



The negative impact of rural-urban migration in KwaDukuza Municipality

By

Douglas Bongani Mthiyane

Student Number: 218082851

A dissertation in partial fulfilment of the requirements for the degree of

MASTER OF PUBLIC ADMINISTRATION

SCHOOL OF MANAGEMENT, IT & GOVERNANCE

Supervisor: Professor H.F. Wissink

Date of submission: February 2020

DECLARATION

This research has not been previously accepted for any degree and is not being currently considered for any other degree at any other university.

I declare that this Dissertation contains my own work except where specifically acknowledged.

Douglas Bongani Mthiyane

Student number: 218082851

Signed.....

Date: 27 August 2020

ACKNOWLEDGEMENTS

No single individual effort can accomplish an intense project. This work is the total contribution of a number of selfless individuals. There are, however, special persons without whom the whole project was not going to succeed.

First of all I should like to thank God, the sustainer of life. I should also like convey my sincere gratitude to my supervisor, Professor H.F. Wissink, for his support and encouragement, and for trusting that I would do it even when the journey seemed to be overwhelmed by darkness. I should also like to extend my special thanks to Mbaweni Manqele and Raynud Ganesh, my colleagues, who shared information with me, thereby making a tremendous contribution to the project. Special thanks also go to my wife Zethu and my children for giving me space and sacrificing their family quality time.

THE NEGATIVE IMPACT OF RURAL-URBAN MIGRATION IN KWADUKUZA
MUNICIPALITY

ABSTRACT

The South African unemployment rate is currently at 29% (Statssa, 2019). This means that South Africa has a high rate of unemployment. Economists have indicated that of every four people, three are job seekers. The purpose of this study is to determine the negative impact of urbanisation in KwaDukuza Municipality (KDM). The World Bank assertion is that more than 80% of the world's gross domestic product is derived from urban areas. (World Bank, 2018). The researcher is of the view that there are negative influences that come along with urban population growth to towns and cities.

The study sample constitutes of ten participants from Ntshawini informal settlement in KDM and that is where the survey was conducted. The group was obtained through a convenience or accidental sampling. The second group consists of iNduna (traditional leader), two ward councillors, three entrepreneurs with KwaDukuza Central Business (CBD), and three municipal officials. The interviews were conducted individually to this group and mainly in their working environment. The group was obtained through purposive sampling. The research data were gathered through sending survey questionnaires to Ntshawini residents and conducting interviews with the purposive sample. Secondary data was drawn from government publications and KwaDukuza Integrated Development Plans. The high rate of population growth in KwaDukuza is due to the lack of sound economic opportunities from the other three local municipalities of iLembe District Municipality. KwaDukuza seem to be more vibrant in job creation activities compared to its counterparts. The neglect in regard to the provision of basic infrastructure in the rural areas in all four local municipalities of iLembe is another factor that has resulted in high rural-urban migration to KwaDukuza. Rural economic hubs can create rural economic activities and assist in managing rural-urban migration. The underdevelopment and backlog in terms of economic hubs and basic services backlog can be traced back to the discriminatory laws of 1913, and is also a consequence of the policies pursued by the Nationalist Government after 1948. Currently KDM has the largest population and the youth unemployment alone stands at 31%. High unemployment in the KDM has led to a high crime rate and other social ills. The unprecedented population growth rate has led to a strong demand for basic services such as water and sanitation and land for housing. As a result of the prevailing unemployment, the municipality is under pressure to consider other avenues to improve its economic status. There are a number of measures that have been taken jointly with other municipalities in the district to formalise towns within deep rural municipalities such as Ndwedwe and Maphumulo. Formalising towns within the two rural municipalities would allow the municipalities to bring in services that are available in KwaDukuza, such as waterborne toilets and other services. The creation of economic hubs has already been started in order to control the exploitation of resources within one municipality. The rural-urban migration challenges facing KwaDukuza have resulted in environmental degradation. The lack of waste collection has resulted in environmental pollution due to insufficient resources for refuse collection from the densely populated informal settlements. Population growth in the town and suburban areas has put pressure on the existing sewer infrastructure. As a result there are frequent sewer leaks that iLembe District has attributed to aging and insufficient infrastructure to cater for the rapid population growth.

Key words: Rural-urban migration, negative impacts and underdevelopment

LIST OF ACRONYMS

ANCYL	African National Congress Youth League
CBD	Central Business District
CIDB	Construction Industry Development Board
COGTA	Cooperative Governance and Traditional Affairs
GDP	Gross Domestic Product
ISA	Integrated Aerotropolis Strategy
IDP	Integrated Development Plan
KDM	KwaDukuza Municipality
RDP	Reconstruction and Development Programme
SDGs	Sustainable Development Goals
UN	United Nations
UNDESA	United Nations Department of Economic and Social Affairs
UNDP	United Nations Development Programme
UNH	United Nations Habitat
UNICEF	United Nations Children's Fund
WHO	World Health Organisation

LIST OF TABLES

Description	Page
Table 1.1 The population of iLembe District	2
Table 3.1 Strategies that can be used in conducting qualitative studies	39
Table 3.2 The population size of the 11 wards within KwaDukuza CBD vicinity	42
Table 3.3 The population size of each of four of iLembe local municipalities	45
Table 3.4 A summary of non-probability sampling methods	47
Table 3.5 A tabulation of analytic tools in research	51
Table 4.1 The sample size and how the sample was constituted	58
Table 4. A summary of the survey responses	62
Table 4.3 Responses from KwaDukuza entrepreneurs	63

LIST OF FIGURES

Description	Page
Figure 1.1 The location of KwaDukuza Municipality	5
Figure 3.1 The theoretical framework of the research as adapted from Ravenstein	38
Figure 3.2 The four local municipalities of iLembe and geographical locations	45
Figure 4.1 A graphical representation of the research sample in a pie chart	58
Figure 4.2 The state of other informal houses at Ntshawini	65
Figure 4.3 Informal traders blocking walkways at KwaDukuza	66
Figure 4.4 The lack of drainage and a house soaked in the water after rain	69
Figure 4.5 A poorly built pit-latrine at an RDP house	70
Figure 4.6 Road damage as a result of a communal water stand pipe	72
Figure 4.7 Insufficient waste collection from the skip bin	74
Figure 4.8 Illegal dumping of waste in the street	75
Figure 4.9 Illegal dumping into the river; a threat to the environment	76
Figure 4.10 A leaking sewer manhole contaminating the river	77

LIST OF ANNEXURES

- Annexure A: Ethical clearance letter
- Annexure B: Letter from language editor
- Annexure C: Gatekeeper letter: iLembe Municipality
- Annexure D: Gatekeeper letter: KwaDukuza Municipality
- Annexure E: Gatekeeper letter: Dube Traditional Council
- Annexure F: Informed consent form
- Annexure G: Survey questionnaire
- Annexure H: Survey questionnaire transcription and analysis
- Annexure I: Interview transcription and analysis

Table of Contents

DECLARATION	ii
ACKNOWLEDGEMENTS	iii
ABSTRACT	iv
LIST OF ACRONYMS	v
LIST OF TABLES	vi
LIST OF FIGURES	vii
LIST OF ANNEXURES	viii
CHAPTER ONE: INTRODUCTION AND STUDY OVERVIEW	1
1.1 Introduction	1
1.2 Background and outline of the topic	2
1.3 Significance of study	3
1.4 Justification for the research	3
1.5 The site of the study	4
1.6 Historical context of urbanisation in South Africa	5
1.7 Research context: background	6
1.8 Research Problem	6
1.9 Research Objectives	7
1.9.1 Research questions.....	8
1.10 Structure of dissertation	8
1.10.1 Chapter One: Introduction to the research.....	8
1.10.2 Chapter Two: Literature review.....	8
1.10.3 Chapter Three: Research methodology.....	8
1.10.4 Chapter Four: Data analysis and interpretation.....	9
1.10.5 Chapter Five: Summary conclusion and recommendations.....	9
1.10.6 Motivation for the study.....	9
1.11 Conclusion	9
CHAPTER TWO: LITERATURE REVIEW	10
2.1 Introduction	10
2.2 Predicament of urbanisation	10
2.3 Basic services	11
2.4 Causes and effects of Rural-urban migration	12
2.5 Environmental effects of urbanisation at an international level	13
2.6 Marginalisation of the urban poor	14
2.6.1 Transport.....	15

2.7 Intergovernmental relations and coordination	15
2.8 Environmental issues	16
2.9 The South African legislation	16
2.9.1 Water services legislation.....	17
2.9.2 Environmental Conservation Act No. 73 of 1989.....	17
2.9.3 Some negative effects resulting from insufficient social service delivery.....	18
2.10 Sustainable Development Goals	18
2.10.1 Goal One: Ending poverty.....	18
2.10.2 Goal Two: Zero hunger.....	19
2.10.3 Goal Three: Ensuring healthy living conditions for all people.....	19
2.10.4 Goal Six: Providing clean water and an acceptable sanitation system.....	20
2.10.5 Goal Eight: Providing decent work and a growing economy.....	21
2.11 The Integrated Aerotropolis Strategy (IAS)	22
2.11.1 Aerotropolis, a cross-boundary economic initiative.....	22
2.11.2 Emerging contractor's development programme.....	22
2.12 Women and rural-urban migration	23
2.13 KwaDukuza local economic development	24
2.13.1 Ballito Junction Regional Mall.....	24
2.13.2 KwaDukuza Mall.....	25
2.13.3 KwaDukuza Private Hospital.....	25
2.14 Conclusion	25
CHAPTER THREE: RESEARCH METHODOLOGY	27
3.1. Introduction	27
3.1.1 Self-disclosure.....	27
3.2 Research problem	27
3.3 Research statement	28
3.4 Research objectives	28
3.5 Significance of the study	29
3.6 The National Development Plan 2030	29
3.7 Justification for the research	30
3.8 Research methodology	30
3.8.1 Qualitative interviews.....	31
3.8.2 Survey questionnaire.....	31
3.8.3 Semi-structured interviews.....	31

3.9 Philosophical worldviews/research paradigm.....	32
3.9.1 Post-Positivist Worldview.....	32
3.9.2 Pragmatic Worldview.....	33
3.9.3 Constructivist Worldview.....	33
3.9.4 Transformative Worldview.....	33
3.10. Theoretical framework.....	34
3.10.1 Inductive reasoning.....	36
3.11 Research design.....	36
3.11.1 Quantitative design.....	36
3.11.2 Qualitative design.....	36
3.11.3 Qualitative and quantitative methods.....	36
3.11.4 Mixed methods design.....	37
3.11.5 Preferred research design for the study.....	37
3.12 Research strategy.....	37
3.12.1 Case Study.....	39
3.12.2 Ward selection for the case study.....	39
3.12.3 Two kinds of case study research methods.....	40
3.13 Data collection methods.....	41
3.13 Data collection methods.....	41
3.14 Study site.....	41
3.15 Basic and applied research.....	42
3.16 Population and sampling.....	43
3.16.1 Population.....	43
3.16.2 Target population.....	43
3.16.3 Sampling.....	43
3.16.4 Sampling strategy.....	44
3.16.5 Purposive sampling.....	45
3.16.6 Convenience or accidental sampling.....	45
3.17 Recruitment of participants.....	46
3.18 Data collection instruments.....	46
3.19 Data quality control.....	46
3.19.1 Validity of the data.....	47

3.19.2 Data analysis.....	47
3.20 Ethical clearance.....	48
3.21 Informed consent form.....	49
3.22 Data collection procedures used.....	49
3.23 Qualitative interviews.....	49
3.24 Strengths.....	51
3.25 Limitations.....	51
3.26 Conclusion.....	51
CHAPTER FOUR: DATA ANALYSIS AND INTERPRETATION.....	52
4.1 Introduction.....	52
4.2 Themes.....	52
4.2.1 Explanation of themes.....	54
4.3 Discussion.....	60
4.3.1 Eradication of informal houses.....	60
4.3.2 High unemployment rate.....	61
4.3.3 Shortage of land.....	63
4.3.4 Acquisition of Ingonyama Trust land.....	64
4.3.5 Inadequate drainage system.....	64
4.3.6 Poor sanitation facilities.....	65
4.3.7 Access to water.....	67
4.3.8 Access to electricity supply.....	67
4.3.9 Refuse removal.....	68
4.3.10 No respect for by-laws.....	70
4.3.11 Lack of policing.....	72
4.4 Conclusion.....	73
CHAPTER FIVE: SUMMARY CONCLUSION AND RECOMMENDATIONS.....	75
5.1 Introduction.....	75
5.2 Achievement of study objectives.....	75
5.2.1 To determine if the municipality provides enough affordable accommodation.....	75
5.2.2 To determine if unemployment has an influence in the high crime rate.....	76
5.2.3 To determine the quality of basic service provision.....	76
5.2.4 To determine the impact of rural-urban migration on the natural environment.....	77
5.3 Conclusion.....	77

5.4 Recommendations	78
5.4.1 Regulation of informal trading.....	79
5.4.2 Capacity building.....	79
5.4.3 Capacity building for municipal councillors.....	80
5.4.4 Capacity building for municipal employees.....	80
References.....	82
Annexure A Ethical clearance.....	90
Annexure B Letter from language editor.....	91
Annexure C Gatekeeper letter: iLembe Municipality.....	92
Annexure D Gatekeeper letter: KwaDukuza Municipality.....	93
Annexure E Gatekeeper letter: Dube Traditional Council.....	94
Annexure F Informed consent form.....	95
Annexure G Survey questionnaire.....	99
Annexure H Survey questionnaire transcription and analysis.....	105
Annexure I Interview transcription and analysis.....	133

CHAPTER 1: INTRODUCTION AND STUDY OVERVIEW

1.1 Introduction

Urbanisation is a global phenomenon. Today 55% of the earth's population resides in cities and the figure is expected to reach 68% by 2050. (United Nations, 2018). Given the current state of affair one would expect that countries of the world to be gearing up on how to manage the influx of people to the cities. No one can stop urbanisation, but governments could instead try to manage urbanisation. Population growth in cities is driven mainly by their economic prosperity (World Bank, 2018). What this means is that people go to cities looking for employment or to take advantage of the urban market to sell their products. As the economy of cities grows, people will continue to move into them. Towns and cities are important centres that contribute to building a country's economy. Over 80% of the Gross Domestic Product (GDP) of the world is generated in cities (World Bank, 2018). Factories and industries are mostly found in urban areas, and for this reason urbanisation becomes inevitable.

