthegivers.org
NPO: 032-031



APPENDIX C: Informed Consent form

UKZN HUMANITIES AND SOCIAL SCIENCES RESEARCH ETHICS COMMITTEE (HSSREC)

APPLICATION FOR ETHICS APPROVAL For research with human participants

INFORMED CONSENT FORM

Information Sheet and Consent to Participate in Research

Date: 25/07/2022

Dear Participant

The researcher, who is a student at the University of KwaZulu Natal, School of Social Sciences, Ntshongweni, Bridget Moloi is inviting you to consider participating in the research project entitled: **The role of civil society in responding to Covid 19: case study of gift of the givers.**

THE AIM OF THE STUDY:

The role of civil society in responding to Covid 19: case study of gift of the givers.

THE OBJECTIVES OF THE STUDY INCLUDE:

- To determine the impact of COVID-19 pandemic on the operations of the Gift of the Givers foundation.
- To investigate how the Gift of the Givers foundation responded to the COVID-19 pandemic.
- To discover the operational challenges encountered by Gift of the Givers foundation during the COVID-19 pandemic.

The study will not involve any risks and discomforts; you may opt to discontinue participating or withdraw from the study at any time with no negative consequence. There will be no monetary gain from participating in this research. Confidentiality and anonymity of records identifying you as a participant will be maintained by the researchers undertaking this research project who is from the School of Social Sciences, UKZN.

The interviews will be conducted via questionnaires or Zoom meeting and should take you approximately 20 minutes to complete. I hope you will take the time to participate in this study.

I hope the study will generate the following benefits, it will assist Civil Society Organisations in responding to operational challenges in undertaking any unprecedented pandemics and be able to plan for any external forces or pressures that might interrupt their daily exigencies of services as civil society organisations, more so by being more technologically aligned in terms of access to information and communication technologies such as adapting to conducting programs virtually. As a result, this could increase working standards for employees at Gift of the Givers to be able to work remotely and provide solutions to environmentally, sound and development of higher technology.

Should you need any further information or seek clarity, questions, or concerns about participating in

this study, you may contact the researcher on 0671054437 or the UKZN Humanities & Social Sciences Research Ethics

HUMANITIES & SOCIAL SCIENCES RESEARCH ETHICS ADMINISTRATION

Research Office, Westville Campus
Govan Mbeki Building
Private Bag X 54001
Durban
4000
KwaZulu-Natal, SOUTH AFRICA
Tel: 27 31 2604557- Fax: 27 31 2604609
Email: HSSREC@ukzn.ac.za

CONSENT

I have been informed about the study entitled: **The role of civil society in responding to Covid 19: case study of gift of the givers**, by Nolwazi Bridget Moloi.

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 (219033408@stu.ukzn.ac.za) or [REDACTED]

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:

HUMANITIES & SOCIAL SCIENCES RESEARCH ETHICS ADMINISTRATION

Research Office, Westville Campus
Govan Mbeki Building
Private Bag X 54001
Durban
4000
KwaZulu-Natal, SOUTH AFRICA
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 / focus group discussion	YES / NO
Video-record my interview / focus group discussion	YES / NO
Use of my photographs for research purposes	YES / NO

APPENDIX D: Questionnaire

QUESTIONNAIRE

I am a post graduate student who is currently studying Master's in Policy and Development studies at University of Kwazulu-Natal.

The main objective of this questionnaire is to gather information which is accurate and reliable. As a researcher I am asking for your co-operation in successfully completing this questionnaire as your **confidentiality is guaranteed**. Participants have the right to withdraw any time from participating in this study. The questions in this section are designed to collect information on the role of civil society in combating the COVID-19 in South Africa: A case study of Gift of the Givers Foundation, Pietermaritzburg.

Please **tick in a box (x)**

☐
☐

I am female

I am male

Please **circle** the appropriate response

1. What is your race: African
White
Indian
Coloured
2. How long have you worked for the Gift of the Givers Foundation?
.....
3. Why you chose to work for the Gift of the Givers Foundation?
.....
4. What role played by Gift of the Givers Foundation during the COVID-19 pandemic?
.....
5. Do you think Gift of the Givers foundation has received adequate support from government during the pandemic?
.....
6. How would you describe activities done by Gift of the Givers Foundation to the communities during the pandemic / Lockdown?
.....

Signature of Participant

Date

Signature of Witness
(Where applicable)

Date

Signature of Translator
(Where applicable)

Date

APPENDIX E: Ethical Clearance letter



15 September 2022

Nolwazi Bridget Moloi (219033408)
School of Social Sciences
Pietermaritzburg Campus

Dear NB Moloi,

Protocol reference number: HSSREC/00004569/2022

Project title: The role of civil society in responding to coronavirus disease pandemic in South Africa: a case study of the Gift of the Givers foundation

Degree: Masters

Approval Notification – Expedited Application

This letter serves to notify you that your application received on 21 November 2021 in connection with the above, was reviewed by the Humanities and Social Sciences Research Ethics Committee (HSSREC) and the protocol has been granted **FULL APPROVAL**.

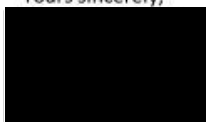
Any alteration/s to the approved research protocol i.e. Questionnaire/Interview Schedule, Informed Consent Form, Title of the Project, Location of the Study, Research Approach and Methods must be reviewed and approved through the amendment/modification prior to its implementation. In case you have further queries, please quote the above reference number. PLEASE NOTE: Research data should be securely stored in the discipline/department for a period of 5 years.

This approval is valid until 15 September 2023.

To ensure uninterrupted approval of this study beyond the approval expiry date, a progress report must be submitted to the Research Office on the appropriate form 2 - 3 months before the expiry date. A close-out report to be submitted when study is finished.

HSSREC is registered with the South African National Research Ethics Council (REC-040414-040).

Yours sincerely,



Professor Dipane Hlalele (Chair)

/ms

Humanities and Social Sciences Research Ethics Committee

Postal Address: Private Bag X54001, Durban, 4000, South Africa

Telephone: +27 (0)31 260 8350/4557/3587 Email: hssrec@ukzn.ac.za Website: <http://research.ukzn.ac.za/Research-Ethics>

Founding Campuses:  Edgewood  Howard College  Medical School  Pietermaritzburg  Westville

INSPIRING GREATNESS