In Africa, the city of Kigali in Rwanda has experienced some negative consequences of rural-urban migration. Where expensive and luxury housing settlements co-exist with informal settlements this has led to confrontation with civil society groups demanding equality in terms of basic services. According to Manirakiza (2014:161) the authorities have put more emphasis on urban policies biased towards economic growth than towards the wellbeing of the urban populace. This could be a lesson that other cities should ensure that along with the pursuit of economic prosperity, the wellbeing of the people must never be ignored.

In South Africa over 60% of the population lives in urban areas (Renkin, 2017:1). Urbanisation can be defined as the migration of people from rural areas to urban areas for socio-economic reasons. According to the World Bank (2018) cities and towns should increase the speed with which they are providing facilities in order to cater for the demands of urbanisation. The challenges facing municipalities in regard to urbanisation are housing, the transport system and other social services. Although South Africa experiences urban challenges, it cannot deny the fact that the economy is built through urbanisation. Tienda, Findley, Tollman and Preston-Whyte (2006:194) testify that migration has played an important role in putting the South African economy where it is today. The authors also acknowledge that migration puts a burden on rural migrants. This includes the marginalisation that rural migrants experience on their arrival in urban areas.

Besides the job opportunities that are a reality in urban areas, the migration to the towns and cities is a result of the neglect of rural communities in terms of service delivery. Urban areas are better supplied with social infrastructure than rural areas. As a result, people who can afford to buy or

rent accommodation migrate with their families to urban areas (Amoo, Wuraola and Adebanye, 2013:114). It is for this reason that the upgrading of urban facilities and services is crucial.

1.2 Background and outline of the topic

According to KwaDukuza’s demographic profile, its population has grown by 37% since 2011. In 2011 the population of KwaDukuza was 231187, and in 2016 it reached a record of 276718. This number excludes undocumented foreign nationals (KwaDukuza IDP 2019/2020:26). The population of KwaDukuza has experienced exponential growth due to a number of factors, but rural-urban migration is the main cause, especially among the labour force. (Tienda *et al.*, 2006:160). Considering at the rate of unemployment and the increasing rate of crime, one would agree with Tienda *et al.*, (2006) that most people who migrate from rural areas to urban environment are motivated by economic factors.

The municipal population is diverse, meaning that it includes people from different countries and other districts of South Africa (South African Census, 2011).

Table 1.1 The population of the entire District of iLembe, including the area of the case study, KDM

Municipality	Population size
Mandeni	14708
KwaDukuza	276719
Ndwedwe	145163
Maphumulo	89969
District Population	526559

Source: KDM’s IDP (2016/2017)

KDM has a higher population density than the other three local municipalities. The understanding is that people are migrating to KwaDukuza in search of employment opportunities.

KDM has a number of factories, shops and industries that draw people into KDM from far and near. These are:

- Sappi Paper
- Ballito Junction
- Ushukela Mill
- Simmons (bed and linen specialists)
- Sasko Bakery
- Shaka Mall

- KwaDukuza Mall
- Ballito Mall
- Sugar cane farms around KDM
- A number of bed and furniture manufacturers
- Popular supermarkets and clothing shops
- KwaDukuza Private Hospital

The social services are lagging behind in KDM due to the population growth experienced in the last 15 years (KDM IDP 2019/2020:177). The IDP document mentions community services that have a huge backlog in terms of provision, such as waste collection, water and sanitation, electricity provision. The municipality does not even have an accurate count of the backlogs due to non-existence of reliable statistics (KDM IDP 2019/2020:229). All the social services that the IDP has identified as problematic due to population growth, including youth unemployment which was at 31% in 2011, may produce negative consequences both to the environment and in terms of social problems (KDM IDP 2019/2020:28). It is a sense of the perceived negative influences that may result from rapid population growth that led to choice of the topic of this research.

1.3 Significance of study

The purpose of the research was to explore the impact of urban migration to KDM as one of the small towns in KZN. The research results may eventually form part of a broader study of the impact of urban migration in South African towns and cities for future researchers. The research findings may lead to the framing of new legislation on how to manage and keep urban migration at the lowest possible level. The study explores the overpopulation in KDM in regard to its impact on the environment, its impact on social life of the urbanised population, and the social decay it has caused, and it also tries to offer an acceptable solution to the numerous challenges facing KDM as a result of overpopulation. If the study had not been conducted, KDM's environmental resources, that is, both its flora and its fauna, would inevitably have experienced further environmental deterioration.

1.4 Justification for the research

The research study was conducted in KDM area, KDM being one of the four local municipalities in iLembe District Municipality. The research was triggered by the population statistics showing a population growth in KDM of 37% between 2011 and 2016 and the backlog in the provision of basic community service as revealed in KDM IDP 2019/2020. Many questions came to mind considering population growth and the resources that the municipality has, the pressure on the existing infrastructure, and the rate of unemployment. The research aimed to explore the negative

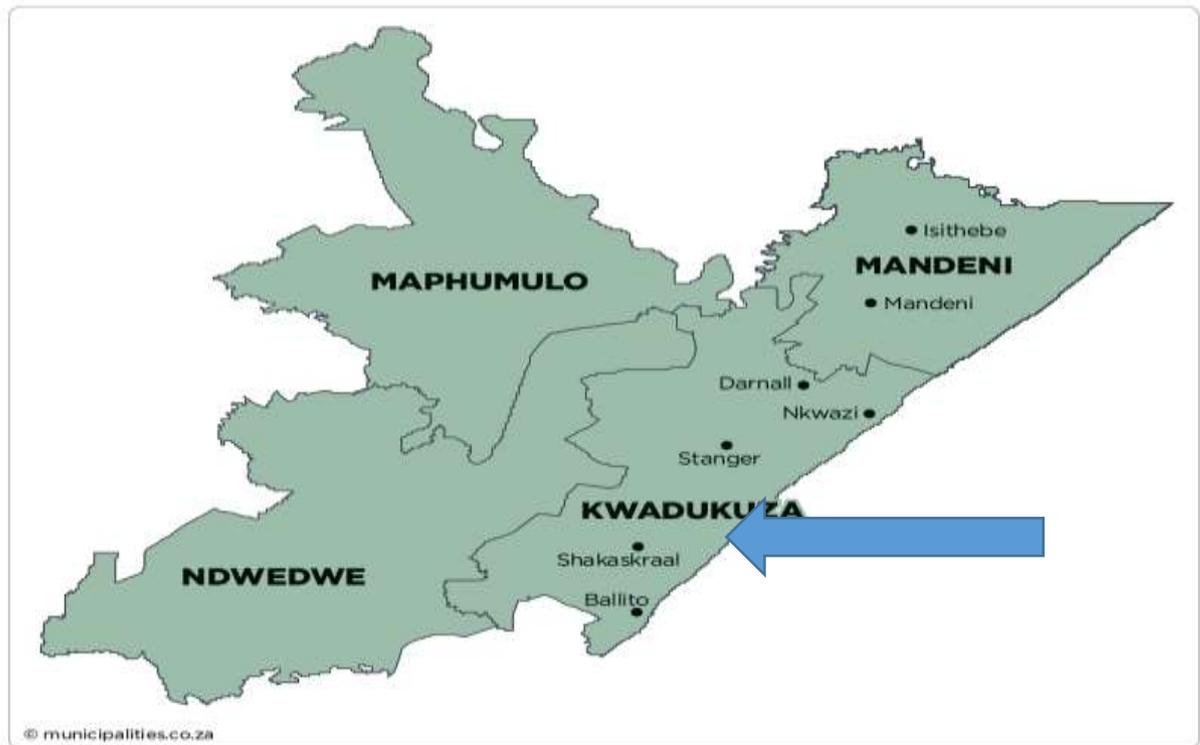
impact that rural-urban migration in KwaDukuza Municipality. The study may assist KwaDukuza in determining all the negative influences that come along with urbanisation and may also equip the Council to deal with such negative influences.

1.5 The site of the study

iLembe District Municipality is one of the district municipalities in KwaZulu-Natal. It consists of four local municipalities, namely Mandeni, KwaDukuza, Maphumulo and Ndwedwe. Maphumulo and Ndwedwe are 100% rural whereas Mandeni and KDM contain small towns. The name KwaDukuza has historical significance, as the area is known to have been the home of the Zulu king Shaka. KDM town developed on the original site of King Shaka's kraal, which was called KwaDukuza. Hence, there is a monument to Shaka in the town. The composition of the population is multi-racial, with a profound history of the presence of Indian families who were brought to work on the local sugarcane farms in C19.

According to the recent population estimates conducted in the iLembe District Municipality, KDM presently has a bigger population (276719) than the other three local municipalities, it is the reason why the research was conducted in KDM. KDM is located along the coast of the Indian Ocean. It is 67 km away from Durban and 110 km away from Richards Bay. Figure 1.1 shows the location of KDM in iLembe District area. The place is also known as Stanger.

Figure 1.1 shows the location of KDM, which is one of the economic hubs of KwaZulu-Natal.



Source: KwaDukuza Municipality (2012-2020)

<https://municipalities.co.za/map/1070/kwadukuza-local-municipality>

1.6 Historical context of urbanisation in South Africa

Urbanisation in South Africa can be traced through its historical context. First of all it is important to define basic services, as their lack is one of the major causes of urbanisation. Basic services are those that provide for community needs, and they include water, sanitation, and electricity, refuse removal and other basic necessities as outlined in the Constitution of the Republic of South Africa. (Reddy, 2016). Basic services are things that have to be provided to meet community needs, including employment. People need to be able to access daily necessities, it is therefore crucial to include employment, which Reddy identifies as a communal need. Government needs to create employment. It needs to create business centres where people live, in order to avoid their moving in numbers to exploit resources in other areas.

Before the National Party took over the government of South Africa in 1948 discriminatory laws had already been passed by its predecessors. The most important ones that left South Africa with the current urbanisation status were The Native Act or Urban Areas Act of 1923 and The Native Land Act, 27 of 1913 (SAHO, 1913). The legislation impoverished Black people as they were forced off their farms and became farm labourers. It was because of these Acts that even today Black people are migrating from rural areas to urban areas to find job opportunities. South African government should ensure that these laws and policies are eradicated from the society in order for

the country to prosper. Under the Native Land Act Black people could own only 13% of the land in South Africa, and the remainder was to be owned by Whites (Jili and Masuku, 2017:549). Black people in rural areas were historically deprived of their land and therefore could not practise farming, many of them established themselves on the outskirts of the cities in order for them to be located closer to places of work. The new democratic government of South Africa has had to embark on legislative changes in order to address the socio-economic gaps created by Apartheid legislations (Thompson and Wissink, 2018:31). There is no doubt that the legislative changes have changed the political landscape in South Africa, but the question whether Post-apartheid legislation has brought about economic change is still a matter to be debated. I am of the view that the South African government has not effected changes leading to economic growth. Rather, effort has been put into reducing societal problems such as inequality, unemployment, and poverty. This battle is also far from being won.

Most South Africans are historically deprived of basic services because of Apartheid legislation. The current Government has not been able to ensure the accessibility of basic services to the majority (Nnadozie, 2013:85). One of the reasons why people leave rural areas to go to urban areas is to access the available basic services which established to serve the minority during the Apartheid era.

1.7 Research context: background

The literature review on urbanisation suggests that urban migration is unstoppable and that the world economy is built through industrialisation (Amoo *et al.*, 2013:113). These authors agree that urban industrial growth is attracting economically active citizens from rural areas to urban areas and that the rural-urban migration has created urban overcrowding, unemployment and urban decay. Municipalities are struggling with many aspects of service delivery to their booming populations. The residents of the suburbs are complaining about the potholes in the streets and in some cases the long overdue road resurfacing (Van Wyk, 2013). The residents' dilemma over the services provided by the municipalities reveals the financial difficulties that municipalities face over the urbanisation phenomenon. It is clear that the challenges facing KDM need a joint effort to be made by government and the private sector. According to Miszczak and Patel (2018:235) no single entity, whether private or public, has the capacity to fully understand today's dynamic and varied urban challenges and find a solution for them. The authors also indicate that at times new policies are necessitated by the ever-rising urban challenges.

1.8 Research Problem

Section 84 of the Municipal Structures Act, 117 of 1998 gives powers and functions to municipalities. According to the Act iLembe District Municipality as a District Municipality has the obligation to provide water and sanitation. On the other hand, KDM as the local municipality

has to provide the community in its area with services such as electricity, housing, refuse removal, a storm water drainage system, community halls, libraries, access roads and health facilities. The municipality also has to have by-laws for the enforcement thereof.

Owing to the rapid growth of the population in KDM, including in its periphery, it has become difficult for the municipality to deliver social services as per its Constitutional mandate. KwaDukuza IDP (2019/2020) reports a number of backlogs in regard to basic social services. The overpopulation due to rural-urban migration in KDM has put enormous pressure on the existing water and sanitation infrastructure as well as on the electricity supply (KwaDukuza IDP 2019/2020:177). This problem has resulted in the interruption of the water supply and the blockage of sewer manholes. The municipality received negative publicity in the media after the destruction of fish in the local river due to spillages of sewage (Troskie, 2018).

KwaDukuza provides opportunities than other areas for both short-term and long-term employment. This has resulted to a growth in the number of informal settlements, which has had a direct impact on the service delivery backlogs. A total of 12.8% of KwaDukuza population lives in informal dwellings (KDM IDP 2012/2017:98). This is approximately 11, 674 people who are living under vulnerable disparate conditions. The number of people living under disparate conditions are likely to find disparate measures for survival that can sometimes be life threatening in terms of diseases, soil erosion and the environment.

KDM population growth has resulted in fiscal pressure on the municipality. Hence, service delivery is compromised. Poor refuse removal, a housing backlog, a backlog in the provision of water and sanitation infrastructure and in upgrading the existing infrastructure are being experienced in KwaDukuza and are posing serious threats to the environment and to human lives.

The upgrading of the water and sanitation infrastructure as well as the power supply is required in order to service the growing KDM population. The municipality cannot win this battle on its own. Cooperation from the provincial government, iLembe District Municipality, farmers and the private sector is required.

1.9 Research Objectives

- To determine if the municipality has enough affordable accommodation
- To determine how crime has increased as a result of unemployment and how KDM citizens and business are affected.
- To determine the extent of the provision of basic services to the people
- To find out if rural-urban migration has had a negative impact on the environment

1.9.1 Research questions

- Is there enough affordable accommodation in KwaDukuza?
- Is there an increase in criminal activity as a result of unemployment?
- Are basic social services being adequately provided to the people?
- Is there a negative impact on the environment as a result of rural-urban migration?

1.10. Structure of the dissertation

This dissertation consists of five chapters which are organised in the following manner:

1.10.1 Chapter One: introduction to the research topic

Chapter One introduced the research topic by providing the context of rural-urban migration in global setting and subsequently moving into an African context by giving an example of one Africa country. The researcher then came to the essence of the research by giving a background of KDM, where the study was done. The problem statement was dealt with in this chapter, as were the research objectives and the research questions, although these are repeated in Chapter Three. This was done in order that the reader should know from the outset what is to be expected in the rest of the study. The researcher concludes this chapter by describing the structure of the research.

1.10.2 Chapter Two: literature review

This chapter details the extent to which the researcher studied the existing literature related to the topic under study. The researcher describes some of the causes and effects of rural-urban migration and the marginalisation of the poor in the cities in regard to the provision of basic services. The researcher also introduces the legislative framework pertinent to the study. The research brings the Sustainable Development Goals to the attention of the reader in order for the reader to be mindful of the goals and targets to be met. In this chapter the researcher discusses iLembe Municipality master plan for economic growth, which is known as “aerotropolis” and is aimed at local economic development for the entire region of iLembe.

1.10.3 Chapter Three: research methodology

Research methodology guides a researcher towards choosing a design for an envisaged study. It helps in validating the study, the recommendations made and the conclusions drawn. In this chapter the researcher describes the theoretical framework upon which the study is based, namely the Push and Pull Theory of Migration. The chapter details the methods of both primary and secondary data collection. Thematic analysis of the data collected through a survey questionnaire, semi-structured interviews and municipal documents such as integrated development plans were considered in guiding the methodology to be utilised in the research. The researcher subsequently

identifies the strengths and weaknesses of the data collection methods that were employed in the study.

1.10.4 Chapter Four: data analysis and interpretation

This chapter reminds the reader about the research objectives. The chapter further summarises the findings of the research by stating how each of the four objectives of the study materialised. It is also an important chapter because it contains data analysis and data interpretation. The chapter demonstrates how the collected data was organised in order to come up with reliable and objective data interpretation and research results. The analysis of the data involved identifying themes in the responses on the basis of repeated phrases or sentences from different respondents.

1.10.5 Chapter Five: summary, conclusion and recommendations

Chapter Five gives a summary as to how each of the four research objectives were achieved. The research objectives are listed for the purpose of determining as to how each objective was achieved and the research questions were materialised in the study. This chapter also contains the study conclusion drawn from the findings as well as the recommendations to the municipality in order to improve the current dire circumstances.

1.10.6 Motivation for the study

The existing literature covers many themes relating to urbanisation, ranging from its positive impact on gross domestic product to the demand for services by the multitude urbanising every year. However, the literature that deals with the negative influence of urbanisation in cities is limited, especially in regard to health hazards, the effect on the environment, and the consequences of urban unemployment.

This study highlight certain matters that need to be addressed in order to improve the living conditions in KDM, that have been compromised by rural-urban migration, such as the negative impact on environment, crime and unemployment, and the inadequate provision of basic services, in the light of unprecedented population growth and the need to upgrade the infrastructure to cater for the urban influx.

1.11 Conclusion

More and more South Africans are moving away from rural areas and establishing themselves in towns and cities. Municipalities have to accommodate this rural-urban migration, as it is inevitable. The challenge facing local government, as in the case with KwaDukuza, is that they have limited resources. The inadequacy of the budget as against the population growth in KwaDukuza has led to the violation of certain legislative provisions, particularly those which concern environmental protection and the provision of basic services.

CHAPTER 2: THE LITERATURE REVIEW

2.1 Introduction

In the previous chapter an introductory background to the research study was presented. The research problem set in Chapter One provides an understanding of what the research project has to accomplish. The previous chapter presented the objectives of the research, the questions asked, the research design and the methods that was followed by the researcher in conducting this enquiry.

This chapter was devoted to providing the theoretical framework of rural-urban migration. In this chapter the researcher also considered the relevant South African legislation and the aspects of the Constitution pertaining to the powers and functions of Local Government. The concept of rural-urban migration as well as the term urbanisation was clearly defined. The chapter explored the role of local and provincial government in addressing the challenges of urbanisation. The focus was then shifted to the realities facing KDM as a result of rural-urban migration. It was important to scrutinise the literature order to find the out challenges facing other countries regarding rural-urban migration and how they mitigate such challenges.

2.2 The predicament of urbanisation

As per the United Nations' definition, urbanisation is the gathering of people in urban areas (UN Habitat, 2017:2). Although the definition does not explain where these people are coming from, this study tried to cover the context at which people are forced to migrate from rural areas to urban areas. The causes of rural-urban migration are illustrated following the theoretical framework, but in more details the study explored the urban setting, where rural migrants find themselves in vulnerable living conditions. The circumstances lead to disparate way of survival that comes with negative impact on the environment, diseases and fiscal pressure to KDM. Urbanisation comes with disadvantages such as unplanned urban growth that often results in infrastructural insufficiency such as housing, water and sanitation, and other basic services. Services such as solid waste removal and health services become heavily compromised due to the additional number of people needing these services, and there is no additional budget allocation. (KwaDukuza IDP 2019/2020:283). The KwaDukuza IDP document describes the challenges facing the municipality in terms of inadequacy of the budget for both capital and operational purposes. For instance, residents may complain about the poor electricity supply in a particular area due to the high volume of connections in a particular electricity transformer, exceeding its capacity. In such instance the municipality may need to upgrade the transformer, but the current budget may not allow such demands.

2.3 Basic services

Rural-urban migration is a very specific term that describes why the population growth is high in a particular area. This study focusses on rural-urban migration, which is the migration of people from rural areas to urban areas. Rural-urban migration is influenced by a number of complex and divergent factors (Meso, Madumetsa, Manamela and Maake, 2016:105). One may partly agree with Meso *et al.* (2016) reason being that there are many factors that motivate people to migrate to urban areas. Bello-Schunemann and Aucoin (2016:6) add factors that other urbanisation scholars do not mention, such as conflict. Faction fighting and historical rivalries in rural areas also trigger urbanisation. The authors also mention that there is dissatisfaction about public services in rural areas that results in people migrating to cities and towns.

It is interesting that SABI (2016:44) looks at the positive side of rural-urban migration. SABI author is of the view that urban areas are developing because of the pressure that they get from urban residents and that the pressure they put on urban authorities has positive impact on the provision of services. It is one of the reasons why rural migrants come to town in order to get better services. If their expectations of better services are not met, then the services are demanded. However, disregarding other factors that trigger urbanisation could be a big mistake and result in arriving at wrong conclusions. The wrong conclusions may lead to finding inappropriate solutions to minimising the rural push into urban areas.

Meso *et al.* (2016:105) are interested in what pushes people away from rural areas, so that the authorities might try to find the solution to the existing push into urban areas, whereas SABI author (2016:44) is interested in the effect that the migrants have on the urban areas. On the issue of the impact that the new migrants have on the urban areas, this includes a number of both advantages and disadvantages either in both short-term and long-term planning and benefits. Oteng-Obabio, Owusu and Asafo (2019:1) consider the influx of new migrants into urban areas as expanding urban boundaries. The population growth in urban areas forces the authorities to acquire more land for housing and industry. One of the long-term advantages off urban extension is the increase in revenue collection through rates and revenue collection for the services provided by the urban authorities.

In China there is rural-urban relationships where the rural small farmers take their agricultural surplus products to town in order to exchange them for cash (Zi, 2019:50). Some rural people practise subsistence farming and some households grow fruit and vegetables in big quantities in South Africa, and they often move to towns and cities in order to find markets for their products. Research does not support the view that rural-urban migration is a bad thing, as the economies of the developed countries were built through urbanisation. The World Bank (2018) supports economic growth and urbanisation by making a claim that the growth of towns and cities is

influenced by the economic success that they are able to create. The people who produce fruit and vegetables in abundance in rural areas are often hawkers in urban areas. They also contribute to the consumption of urban resources. This group is part of the study because they also migrate to KwaDukuza, and the urban authorities have to cater for them in urban development planning. For instance, KDM has built shelters for hawkers next to walkways. Some rural people move to urban areas in order to find better schools for their children, access better services, accommodation near the place of employment. Approximately 60% to 90% of the South African labour force is employed in sectors located in the urban areas (Meso *et al.*, 2016:104). The large number of people who find employment in the urban areas means that a large part of the South African economy is generated in urban areas. This indicates that urban areas are still going to be perceived as places with more employment opportunities. This therefore suggests that rural-urban migration is an unavoidable phenomenon which needs South African towns and cities to be ahead of it in terms of planning for basic services provision to the people, as required by the Bill of Rights in the South African Constitution.

2.4 Causes and effects of Rural-urban migration

According to Meso *et al.* (2016:106), rural people are mostly alienated from the conditions in which they live. The alienating conditions are, for instance, food insecurity owing to their homes being overcrowded. Rural people usually live in extended families where for example two parents and various aunts and grannies live together. Another cause of rural alienation is the poor provision of basic services such as libraries, electricity, water and sanitation (Meso *et al.*, 2016:107).

The special segregation policies in South Africa created by the Apartheid system which ended in 1994 continues to this day. It distances the inhabitants of rural areas from potential economic benefits Meso *et al.*, (2016:106). The inhabitants of the rural areas are located long distances from the economic hubs. It is for this reason that rural people migrate to towns and cities. Urban accommodation is expensive and this gives rise to alternative accommodation in the informal settlements on the urban periphery.

According to Meso *et al.*, (2016:104), South African towns and cities attract not only educated people but also uneducated people, unskilled labour looking for employment opportunities. Unfortunately city life has its own challenges, as new migrants continue to come and add up to the numbers of the unemployed (Chakoe and Meso, 2017:171), inevitably resulting in further urban poverty, which is aggravated by the continuing urban growth. It is important to bear in mind that urban population growth is driven not only by rural-urban migration. There are other contributors to urban population growth such as the influx of foreign nationals, people who are moving from one province to another, and the high birth rate being experienced throughout South

Africa. The South African population recorded in 2010 was 50.72 million people, and by 2018 the population had grown to 57.7 million (Statssa, 2018). As a result, the unemployed labour force resort to informal economic activities to ensure its survival. Meso *et al.*, (2016:104) contend that the informal urban economic sector absorbs a bigger proportion of the uneducated and unskilled labour force than the formal sector. The migration of unskilled and uneducated people to cities, as alluded to by Chakoe and Meso, contributes to urban poverty, which then becomes a burden to the urban authorities. The unskilled and uneducated new migrants often do not find jobs or find jobs with low incomes (Meso *et al.*, 2016:105). With a low income it is difficult to rent formal urban accommodation. This then results in the mushrooming of slums on the periphery of urban areas. The crime rate and other social ills such as drug dealing are also on the rise in urban areas (Ntakirutimana, 2018:2). The unemployed urban labour force not only terrorises the poor, but terrorises the entire urban neighbourhood.

Chapter 8 Section 73 (c) of the Municipal Structures Act, 32 of 2000 provides for the delivery of basic services to the community. People know that when they settle on the periphery of an urban area the local authorities have an obligation to provide basic services such as water and sanitation, refuse removal, electricity and other basic necessities like health services. It is for this reason that service delivery protests are the order of the day. Mutyenyo, Tirivangasi and Mugambiwa (2017:7) argue that the alleviation of extreme poverty in communities in Nigeria has nothing to do with a small budget allocation but rather with policy making related to the deeper understanding of the extent and dynamics of poverty. One may be of the same view with Mutyenyo *et al.*, (2017) as the authors touch on the issue of social grants in South Africa, which do not address poverty alleviation but create chronic poverty or perpetual poverty. The authors explain why social grants cannot be a mechanism of poverty alleviation, as the system creates perpetual dependency on government provision. There is low literacy levels in poor households and that the number of family members amongst the poor tends to be high compared to that in educated households. (Mutyenyo *et al.*, 2017:7). Their lack of education may lead parents receiving social grants to miscalculate and think that having more children will bring in more money, whereas the child support grant of R420 is not enough for the monthly expenses of a child. According to SABI author (2016:5), strong leadership enabled developing countries such Ghana, India and Philippines to succeed in the provision of water and sanitation. This kind of leadership is required in South Africa in order to deal with poverty alleviation and basic services provision in order to control the rate of rural-urban migration.

2.5 Environmental effects of urbanisation at an international level

In 2017 a record of 75% of the European population were urban dwellers and by 2020 the percentage could reach 80%. The concentration of the population in the cities is leading to poverty, environmental degradation and traffic challenges (Izakovicova, Mederly and Petrovic,

2017:1). Izakovicova *et al.*, (2017) make a very important point about the problems that come along with urbanisation. For instance, saying that population growth in cities leads to poverty means that the employment opportunities perceived by rural migrants to exist in cities are limited. Rural-urban migration is happening at a higher rate than that of job creation in cities.

The spontaneous informal settlements on the peripheries of cities pose a threat to the ecosystem and modify agricultural land use (Izakovicova *et al.*, 2017:2). Land use management should be an important aspect of local government because urbanisation may have detrimental effects on the environment, as alluded to by various authors. What they actually say is that when poor rural migrants come to cities they destroy some areas of natural forests in order to build their houses, and also there are negative consequences for agriculture, which obviously impacts negatively on food security.

2.6 Marginalisation of the urban poor

The cost of living in urban areas separates people in regard to where they live and what they eat. The basic services that one gets and how they come are also determined by how much you earn. People living in slums are people who cannot afford the official accommodation in residential areas. This results in informal accommodation's being prevalent on the urban periphery. According to a study conducted in Wa Municipality in Ghana found that owing to unfavourable conditions in the informal settlement, cholera, diarrhoea and tuberculosis diseases are often found there (Oteng-Obabio *et al.*, 2019:2).

In the case of people living in Ntshawini area there is the same marginalisation as is found in the Wa informal settlement in Ghana. The government should have provided the people with at least communal sanitation facilities in order to protect the environment and also to protect the people from disease. Chapter 2 (10) of the Bill of Rights (1996) has to do with human dignity. The fact that people have been living in the area of Ntshawini since 1949 when the municipality was established (Drakensburg tourist map, 2016). The absence of sanitation facilities amounts to a violation of human rights by KDM. The empirical evidence reveals that the area has not been prioritised in terms of solid waste removal. People have to fetch water mostly from communal standpipes.

South Africa has made tremendous legislative changes since 1994 in order to address its socio-political and economic challenges. The legislative changes were necessitated by the need to address poverty, racial inequality and unemployment, and to change the bureaucracy that was meant to serve only the minority in South Africa (Thompson *et al.*, 2018:32). South African municipalities need somehow to balance the need to address issues such as the housing backlog (through the Reconstruction and Development Programme) with environmental protection. What Thompson *et al.*, (2018) suggest is that the laws that were designed to alleviate the mass poverty

and injustice inflicted on the people by the past regime have had negative outcomes in terms of environmental degradation. It is not right to focus on one aspect and forget the other, which is also important to the wellbeing of the people. Mngoma, Pillay and Reddy (2011:111) refer to the importance of saving our environment through the legislative framework by making by-laws related to environmental legislation and also through the enforcement of such environmental by-laws. It is important to marry the two aspects of government; that is, to address the injustices of the past by providing what the masses have been deprived of, and also to enforce the environmental by-laws of the municipalities.

2.6.1. Transport

In terms of public transport, Ntshawini area is served by the local taxi association. Some of the Ntshawini residents commute to and from Ballito every day for work. Ballito is within KDM. It is adjacent to the N2 and approximately 18 kilometres from KwaDukuza. There are not enough taxis to take people to Ballito weekday mornings due to the number of people commuting to schools and places of work. iLembe and KwaDukuza municipalities are failing the people by ignoring their plight. As local government they should have intervened. Section 20 (6) of the National Land Transport Transition Act, 22 of 2000 gives local and district municipalities the responsibility of creating integrated transport plans. Either a local or a district municipality must submit an efficient transport plan. It appears as if iLembe and KDM are not doing their job in regulating transport in the area.

2.7 Intergovernmental relations and coordination

The Constitution of the Republic of South Africa provides for the powers and functions of the municipalities. In the case of KDM, iLembe District Municipality provides water and sanitation services. The Department of Human Settlements provides housing through the local municipality, KDM. The housing project comes with pit-latrines in the on-going housing project in ward 15 (Ntshawini area). After the completion of the project, iLembe Municipality will ensure that the toilets are usable through the regular maintenance of the pit-latrines. There are specifications that are required for the pit-latrines to ensure that maintenance can be done without using excessive resources. Usually there must be a concrete slab at the back of the toilet to allow opening during toilet maintenance. The top structures of the toilets being built are made of iron sheets which are positioned on top of the concrete slab, which makes access to the pit impossible.

Coastal areas such KwaDukuza have the problem of a shallow groundwater level. In the light of Goal Six of the Sustainable Development Goals, more and more poor countries are providing pit-latrines to their communities in order to meet the deadlines set for the provision of sanitation facilities (United Nations Development Programme, 2015). The increasing number of pit-latrines and the use of groundwater through boreholes increases the risk of the groundwater's being

contaminated by microbiological chemicals, and posing a health risk to human beings (Graham and Polizzotto, 2013). There is a lack of coordination between KDM and iLembe as the district municipality responsible for water and sanitation provision. According to the manager of the iLembe project management unit they have in principle tried to overcome this problem. Take for instance the non-involvement of iLembe in the pit-latrine specification, whereas iLembe is responsible for the maintenance of these sanitation units.

2.8 Environmental issues

The pit-latrine is the basic form of upgraded sanitation used around the world. It is a basic form because it is eventually replaced by waterborne sanitation systems. According to Tillett (2013) approximately 1.7 billion people around the world are still using the system. It is still a popular system in South Africa, both in rural and in urban areas. The use of the system does not provide accepted levels of clean environments, and yet its use is on the rise as countries are geared towards meeting the Sustainable Development Goals targets. Graham *et al.*, (2013) define improved sanitation as the one that separates human beings from human excreta. As per the UNICEF/WHO definition and requirement, the pit-latrines does not provide this kind of separation, but it is an upgraded method of sanitation compared to the bucket system or to having no system at all, as the latter is known to have caused cholera epidemics in the past. Governments from 193 member countries met in 2015 and committed themselves to provide acceptable sanitation facilities and the target date agreed by leaders is 2030.

The definition indicates that a proper system must replace pit-latrines in order for people to live in a less polluted environment. According to the study conducted by Graham *et al.*, (2013), 2.6 billion people do not have access to improved sanitation, meaning that 2.6 billion people do not have flushed toilets and are living in contact with human excreta. The authors attribute other diseases found among low-income earners to ground water contamination through pit-latrine toilets. Ground water resources may be contaminated by pit-latrines and may have human health effects, especially in the low-income countries where the pit latrines are most prevalent. According to *Graham et al.*, (2013), the contaminants from the pit-latrine can penetrate the soil and be mixed with ground water, which in turn contaminates water wells and presents hazard to human health.

2.9 The South African legislation

South African local government is established by Section 151 of the Republic of South Africa Constitution Act, 108 of 1996. It is established as the third sphere of government. Local government is closer to communities than the other two spheres; that is, provincial and national government. Section 151 gives both executive and legislative authority to local government. The executive authority gives the local government autonomy in decision making and policy making.

The legislative authority allows it to make its own laws. The objectives of the local government sphere are spelled out in Section 152 of the Constitution, which provides amongst other things for local government to be accountable to its communities. Sub-section (c) mandates local government to promote social as well as economic development. It is for this reason that municipalities are trying to promote the local economic development. Sub-section (d) places an obligation on local government to provide for and encourage a safe and healthy environment.

Section 156 of the Constitution identifies three categories of municipalities. Category A municipalities are metropolitan councils. South Africa has eight municipalities in this category. The municipalities in this category are described by their exclusivity and having executive and legislative powers in their areas of jurisdiction. Metropolitan councils are described in Section 2 of the Municipal Structures Act, 117 of 1998 as serving densely populated areas with broad social and industrial development. Category B municipalities share their executive and policy making authority with the district municipalities identified as category C municipalities in the Constitution. Category B municipalities do not have the characteristics of Category A municipalities and are located within the boundaries of Category C municipalities. Category C municipalities have more than one category B municipality within their area of operation.

The sharing of power between Category B and Category C municipalities is clarified by the powers and functions given to them in the Municipal Systems Act, 32 of 2000. iLembe District Municipality is made up of four local municipalities identified as category B municipalities. These municipalities are Mandeni, KwaDukuza, Ndwedwe and Maphumulo. The number of municipalities in iLembe District Municipality places it in category C as per Section 2 of the Municipal Structures Act.

2.9.1 Water services legislation

According to Section 6 of the Water Services Act, 108 of 1997, KDM is not a water service authority. Instead, the legislation identifies iLembe District Municipality as a water service authority, and therefore is being responsible for the provision of basic water and sanitation. Thus, the infrastructural problems in KDM pertaining to water and sanitation are the responsibility of iLembe District Municipality, which of course needs administrative and social support from KDM.

2.9.2 Environmental Conservation Act, 73 of 1989

This Act governs the behaviour of people towards the environment. The legislation mentions a number of prohibitions. For example, Part 5 Section 19 talks about waste management. It prohibits littering and provides for waste collection. It is the constitutional duty of local government to ensure a clean environment by collecting refuse from communities. At the same time the Act requires citizens to be responsible by not polluting the environment through littering.

Municipalities lack the enforcement expertise necessary to police the violation of environmental legislation (Mngoma *et al.*, 2011:111). They have to make the by-laws ensuring the protection of the environment within their areas of jurisdiction. The responsibilities of government, including municipalities, in protecting the environment include:

- Making by-laws related to environmental legislation
- Enforcing environmental by-laws.

Van Rooyen and Naidoo (2008:738) highlight these aspects of the legislation, amongst others, as issues to be addressed by local government. Mngoma *et al.* (2011:110) suggest that the problem of prioritising within local government with regards to controlling the impact on the environment and disasters in relation to environment has to do with balancing these requirements with the basic services backlog. Municipalities tend to focus more on addressing the backlog at the expense of environment. KwaDukuza IDP (2019/2020:363) talks about addressing the issue of sustainable human settlements in order to improve the quality of life, and creating an enabling environment to enhance economic growth as a priority, then later on the document mentions the protection of environment. Some may share the same view with Mngoma *et al.* (2011:110) regarding the two priorities. It appears that KDM has prioritised addressing the backlog in service delivery.

2.9.3 Some negative effects resulting from insufficient social service delivery

The world is urbanising at an alarming rate. In 2015 an alarming 2 billion people of the world's population was reported to be drinking untreated water. Close to 89 % of the people around the world are getting water through basic levels of service. (WHO, 7 February 2018). Basic level of service means that people are getting water outside of their homes. The lack of clean and safe drinking water leads to waterborne diseases. It is one of the reasons why African countries are often confronted with cholera epidemics and other waterborne diseases. Due to the urbanisation of the population of the world, the demand for the provision of services in urban areas is becoming even more challenging. (WHO, 7 February 2018)

2.10 Sustainable Development Goals

2.10.1 Goal One: Ending poverty

During the era of the Millennium Development Goals, that is, from 2000 to 2015, global poverty has been cut by more than 50% (Sustainable Development Goals 2015). According to the Sustainable Development Goals, the poverty line is measured in terms of US dollar earning per day. A family living with less than 1.90 US dollars per day is living in poverty. The major progress was achieved in Eastern and South Eastern Asia. Approximately 42% (more than 800 million) of the people in Sub-Saharan Africa are still living in poverty (Sustainable Development Goals 2015).

Sustainable Development Goals describes poverty in terms of how much one earns per day. Goal one does not extend to the improvement of living structures. It is fortunate for poor South Africans that the Department of Human Settlement provides for the housing of the poor. Poverty and neglect at Ntshawini area in KDM is visible in the physical structures. The poor dwellings for migrants exemplify the urban poverty in the area.

Urban poverty in KDM is the root cause of urban crime. According to Laldas (2019) the rate of house breaking, murders, robbery and drug dealing is on the rise. The police are working tirelessly to crack down on criminals. People are trying to find the means to make a living due to the lack of job opportunities and the fact that 80% of the people in KDM are paid below the minimum wage (Dube, 2017). KDM alone cannot win the battle, because the situation is the outcome of the large number of people migrating to KDM. It is important that the other three sister municipalities, Mandeni, Ndwedwe and Maphumulo, develop economic hubs that will support local entrepreneurship in order to manage rural-urban migration to KwaDukuza.

2.10.2 Goal Two: Zero hunger

The United Nations confirms that global famine and hunger has dropped in the last 20 years. All that is left is to support and promote sustainable agriculture by supporting emerging farmers (United Nations Development Programme 2015). Supporting farmers and achieving sustainable agriculture to ensure food security by 2030 is one of the programmes that could assist KDM to deal with the rural-urban influx. Supporting small-scale farmers would ensure that there are work opportunities in the rural areas, and some of rural labour force could find employment on the farms and not be forced to join the mass of urban job-seekers.

2.10.3 Goal Three: Ensuring healthy living conditions for all people

It is important to be in good health. The World Health Organisation (WHO, 2018) defines health as the whole physical and mental state of the individual, including social integration, and not only the absence of sickness and diseases (WHO, 2018). Poor people in Ntshawini in KDM, who are mostly the migrants who came to town looking for job opportunities, are living in appalling conditions. The collection of waste is poor or it is not done at all. This has given rise to a manifestation of mosquitoes in the area. According to KwaDukuza IDP (2019/2020:195) the municipality has the following challenges regarding waste collection and disposal:

- The implementation of the waste information system
- The review of the waste collection by-laws
- The rehabilitation of the Shakaville disposal site
- Dealing with health risks and environmental pollution by waste management activities and services

- The need for additional resources in the solid waste section and to revitalise its personnel
- The need for five-year strategic planning
- The need to benefit all residents of KwaDukuza with basic waste management services
- The need for health and education campaigns regarding waste management and the environment.

When one considers the challenges in KDM, it becomes clear that population growth in KwaDukuza comes with challenges that pose threats to the environment and the well-being of the citizens of KwaDukuza. The extension of the municipal boundaries through the mushrooming of informal settlements comes with financial responsibilities on the part of the municipality. For instance, it is obvious from among the above challenges that the municipality needs additional staff and equipment in order to continue honouring its mandate of basic service delivery.

KDM has to be geared towards achieving a healthy environment in order to ensure the well-being of its citizens. This, of course, may require additional resources, as the boundaries of KDM keep on expanding due to the population growth, and more houses are being built in both formal and informal settlements.

2.10.4 Goal Six: Providing clean water and an acceptable sanitation system

The ultimate goal of the United Nations in regard to water and sanitation is to ensure that every citizen on earth has access to clean, safe and affordable water by 2030 (United Nations Development Programme, 2015). It is important for KDM to be proactive in acquiring land for housing. This would help the municipality's Human Settlement Department and Town Planning Department to be in control of human settlement planning in KDM. For example, it is difficult to start planning for access roads, water and sanitation infrastructure if people have already established themselves in an informal settlement. On the other hand, municipalities are expected to be sensitive to the need for basic services such as water and sanitation, as this is one of South Africa's governmental priorities (Schultz, 2017:1160). The provision of clean water and sanitation is not an option for municipalities; it is an obligation. Unfortunately for KDM, the provision of these services might lag behind because of the allocated budget's being inadequate to respond to the population explosions being experienced.

The marginalisation of the urban poor in KDM is visible in terms of the sanitation facilities that people in the informal settlements are using in their homes. The sanitation facilities of the urban poor are largely pit-latrines, and these structures are sub-standard (Oteng-Ababio *et al.*, 2019:1). Poor sanitation facilities are not only a threat to human lives through the air pollution that they produce, but children have lost their lives in the old pit-latrines (Mahr, 2018). Poorly built toilets also spread diseases through the community. According to WHO (2019), 827 000 people have

lost their lives in poor countries as a result of water and sanitation-related disease. The statistics are shocking, 5.5 billion people have access to basic sanitation services and 2 billion people do not have basic sanitation facilities, whereas 673 million people defecate in the open space (WHO, 2019). Polizzotto (2013) defines the proper sanitation facility as a hygienic system that has an ability to prevent humans from coming into contact with human excreta. Polizzotto's definition gives an indication that there is still a lot to be done as far as sanitation is concerned. Fifty five billion people have access to basic sanitation. The basic sanitation referred to here could be pit-latrines, for example. Considering the definition of improved sanitation as given by Polizzotto, an improvement is still required to upgrade the sanitation system of those 5.5 billion people using basic sanitation to a form of sanitation that separates humans from coming into contact with human excreta.

Once the rural migrants are in the urban areas, the amounts they earn determine the type of dwelling and services they receive. People in the informal settlements, for example, receive pit-toilets from the government, while rich people living in the suburbs use waterborne toilets. By right, people are entitled to clean water and sanitation (Municipal Structures Act, 117 of 1998, Section 84(1) b).

Ntshawini area has been in existence for a long time, and it has been neglected and marginalised. Its existence cannot be traced, but one can assume that the settlement dates back as far back as 1872 when the city was founded and name Stanger after William Stanger who was the first Surveyor-General for the then Colony of Natal. The place became municipality in 1949 (Drakensburg tourist map, 2016). The place has been getting populated alongside with industrialisation within KwaDukuza. One may view deprivation or marginalisation considering the provision of services at Ntshawini since 1949.

It is important for KDM to be mindful of the fact that environmental hazards due to the inadequate supply of water and sanitation affect not only those living in informal settlement but the entire citizenry of KDM.

2.10.5 Goal Eight: Providing decent work and a growing economy

According to Section 153 (a) of the Constitution of the Republic of South Africa municipalities are expected to support local economic development. KwaDukuza has a number of developmental activities aimed at growing the local economy. Despite the local economic activities to boost local economy, the municipality has a challenge. The unemployment rate is estimated at 25% and there is a population growth of 4.09% per annum (KwaDukuza Municipality Demographic Information 2016). The following are a number of initiatives taken by KDM in order to provide for the growing population of KwaDukuza.

2.11 The Integrated Aerotropolis Strategy (IAS)

The Province of KwaZulu-Natal has embarked on an economic growth strategy that tends to have a broader approach, as it extends across municipal boundaries. The intention of the aerotropolis is to advance economic growth and to create jobs in order to fight the triple challenges of inequality, poverty and unemployment (KwaZulu-Natal IAS 2014:2). It is about time that municipalities start to plan development beyond municipality boundaries. This is an ongoing challenge for South African municipalities as the thinking of municipality officials is controlled by greed for revenue collection before basic service delivery (Mathebula, 2018:259). Mathebula also addresses the issue of public participation regarding the demarcation of municipal boundaries. People should be given a chance to say what they think is right when public officials are planning for their development.

2.11.1 Aerotropolis, a cross-municipal boundary economic initiative

This is a fifty year plan that is going to benefit KwaDukuza and other regions of iLembe through to Richards Bay (Staff Reporter, 2018). This development will make use of road infrastructure, the ports of Richards Bay and Durban, as well as the King Shaka International Airport through the trade hubs to be located in Richards Bay and Durban. According to the Staff Reporter this project is to have an investment possibility of R1 trillion, and it will allow developers and investors to exploit the international market through its connectivity. If this initiative becomes a reality it is to allow an ordinary citizen of KwaDukuza to trade at a global level through international connectivity. Planners have identified key sectors that are going to dominate the aerotropolis: manufacturing, communication and transport, catering and accommodation, and wholesale and retail trading (Durban Aerotropolis 2018:2). Investment started in 2018 and according to the official document from Durban Aerotropolis a feasibility study is under way for land acquisition in KwaDukuza, Oakford and Mount Moreland. One will have to wait and see if the financially strong municipalities are not going to try to exploit the trade opportunities in the aerotropolis at the expense of weaker ones like KDM. As Mathebula (2018) says, revenue greed is a passion for municipal authorities.

2.11.2 Emerging contractor's development programme

Together with the Department of Human Settlement KDM has conducted a three-year development programme which targeted 30 local contractors within Construction Industry Development Board (CIDB) grade 2. Thirty local contractors with CIDB 2 were trained in bricklaying and plastering in order to prepare them to bid and be sub-contracted in Human settlement projects (KDM Annual Report 2019/2020:237). Local economic development initiatives in KDM may be the reason for rural-urban migration to KwaDukuza. The urban unemployment rate of 25% in 2016 with a population growth rate of 4.09% per year needs substantial economic growth if employment opportunities are to be provided.

One may appreciate what KDM is doing in order to boost the local economy, but the objective of Goal Eight is to provide decent work for the population and to grow the economy. Decent work is defined as productive work that provides a fair income, job security, and opportunities for personal development, liberty to express one's views, and the opportunity to participate in decision-making affecting employees (International Labour Organisation, 2019). In order to come to better understanding on what the International Labour Organisation means by decent work especially the part of the definition that mentions job security. Job security is defined as the probability of the employee to keep his or her job (Jimenez and Didona, 2017:3762). Although this definition does provide for the fair income, but it mentions the most important thing about job security that of an employee's probability to keep the job. Some of the residents at Ntshawini are working for construction companies and some residents are working for emerging companies that sub-contract to main contractors. This does not constitute a decent job because the probability of getting unemployed is high. The rural-migrants in KwaDukuza are living under circumstances that may result in some individuals resorting to criminal activities such as drug dealing and theft for survival.

Therefore this kind of employment that rural migrants get from construction industry does not provide job opportunities as alluded to in the definition of decent work by the International Labour Organisation. The decent work agenda in Sustainable Development Goal Eight has four supporting pillars: the creation of employment opportunities, the rights of employees, social dialogue, and job security (International Labour Organisation, 2019). One can conclude that job opportunities provided by the KDM economic initiatives do provide for the employment of members of KDM's growing population, but the opportunities in the construction industry such as those provided by the Department of Human Settlement to contractors in KDM housing projects are temporary. These jobs cannot be counted as contributing to decent work and contributing to achieving Goal Eight.

2.12 Women and rural-urban migration

Women economic emancipation is one of the factors that exacerbate rural-urban migration. (Bello-Bravo, 2015). The author associate women migration to urban areas with independence and social empowerment. According to the study conducted by Bello-Bravo (2015) in West Africa, there is an increased in the number of women involved in commercial activities. The involvement of women in commercial activities means that women are breaking the traditional norm of financial dependence to their husbands. Another factor worth mentioning regarding rural women migrating to urban areas is the high rate of divorce that brings about the high number of female headed households. (Akinola, 2018).

The Post-apartheid era in South Africa has brought opportunities for women. Access to education has resulted in a number of women in the labour force. Education has led to changes in gender quality. (Posel and Casale, 2019). KwaDukuza demographic data recorded 39% households headed by women. (KwaDukuza, 2016). The statistics show similar trend of women empowerment conducted in West Africa by Bello-Bravo (2015)

2.13 KwaDukuza local economic development

The following three investment projects in KwaDukuza are discussed here because they are KDM's endeavours to fight urban unemployment. The projects created job opportunities in KDM and fit in with the 17 Sustainable Development Goals, especially Goal Two, which seeks to address hunger, and Goal Eight, which seeks to address the issue of decent work and growing the economy.

2.13.1 Ballito Junction Regional Mall

Ballito Junction Regional Mall is a R2.5 billion development in Ballito (KwaDukuza Annual Report 2016/2017). It was expected that the Mall would provide approximately 1500 permanent and part-time jobs. The agreement between KwaDukuza and the developers was that 80% of the positions would be filled by KDM residents (Abrahams, 2016). According to the KDM Annual Report (2016/2017) some of the mall tenants failed to honour the recruitment agreement as agreed with the mall developers of employing 80% local labour. This led to the African National Congress Youth League (ANCYL) march against the management on the day of Mall's opening in 2017. The ANCYL believed that some of the mall tenants had employed people coming from Mhlanga, Tongaat and Durban, which was not in accordance with what had been agreed with KDM and the Regional Mall developers (Troskie, 2017). KwaDukuza seems to understand the employment crisis and is making a tremendous effort to provide jobs for its growing labour force. Some municipal authorities are not clear about Local Economic Development Policy and its implementation. (Koma, 2012:127). One may share the same sentiment with Koma because municipalities are not able to enforce Local Development Policy to employers within their area of jurisdiction whereas Section 153 of the Constitution of the Republic of South Africa states clearly that municipal administration must ensure that priority to basic needs is given to local people in order to promote local economy. Municipal authorities are not enforcing the policy but are waiting for employers to do a favour in the presence of Local Economic Development Policy. The problem of urban unemployment is growing as the rural-urban migration phenomenon continues. According to Abrahams, Troskie and Dlamini (2017) the protesters were coming from all over iLembe region, meaning that people were coming from Maphumulo, Ndwedwe, Mandeni and KwaDukuza. This gives an indication of the further influx of people to KDM to be expected, as people have so much interest in being employed in KDM. The political leadership and the administrators of the municipalities in iLembe region should embark on a strategic plan to

enhance development in the three sister municipalities of KDM in order to manage the rural-urban migration to KwaDukuza.

2.13.2 KwaDukuza Mall

KwaDukuza Mall was developed on the unused KDM golf course, and it also took the land where sports and recreational facilities such as tennis courts, a swimming pool and other sporting facilities were located. The R500 million project was completed in 2018 with 80 stores (KDM Annual Report 2016/2017). About 360 local people are employed in the Mall. One thousand and one hundred people were employed during the construction of the Mall, which houses Checkers, a Pick and Pay supermarket, restaurants, banks, clothing shops and other popular shops (Naidoo, 2018). The opening of Ballito Regional Mall in 2017 and KwaDukuza Mall in 2018 have given rise to employment opportunities and brought further hope of employment for rural people, which is likely to worsen the rural-urban migration and produce the further negative impacts that accompany rapid population growth.

2.13.3 KwaDukuza Private Hospital

KwaDukuza Private Hospital (KPH) is one of the projects which were identified in 2009 in KwaDukuza CBD Renewal Framework. It was hoped that this project and the KwaDukuza Mall would bring renewal to the KwaDukuza CBD and boost the local economy (KDM Annual Report 2016/2017). The facility is equipped with 70 beds for patients and three operating theatres.

The ANCYL in greater KwaDukuza marched to the hospital demanding employment shortly before its official opening. According to the hospital's chief executive officer, only 50% of the staff have been employed and the hospital is going to employ more people based on the demand (Abrahams, 2018). The ANCYL has marched against the opening of the Ballito Regional Mall and also threatened the opening of the local private hospital. In both instances, the youth is demanding employment. KwaDukuza is currently sitting with a high number of unemployed potential labourers. The marches and the demands for employment are likely to repel investors from investing in KDM. Urban unemployment should be treated with caution by political leadership and municipal planners. The holistic approach is required in the development of iLembe region that will ensure that the three sister municipalities are not left behind in order to manage rural-urban migration throughout the district.

2.14 Conclusion

The contributions culled from the different authors consulted reveal that urbanisation has both advantages and disadvantages. For instance, some of the major contributions to many countries' GDPs are generated in urban areas, and a workforce is therefore required. Rural-urban migration cannot be stopped by the development of economic hubs in rural areas, but it can assist in minimising the rate of rural-urban migration.

In regard to the dual standard of living found in urban areas that separates the rich from the poor, as in the case of Ntshawini informal settlement, Oteng-Obabio, Owusu and Asafo (2019:2) see it as marginalisation of the poor. Others may agree with Oteng-Obabio *et al.* (2019) as the provision of services such as refuse collection is somewhat compromised at Ntshawini informal settlement. This marginalisation results in the spread of diseases that are brought into informal settlement and spread through the lack of basic services. The marginalisation of the poor not only makes life difficult for the urban poor, but it also becomes a problem for the rich and damages the environment. For instance, if local authorities fail to provide sanitation facilities to the urban poor this compromises the environment. If the local authorities do not provide a conducive environment for the private economic sector to flourish and employ the available workforce, crime and social ills such as robbery and drug dealing become a problem. It is true that the population growth rate in South Africa is high and that there are few job opportunities. The urban authorities should therefore strengthen law enforcement in order to fight urban crime and promote growth.

The boundaries of towns and cities are not static due to the rural-urban migration and new migrants finding cheaper sites to build their accommodation on the municipal peripheries. The urban authorities therefore need to be planning ahead, before urban social disaster strikes. For instance, local authorities should build urban infrastructure that is able to cater for future population growth.

Local authorities are experiencing challenges in terms of receiving insufficient budget allocations from national government. There are different schools of thought in this regard. Some authors cite the lack of leadership as a real problem to urban planning and others also agree on the issue of budgetary constraints. Some people may agree with SABI author (2016:1), as the author advocates strong leadership in urban areas in order to take advantage of urbanisation and allow it to serve commercial growth and competitiveness. This can be done only when the local authorities have good economic policies that allow for industrial growth and practising clean and sound Local Government Administration.

CHAPTER 3: RESEARCH METHODOLOGY

3.1. Introduction

The previous chapter presented the views of different urbanisation writers as to how they see the challenges facing urban municipal authorities. The pieces of legislation pertaining to individual rights in regard to basic service delivery and to a clean environment were explored. Most importantly Chapter Two considered the dilemma facing local government in regard to inequalities and the current basic services backlog that municipalities must address. This is coupled with their responsibility to take care of the environment in order to ensure sustainable development (Mngoma *et al.*, 2017:110).

This chapter focused on the methodology that was followed in conducting the research; that is, the research paradigm, the number of participants, and the strategy that was used in engaging with them. The chapter described all the participants and stated why a particular individual was selected particularly those selected for semi-structured interviews. The data collection instruments that were used in the study were discussed, as well as the use of thematic analysis as a tool that was used in making sense of the data collected in the study.

3.1.1 Self-disclosure

The researcher works for iLembe District Municipality as a Project Officer in the Project Management Unit of the Technical Services Department. His job description involves social facilitation in water and sanitation projects as well as the maintenance of pit-latrines.

KDM is one of the four local municipalities in iLembe District Municipality. The researcher is aware of some of the challenges in regard to water and sanitation in KwaDukuza, but this does not mean knowing how people feel about the challenges, nor being aware of KDM's plans in regard for example to housing or the enforcement of environmental policies or other municipal services.

3.2 Research problem

Section 84 of the Municipal Structures Act, 117 of 1998 on the one hand, gives powers and functions to municipalities. According to the Act, iLembe District as a District Municipality has the obligation to provide water and sanitation. On the other hand, KDM as the local municipality has to provide the community in the area with services such as electricity, housing, refuse removal, a storm water drainage system, community halls, libraries, access roads and health facilities. Some of households have made their own septic tanks, which are not emptied in time and are contaminating the water resources.

KwaDukuza provides better opportunities in the creation of both short-term and long-term employment opportunities. This has resulted in a growth in the number of informal settlements, which has a direct negative influence on the service delivery backlogs. As a result of the population growth, which is putting pressure on KDM's resources, it has become difficult for KDM to fulfil its constitutional mandate of providing basic services.

The crime statistics are growing in the area. The most frequent kinds of crimes reported in the local police stations are drug-related crimes, house breaking, theft, shoplifting, car smash-and-grab, and business robbery (Naude, 2015).

Prostitution is reported to be on the increase in KwaDukuza town. According to Dlamini (2014) some of the ratepayers think that prostitution is degrading the image of the town. Most of the social ills reported in the local police stations are the result KDM immigrants who could not find employment and resort to alternative ways of survival like prostitution, drug dealing, shoplifting and car smash-and-grabs. Dlamini (2014). The kind of alternative employment such as prostitution and other social crimes in KDM portray the social decay. According to Dlamini (2018) three cars are stolen in KwaDukuza in one single night. This means that urban unemployed have resorted to criminal activities in order to survive.

Water is also provided in different ways. Most people who live in the town have house connections. Lindelani Township is about 2 km from the town, but the residents collect water from the communal stand pipe. This depicts the imbalances in regard to level of service in the townships and suburban areas.

The National Development Plan 2030 has developmental priorities such as poverty alleviation. Water and sanitation are the basic domestic necessities for people, and are also requirements for most entrepreneurships. Alleviating poverty by 2030 as per the Sustainable Development Goals becomes impossible without the provision of clean water and sanitation facilities (United Nations Department of Economic and Social Affairs, 2015).

3.3 Research statement

This research project explores how people of KwaDukuza are negatively affected by rural-urban migration, and how the KDM population growth hampers basic services provision. The research also considered possible ways for the municipality to mitigate the situation.

3.4 Research objectives

- To determine if the municipality has enough and affordable accommodation
- To determine how crime has increased as a result of unemployment and how KDM citizens and business are affected

- To determine the level and provision of basic services to the people
- To find out if rural-urban migration has a negative impact on the environment

3.4.1 Research questions

- Is there enough and affordable accommodation in KwaDukuza?
- Is there an increase in criminal activity as a result of unemployment?
- Are the basic social services adequately provided to the people?
- Is there a negative impact on the environment as a result of rural-urban migration?

3.5 Significance of the study

The purpose of the research was to explore the impact of urban migration to KDM as one of the small towns in KZN. The findings of the research might form part of a broader study conducted by future researchers of the impact of urban migration on South African towns and cities. The findings might lead to new legislation on how to manage and keep urban migration at the lowest possible level.

The study explored overpopulation in KDM in regard to its impact on the environment, its impact on the social life of the urbanised population, and the consequent social decay, and also tried to offer amicable solutions to the numerous challenges facing KDM as a result of overpopulation. If the findings of the study are not heeded, KDM environmental resources, both flora and fauna, may increasingly experience further environmental deterioration.

3.6 The National Development Plan 2030

The National Development Plan is a South African government development plan that sets out the priorities to better the lives of its citizens. The plan was adopted in 2013 and is to be implemented over 17 years. Amongst the priorities in the plan is the reduction of inequality, improving the ability of the state, growing economy, improving leadership and enhancing partnerships with its people. (National Development Plan 2030)

Rural-urban migration in iLembe District appears to be attracting people from rural areas of the District to KwaDukuza. This occurrence reveals that the District needs strong leadership to focus its energies in improving the infrastructure in all the four municipalities of iLembe. The movement of people from rural areas to face urban poverty and live in appalling conditions in urban areas reveals rural-urban imbalances that needs to be addressed by 2030. (United-Habitat, 4: 2017). Without strong leadership and enhanced partnership with citizens of South Africa it

will be difficult for KwaDukuza and other three municipalities to build sustainable economy, get rid of poverty and to reduce inequality. Rural-urban migration is mostly exacerbated by inequality regarding social services provision and lack of economic opportunities in rural areas.

3.7 Justification for the research

Research study was conducted in KDM area. KDM is one of the four local municipalities in iLembe District Municipality. The research was prompted by the release of KwaDukuza 2016 Demographic Survey, which came up with alarming population growth statistics. The population of KwaDukuza was 231187 in 2011, and in 2016 the population was 276719, which is an approximately 20% growth. In 2011 unemployment was reported to be standing at 25% (Municipalities of South Africa, 2016). KwaDukuza youth unemployment alone today stands at 31% (KwaDukuza IDP 2019/2020:28). The above population growth is enormous in comparison with those of the other three municipalities in iLembe District Municipality. An interpretation of the statistics predicts future crisis in KwaDukuza which could be the result of rural-urban migration. If not well managed, rural-urban migration to KwaDukuza could have negative consequences for both people and the environment.

3.8 Research methodology

Research methodology suggests how a study should be carried out in order to best acquire information relevant to the objectives of the study. The researcher conducted the research using both primary and secondary data. Primary data is the data that was collected by the researcher on site through personal observation and experiment, whereas secondary data is existing data upon which the researcher constructs new knowledge.

KDM was selected as the area where the study would be conducted. To be more precise, the study was conducted in Ward 15, Ntshawini Informal Settlement, and Ward 19, which includes the central business district, a residential area, KwaDukuza Municipal Offices, and iLembe District Municipal Offices. The study gathered both empirical and non-empirical evidence. The non-empirical evidence was obtained from existing literature such as peer reviewed journals, government policies and publications. The primary source of information, however, was the empirical evidence gathered from the surveys.

The aim of the study was to explore the negative impact of rural-urban migration on KDM. A qualitative research design was selected in order to allow the participants to express their views freely in answering the survey questions, unlike in a quantitative research design, where participants are given closed-ended questions and the range of their answers is restricted. The survey questionnaire was given to participants residing in Ward 15 (Ntshawini area). The purpose was to explore the negative impact of urbanisation on KwaDukuza, both on people living in the informal settlement and on those in the formal accommodation and the CBD. It was the

researcher's assumption that the population of Ntshawini area where the survey was conducted was a poor community with a low income. The study also explored the impact on the ecological environment. The study confirmed that indeed the people living in the informal settlement are poor and live in the harsh conditions, and that these conditions have a negative impact both on them and on the environment.

In summary, the participants in the study consisted of three people doing business in KwaDukuza CBD. KwaDukuza manager for Housing and Human Settlements, KwaDukuza manager Waste Management, iLembe manager project management unit (PMU), the iNduna from Ntshawini area, and the ward councillors of Wards 15 and 19. The investigation into the households were done in at least ten households in regard to water and sanitation and other basic services. In total the sample consisted of 19 people. Households in Ward 19 were not selected because residents of ward 19 live either in the town or in KwaDukuza suburb.

3.8.1 Qualitative interviews

The researcher conducted face-to-face interviews with the participants in order to collect data. Both semi-structured and unstructured interviews were conducted (Zikmund, Babin, Carr, Adhikari and Griffin, 2016:340). The researcher designed semi-structured questionnaires to be used as a guide during the interviews. The interview contained open-ended questions to allow the respondents to express themselves, as against the closed-ended questions that are found in quantitative studies. The interviewer avoided asking leading or loaded questions, as the former contain biases and the latter create confusion in the participants (Zikmund *et al.*, 2016:152). It was considered vital to interview municipal officials in regard to the master plan called the Aerotropolis in order to get a broader view of the planning process.

3.8.2 Survey questionnaire

The questionnaire was distributed to ten respondents in Ntshawini. All questionnaires were collected on the third day and were transcribed verbatim. In this context "verbatim" means that the questionnaires were transcribed using the exact words used by the respondents in answering the questions (Du Plooy, 2013:259).

3.8.3 Semi-structured interviews

Semi-structured interviews were conducted with nine respondents. The initial plan was to conduct ten interviews, but one of the respondents from the municipality could not be reached. Transcription of all semi-structured interviews were done following the research guidelines (Van den Berg and Struwig, 2017:118):

Categorise the responses as per the questions and themes created. One may agree with Van den Berg *et al.*, (2017) as this appears to be one of the important steps that may help in quantifying responses with ease. Categorising respondents is also essential as this may assist the researcher

to understand the background and knowledge likely to be possessed by each participant. For instance the ward councillors have access to some kind of confidential information that the person doing business in the CBD does not possess. Having mentioned categorising the respondents it is worth mentioning that the researcher was guided by the research objectives throughout the research. (Van den Berg et al., 2017:118)

After categorising respondents in this research, questions were categorised according to the knowledge expected to reside amongst respondents. For instance the researcher could not ask survey respondents from Ntshawini about future plans to improve refuse collection at Ntshawini. This question however could have been relevant to the ward councillor and KDM manager waste manager.

The researcher tabulated the responses according to the themes developed with the assistance of an experienced researcher. It was important to ensure that important points raised by respondents are were not overlooked.

3.9 Philosophical worldviews/research paradigm

In this context a philosophical worldview can be defined as the beliefs that a researcher may bring to the study. This belief comes from the experiences to which the researcher may have been exposed before engaging in the study. The philosophical worldview of the researcher influences the way he or she thinks and arranges ideas in the research. The worldview plays a significant role in influencing the results of the research. There are four philosophical worldviews, namely the post-positivist worldview, the constructivist worldview, the transformative worldview and the pragmatic worldview. This is the simplification of the philosophical worldviews for the purpose of this study.

3.9.1 Post-Positivist Worldview

Post-positivism tends to focus on causes in order to predict outcomes. In many instances a post-positivist researcher categorises the effects that influence the outcome. This is the worldview that is mostly used in science studies Conradie (2014:2). Science studies are primarily based on experiments and the findings are mostly derived from scientific methods and experiments. Scientific studies are not static meaning that what may have been discovered in research for example and the consensus reached may differ with the findings of the same study conducted after the consensus has been reached. Post-positivism holds the view that things are not as they seem to be and seeks more studies in order to find the other solution to the problem. The worldview is post-positivist worldview for the same reason that people have agreed on the findings of the study and results accepted and another study is conducted for example by other researchers. Scientific methods involve observation, it is for this reason that the same scientific methods are followed in the same study but future studies come up with different findings and

results from the previous study. According (Creswell and Creswell, 2018:6). It is for this reason that this worldview is called post-positivist because it represents the different school of thought after the agreement has been reached.

3.9.2 Pragmatic Worldview

Pragmatism is a result of certain actions or circumstances that people find themselves rather than precursor (Creswell *et al.*, 2018:10). This means that pragmatism is a reaction to find solution to existing problems. It is more likely the same as positivism in nature. They are not concerned with the choice of method. They confront the research problem employing all available research approaches. The pragmatic researcher focusses on finding a solution to a problem (Creswell *et al.*, 2018:10). The pragmatic researcher uses both qualitative and quantitative data in order to be able to understand a problem. This worldview is likely to bring good and reliable results hence it involves quantitative and qualitative solutions in order to find an answer to the problem.

3.9.3 Constructivist Worldview

In the constructivist worldview the researcher focussed on the context in which people live. Unlike Pragmatism which uses all methods to find a solution to the problem, Constructivism is mostly used in qualitative approaches (Creswell *et al.*, 2018:7). The reason for this approach to be regarded as mostly qualitative may be the fact that this worldview is characterised by asking open-ended questions in order for the respondent to be free to express their views during the study. One of the reasons why the study tend to use open-ended questions is because the study seemed to have huge percentage of reliance to the opinions of participants. Over reliance on participants sometimes may not help the researcher to arrive at reliable findings and results. Primary data is also an essential component in finding social solutions to existing problems. (Creswell *et al.*, 2018:7).

3.9.4 Transformative Worldview

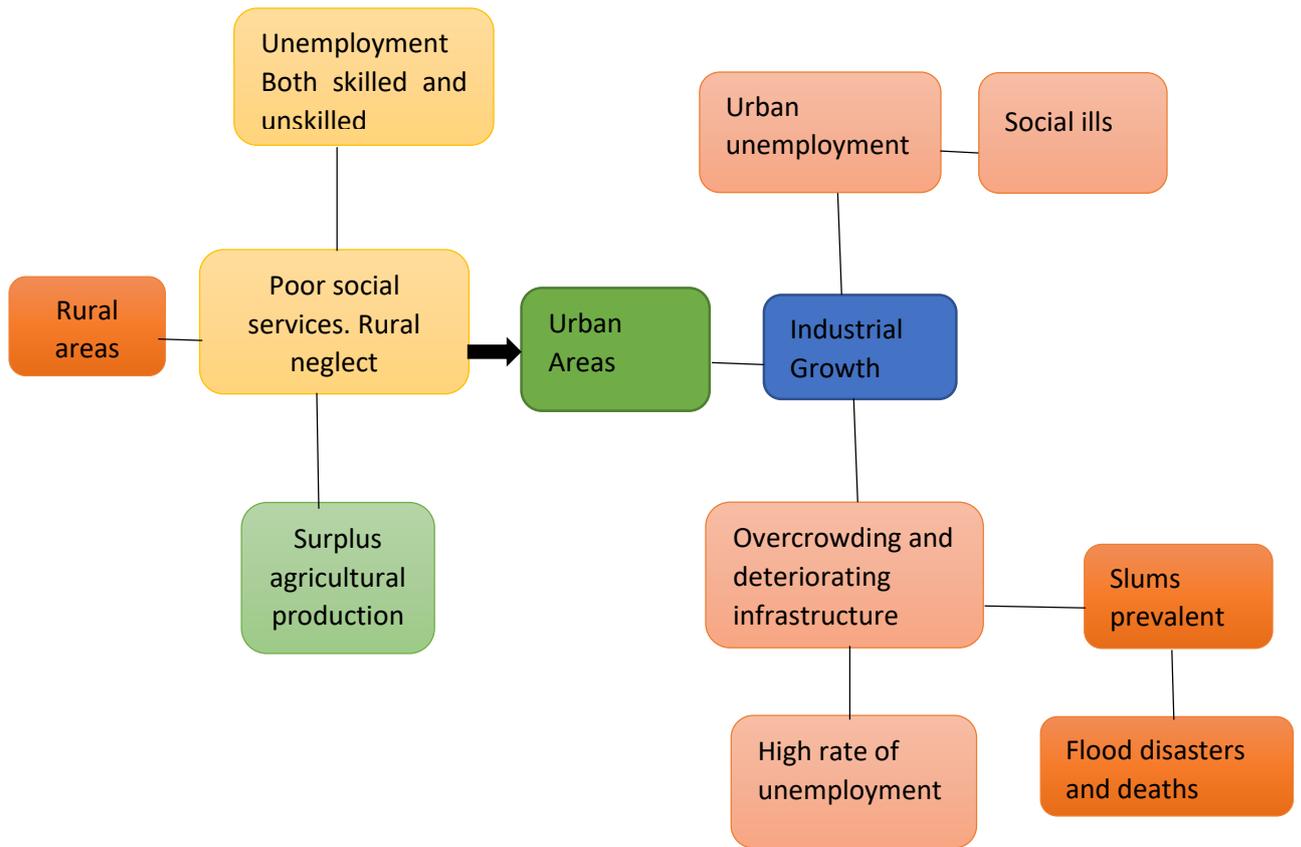
Transformative worldview is the research methodology interwoven with politics and the political change agenda in order to address social imbalances and oppression (Creswell *et al.*, 2017:9). The transformative worldview is one of the Worldviews associated with qualitative research methods. According to (Creswell *et al.*, 2018:9) this Worldview is opposed to post-positivism because the latter has too many structural laws that marginalise people in terms of power and getting social justice. This Worldview is based on the strong notion that whatever the things are, the change must come. Transformative Worldview focuses on research enquiries that involve changing of the political agenda in order to effect change on people's lives it is the best option that the researcher chose for this study. The research intended to prompt a change agenda in order to improve the conditions of the people living in KDM focussing on social services improvement and curbing social problems perceived as subsequent to population growth due to rural-urban migration. .

3.10 Theoretical framework

A theoretical framework can be defined as a structure that is able to support the model to be followed in a particular research study. The purpose of formulating theories is to explain, make predictions, comprehend occurrences, and test the existing information and assumptions made thereof (Van der Westhuizen, Thesnaar and Greuel, 2015:4). This study was based on a push-pull theory of migration developed by Ernst Georg Ravenstein during the 19th century. The ideological basis of the theory is that migration from rural areas to urban areas is based on specific socio-economic factors that make it possible.

According to Mjimba and Elum (2016:3) the surplus in agricultural production may be one of the factors that urge people to migrate to urban areas because that is where they are able to market and sell their agricultural products. People who live in rural areas may find it impossible to commuting daily to urban centres in order to sell their agricultural products. In addition, there are many other factors that prompt rural-urban migration. Amoo *et al.*, (2013:113) point out some other economic push factors from rural areas to urban areas such as the industrial growth that creates job opportunities. On the other hand industrial growth creates limited job opportunities that cannot be enough for the urban influx. Amoo *et al.*, (2013:113) emphasises the imbalances between the ratio of job creation in the towns and cities against the ratio of rural-urban migration. Many people who migrate from rural areas to urban areas do not get employment and resort to criminal activities and self-employment. (Amoo, *et al*, 2013:114).

Figure 3.1 Theoretical framework supporting the research



(Adapted from Ernst Georg Ravenstein, 1880)

Ravenstein’s (1880) push-pull theory of migration from rural areas to urban areas is based on the premise that all migrations have the ability to bring about both positive and negative results. The model shows the rural areas with surplus agricultural production, unemployment and poor social services. These are some of the few factors that make people decide to leave the rural areas and establish themselves in urban areas. The job opportunities that are available in the urban areas provided mainly by industrial growth are not sufficient to address the growing unemployment. The KDM unemployment rate stands at 25% with 31% youth unemployment (KwaDukuza Municipality, KwaDukuza IDP 2019/2020:28).

In most cases the workforce from the rural areas finds it difficult to move to and from the cities and towns and look for cheap urban accommodation. For example, decent accommodation in KwaDukuza costs an average of R3000 per month. People then try to look for inexpensive accommodation around KwaDukuza shanty towns. Life in such areas is hazardous as there is a prevalence of disease, violence and congestion, and a lack of basic social services such as water and sanitation, refuse removal, electricity and drainage systems. In most cases the slums are built near rivers and these are areas prone to flooding in summer. This then may amount to an additional financial burden to the municipality in terms of bringing disaster relief to the displaced people.

3.10.1 Inductive reasoning

According to Braun, Clarke, Hayfield and Terry (2011:11) there are two orientations in data coding; that is, inductive reasoning and deductive reasoning. The study followed an inductive approach where the researcher started by collecting data, and then analysed the data in order to shape ideas. It is unlike the deductive orientation of quantitative research, where the researcher approaches the research with pre-conceived ideas. This research was inductive, hence the researcher moved from the specific to the general in formulating a research theory (Braun *et al.*, 2011:11).

3.11 Research design

Babbie and Mouton (2011:74) define research design as the researcher's illustration of how he or she intends to conduct the study. The researcher says how the research will be conducted and why the particular design is to be followed. There are three types of research designs namely quantitative design, qualitative design and mixed methods.

3.11.1 Quantitative Design

Quantitative designs usually follow deductive reasoning because of their tendency to scrutinise relationships among variables and the testing of objective theories. The variables are measured by an instrument in order for the numerical data to be analysed using numerical procedures (Creswell *et al.*, 2018:4). The design is characterised by closed-ended questions. Such questions do not give the respondents the liberty to express their own views freely during the interview. It is for this reason that the study followed inductive reasoning instead.

3.11.2 Qualitative Design

Qualitative designs in research can be defined as a way of exploring with the purpose of comprehending the meaning people attach to social problems. Amongst others the process involves data collection from population sample in its own setting, observation and interviews (Zikmund *et al.*, 2016:147).

This design aimed at exploring and comprehending the meaning individuals and groups attribute to a social problem. The researcher collected information from the existing data such as municipal documents and newspapers, and went out on site to do personal observations. The secondary data was analysed together with the primary data from personal observations on site, in order to come up with realistic recommendations for the municipality, and ultimately to the municipal council.

3.11.3 Qualitative and quantitative methods

In order to fulfil the objectives determined for the study, the researcher applied a qualitative method. Table 3.1 is a tabulation of a few characteristics of qualitative and quantitative approaches (Du Plooy, 2013:36-38). The characteristics are based on the ontological and epistemological assumptions made in research. The ontological assumptions are based on the

beliefs that the researcher brings to the study. “Ontology” refers to things that exist in the social world. It talks about the social reality experienced by people in a natural setting (Du Plooy, 2013:21). Ontology: “the branch of metaphysics dealing with the nature of being”

Epistemological assumption refer to existing knowledge and the ways in which knowledge is acquired. Examples of knowing are positivism and interpretivism. It seeks to answer the question of how the information is going to be collected, which also depends on what the researcher believes (Du Plooy, 2013:21).

3.11.4 Mixed Methods design

This research method combines both qualitative and quantitative methods of data collection. The rationale behind its use is that the integration of both designs in the research gives greater insight than research using only one of the designs.

3.11.5 Preferred research design for the study

A qualitative design was applied in this study. The purpose of the research was to explore the negative impact of rural-urban migration in KDM. The data were collected, interpreted and analysed by the researcher in order to generate a research report including recommendations to the municipality

3.12 Research strategy

A research strategy can be defined as a systematic action plan to give clear direction to the researcher. The strategy enables the researcher to produce research of good quality. Qualitative research can be conducted in different ways using different techniques.

Table 3.1 describes five strategies that can be employed in conducting qualitative studies.

Table 3.1

Research strategy	Description
Narrative research	It is defined as an account narrated in terms of a sequence of events that unfolds over time. Narrative research data is usually gathered through interviews (Sekaran and Bougie, 2013:352). In a narrative strategy the researcher writes and records the experiences and knowledge of another person's life. The reports are commonly known as biographies.
Ethnographies	Ethnography is the study of people and their cultures. People are observed to conclude a particular research study. Ethnographic observations are unstructured. Notes are taken to record observations shortly after the observation, as note-taking during the observation may influence the subject's behaviour (Du Plooy, 2013:167).
Grounded theory	Grounded theory has inductive orientation which makes it fall within qualitative design. It operates through concepts as there is no theory to guide the research. The concepts used can later give rise to the theory. It is used when theories are scarce (Du Plooy-Cilliers, Davis and Bezuidenhout (2014:233).
Case study	Case study research can be defined as an in-depth study in a real-life situation. The inquiry is conducted over a long period of time, hence it requires more resources. The data collection tool for this technique includes the combination of document archives, personal observations, and interviews (Bhattacharjee, 2012:41).
Phenomenological research	The strategy originates in philosophy and psychology. It studies human behaviour and it is based on the ideology that human experiences are inborn, personal, and determined by the context in which people live (Zikmund <i>et al.</i> , 2016:147).

3.12.1 Case study

Gustafsson (2011:1) defines case study as an in depth study about a person a unit or a group of people in order to make generalisation in conclusion of the study. The case study strategy was chosen for the research, as the researcher conducted research in two specific areas, that is Ntshawini Area Ward 15 and the CBD in Ward 19. The case study strategy was suitable because the researcher wanted to investigate the phenomenon in a real world context (Yin, 2014:16). Rural–urban migration to KDM is continuous and is posing a threat to both human beings and the natural environment. The researcher embarked on this case study because the intention was to investigate contextual conditions such as the living conditions of KDM citizens in the context of population growth due to urbanisation (Yin, 2014:16).

The research focussed on five issues pertaining to rural-urban migration in KDM: water and sanitation, crime, solid waste removal, housing and accommodation, and the electricity supply.

3.12.2 Ward selection for the case study

KDM has 27 wards, but the wards that are affected by the population growth due to rural-urban migration are wards 9, 10, 11, 12, 13, 14, 15, 19, 20, 24 and 26. The reason why these wards are most affected is because of their proximity to KwaDukuza CBD. The people who participated in answering the research questions were drawn from two wards, Ward 19 (the CBD) and Ward 15 (Ntshawini area). According to Wazimap (2016) the population of the eleven wards alone amounts to 87960. Ward 19 is where the small town of KwaDukuza is located, whereas Ward 15 is where the informal settlement called Ntshawini is located. It is approximately 1 kilometre from the CBD. Another reason for selecting Ntshawini informal settlement in Ward 15 was that it has the largest population as evidenced in Table 3.2. Ntshawini area falls under Dube Traditional authority. The new migrants in KwaDukuza who cannot afford expensive urban accommodation approach the traditional authority to acquire land to build their accommodation. Ward 19 is largely urban. It was selected to feature in the case study in order to have a holistic understanding of the negative influence of rural-urban migration. If the researcher had focussed only on the informal settlement, then the research will have addressed only a part of the problem.

Table 3.2 The populations of the 11 wards in KwaDukuza

Ward number	Population size
9	7470
10	6005
11	8342
12	8260
13	8608
14	9103
15	11228
19	7556
20	5417
24	9920
26	6051

3.12.3 Two different kinds of case study research methods

According to Yin (2014:18) there are two known varieties of case study research methods and they are as follows;

- The separate single case study research method

A separate single case study research method involves investigating a single case whereas the multiple-case study which investigates a number of issues in a single study. (Yin, 2014:18). For example one author conducted a case study research on transport and the other author investigating teenage pregnancy.

- Multiple-case analysis

Multiple-case or cross-case analysis has been followed in this study. Multiple-case analysis is a study that covers numerous social issues. It contains issues that are not presented in separate chapters. The author makes several generalisations based on data collected from different aspects of the investigation (Yin, 2014:18). The author of this case study explored the negative impacts of rural-urban migration in KDM based on a variety of issues such as water and sanitation, crime, solid waste removal, housing and accommodation, and electricity supply. The number of issues to be investigated in the case study made the multiple-case study research method the most relevant for the study.

3.13 Data collection methods

A data collection method is a technique used by the researcher in order to collect the data for the research. Qualitative researchers have a passion for collecting data in the field, as the collection then takes place in the real world (Terre Blanche, Durrheim and Painter, 2012:287).

The qualitative data collection tools that were used in this research were documents and archives, site observations and interviews. The tools are listed and described as follows;

Observation: the researcher observes and takes notes on the research site. The researcher collected field based evidence such as pictures to substantiate statements about the influence of rural-urban migration in KwaDukuza.

Documents and Archives: The researcher collected information from documents and archives. Much information is obtainable from public documents such as the municipal Integrated Development Plans and the media (Creswell *et al.*, 2018:187). The KwaDukuza Annual Report 2016/2017, the legislation, and the integrated development plans were sources of information.

Questionnaires: These were distributed to participants in Ntshawini area by hand.

3.13.1 Semi-structured interviews

Face-to-face interviews were conducted with two managers in KwaDukuza and two manager in iLembe Municipality. A traditional leader (the iNduna) was also interviewed. Yin (2014:106) emphasises the importance of clear interview questions. The researcher tried to articulate all his questions properly in order to avoid bias and inaccurate responses from the participants. An irrelevant response to a question is often the result of poor and ambiguous framing of the question, which the researcher tried to avoid. A recording device was used in order to ensure accurate data collection.

3.14 Study site

KwaDukuza is located along the Indian Ocean coast and it is 67 km away from Durban and 110 km away from Richards Bay. In 2016 KwaDukuza had a population of 276719 (KwaDukuza Municipality, 2016). The size of the municipality is 623 square kilometres. The research did not focus on the entire area of KDM, but on Ntshawini area in Ward 15 and the CBD Ward 19.

KDM location within iLembe District area as shown in Figure 3.2



Municipalities of South Africa (2011)

iLembe District Municipality is one of eleven district municipalities in KwaZulu-Natal. Table 3.3 shows the local municipalities as well as the population size based on the 2016 demographic information.

Table 3.3 showing iLembe District population.

Local Municipality	Population Size
Mandeni	147808
KwaDukuza	276791
Ndwedwe	143117
Maphumulo	89969
District population	657685

3.15 Basic and Applied research

Research can be basic or applied in nature. Basic research emanates from the curiosity of a researchers with the intention of expanding his or her knowledge; for example, about the universe.

The second research view, known as applied research was practised in the study. Applied researches intend to better the human condition. The condition to be improved by the applied researcher could be crop production, living conditions, and so on. The researcher wanted to find ways to improve the living conditions of people in KwaDukuza, and so focussed on the negative influence of rural-urban migration, which requires local authorities to take proactive measures in order to manage the urbanisation phenomenon. The study could assist the municipality in improving the existing conditions and forecasting the future in regard to basic service delivery. According to Cloete and de Coning (2013:109) anticipating or predicting future conditions is an outcome of coherent analysis. What Cloete et al., (2013:109) suggest is what the researcher intended for the study. The researcher wanted the study to assist KDM planners with scientific evidence to be one of the available resources for future planning.

3.16 Population and sampling

This section of the study gave description of the research methodology and detailed information about KwaDukuza population as well as the method that the researcher used in sampling the population.

3.16.1 Population

A research population is defined as the people or subjects possessing the properties one intends to study (Bhattacharjee, 2012:67). The population pertaining to this study was all people residing in KwaDukuza. iLembe District Municipality consists of four local municipalities: Mandeni, KwaDukuza, Maphumulo and Ndwedwe. The study was conducted in KDM because of its industrial and economic growth that has resulted in a high population growth as evidenced by the population statistics of 2016. The population growth due to rural-urban migration has had negative results, which this study has explored.

3.16.2 Target population

A target population is the entire group of individuals or objects in which a researcher is interested. In this case the target population was the entire population (276719) of KDM, in both the formal and the informal settlements.

3.16.3 Sampling

Non-probability sampling is defined as a sampling method where the researcher is at liberty to select participants using his or her subjective judgement (Bhattacharjee, 2019:68). This research used non-probability sampling because the research was explorative and qualitative in its design. There are five types of non-probability sampling, as given in Table 3.4

Table 3.4 Summary of methods of non-probability sampling

Convenience/accidental sampling	The sample is selected on the basis of availability (Du Plooy, 2013:123). For instance, the first three people in the street are selected for interview. It is taking to the sample what or who is available for research.
Purposive sampling	This is often used when the researcher is using small samples, as in a case study inquiry or when the researcher wants to ‘hand-pick’ cases that are enlightening (Saunders, Lewis and Thornhill, 2016:301).
Snowball sampling	A snow-ball sample is formed by members of the group who are at liberty to suggest others who are to be included in the sample (Saunders <i>et al.</i> , 2016:304).
Volunteer sampling	This consists of people who volunteered themselves to participate in the research (Saunders <i>et al.</i> , 2016:303).
Quota sampling	Quota sampling is done in order to include a certain section of the population (Sekaran et al., 2013:319). For example, the members of a traditional authority, the members of a ward committee, the councillors and members of a community.

3.16.4 Sampling strategy

Sampling is the process of identifying who or what will assist the researcher in order to answer the questions posed in the research (Saunders *et al.*, 2016:274). A sample had to be drawn from the population as it was impossible to sample the whole population.

Two qualitative sampling strategies were used to get research participants for the research. The utilisation of two qualitative sampling strategies in the study was necessitated by the fact that the research involved lay people as well as municipal officials. In order to get the research sample from Ntshawini informal settlement, the convenience sampling method was used.

3.16.5 Purposive sampling

The second sampling strategy that was used in the research was purposive sampling. The semi-structured interviews were conducted with municipal officials, business people in the CBD and the two ward councillors on a face-to-face basis. According to Saunders *et al.*, (2016:301), purposive sampling is largely used when a small sample is required in the enquiry and when the researcher wants to ‘hand-pick’ cases that are likely to be enlightening. According to Crossman (2019) purposive sample is at times called judgemental or selective sampling. There is information that the researcher may not obtain either from ordinary citizens or from the existing literature, but that resides within certain individuals. The ‘hand-picked’ individuals to be interviewed were:

- KwaDukuza Manager, solid waste
- iLembe District Municipal Manager, project management unit
- iLembe Manager, planning
- Dube Traditional Authority, iNduna of the area (Ntshawini)
- Three entrepreneurs in KwaDukuza CBD
- Ward 15 councillor
- Ward 19 councillor

The total sample size was 19.

3.16.6 Convenience or accidental sampling

Convenience or accidental sampling can be defined as a sampling method where the participants or subjects are selected because of their convenience or readiness to participate in the research with no prior inclusion criteria identified (Du Plooy, 2013:123). Convenience or purposive sampling method was suitable for this study specifically in sampling Ntshawini area households as the research was conducted during working hours. At that time of day it might happen that the researcher found nobody at a particular home, as people might be at work or sleeping, especially those who had worked night shifts. In such instances the researcher had to opt for a second house. According to Du Plooy (2013:123) the researcher is permitted to select the sample in terms of the availability to participate. For instance, the first three people in the street may be selected for interviews. The strategy takes who or what is available for research at the time of sampling.

Ward 15 of Ntshawini informal settlement has a population of 11228 as recorded by KDM in 2016. The area was selected from amongst other informal settlements in KDM because it has more slums than areas such Njekane informal settlement and Lindelani, where the slums have completely been eradicated. Another reason for selecting Ntshawini area was because of its convenience, as it is about 1 kilometre from the CBD. 10 residents from 10 households were selected from Ntshawini to participate in the research. Since this study was qualitative, only a

few participants were needed. Creswell *et al.*, (2018:187) mentions that for qualitative studies interviews are conducted with six to eight participants.

3.17 Recruitment of participants

The recruitment of participants for this enquiry took place through the use of different procedures due to the availability and non-availability of modern technology. In recruiting the four managers, two from iLembe and the other two from KwaDukuza, an email facility was used to make an appointment with the specific managers. One-on-one interviews were conducted. In order to recruit the Dube Traditional council authority (iNduna) the availability had to be established with the secretary to the traditional council. The 10 households as well as 3 business people in the CBD were recruited according to their availability on the day of the data collection.

3.18 Data collection instruments

The study was conducted in KDM. The specific areas where the data were collected is Ntshawini Area (Ward 15) and Ward 19, where KwaDukuza and iLembe District municipal offices are located. The data collection instruments used in the research were a survey questionnaire, government publications such the KwaDukuza IDP, a camera and the recording device used during the interviews.

The instruments used to collect data are one of the fundamentals of the research. The research was qualitative in nature and so the research instruments used were those commonly used in qualitative studies. Empirical research such as the case study depends on the relevancy of the data collected. According to Moyo (2017: 286) the ability of the research study to make contribution to knowledge production depends also on the design and the content of the data collection instruments. In regard to the context of this study, the content of the data collection instrument was the accuracy and quality of the questions contained in the survey questionnaire. The questions were designed in such a way as to stimulate the research participants to proceed with the questionnaire. For example, the opening questions on the survey questionnaire asked the participant some personal questions such as gender and age. Moyo (2017:286) also emphasises that instruments should be able to create new knowledge or advance existing knowledge. The instruments should be able to unveil new things or ideas that were not known to society.

3.19 Data quality control

Data control is a transition period between data collection and data analysis (De Vos, Strydom, Fouche and Delpont, 2015:508). It is the time of handling data from fieldwork to data analysis. What the authors emphasise is the importance of handling data in a way not to distort or mixing the data as this this problem may lead to unreliable data analysis. The researcher took field notes during the data collection in order to ensure the accuracy of the information collected.

Data labelling was used. De Vos *et al.*, (2015:508) especially mention that the researcher cannot analyse lost data. The researcher ensured proper management of the collected data. The data were labelled so that there was no mixing up in the collected data.

3.19.1 Validity of the data

The researcher ensured that data quality control was maintained. In each step of the research, the researcher ensured that data validity and data reliability were maintained. The study followed a step-by-step procedure to ensure that the findings of the research were a true reflection of the study.

3.19.2 Data analysis

Qualitative data analysis is the process of arranging and bringing structure and meaning to the collected data. There are numerous methods of analysing qualitative data. Scholars are still discovering new methods (Du Plooy-Cilliers *et al.*, 2014:232). Thematic analysis was used in analysing the collected data. The themes were identified which were derived during data analysis and the themes made it possible for the researcher to come to general conclusion as to what the respondent felt about the particular issue in in KwaDukuza regarding urbanisation challenges.

There are two types of content analysis, as depicted in Table 3.5

Table 3.5

Quantitative content analysis	Qualitative content analysis	Thematic analysis
It allows succeeding authors to replicate the study. The content is quantified, usually as values or percentages.	Used in a research problem dealing with values or themes, bias and stereotyping. It is not conducted in statistical terms. It is guided by questions and reported as a description of attributes (Du Plooy, 2013:220).	It is used in qualitative data analysis. It is mostly used in a study based on a theoretical framework. It identifies themes or arrangements of ideas in the research. It is used when a researcher wants to comprehend and describe a phenomenon (Wagner, Kawulich and Garner, 2012:231).

Thematic data analysis was conducted in the study. Thematic analysis was preferred to other alternatives because it is used to analyse qualitative data for a study based on a theoretical framework (Wagner, Kawulich and Garner, 2012:231). Themes were identified in the collected data. The following five steps were followed in analysing the data, as suggested by Creswell *et al.*, (2018:193):

- Organising and preparation of the data for analysis

This involves recording the interviews, scanning the material, the preparation of field notes, and the arranging of the data into themes. Themes were important in this research as the researcher formulated themes in order to effectively analyse the responses.

- Reading all the data

Considering the general ideas communicated by the participants on the survey questionnaire, the researcher wrote notes on the margins of the transcripts.

- Start coding of data

Coding is the process of organising and sorting the data. Codes serve as labels for responses from the participants. The researcher labelled the categories.

- Generating the description of themes

Coding is used to describe the setting of the people and themes for analysis. Description entails the giving of information about people, places or events in a setting.

- Representing the description and themes

The researcher used narration, which is a popular way of communicating the findings of qualitative research. This includes the chronology of events and a discussion of several themes.

3.20 Ethical clearance

Research concerns gathering data from people and it is also about people. The researcher was therefore required to abide by the high ethical standards guiding researchers. The ethical standards help researchers to build the capacity to differentiate between what is ethical and unethical in research (Zikmund *et al.*, 2016:41). The University of KwaZulu-Natal abides by these standards and does not allow researchers to start gathering data from participants prior to the awarding of research ethical clearance.

The researcher had to obtain three letters of permission from the research supervisor to conduct the research. The letters are dated 25 February 2019. The letters allowed the researcher to proceed in conducting the research in KDM, iLembe District Municipality and Dube Traditional Council.

The three institutions had to produce the gatekeeper letters, which were important letters that allowed the researcher to proceed with the research investigation, whether primary or secondary data gathering. The gate keeper letter from Dube Traditional Council was received and is dated 2

April 2019. The gate keeper letter from KwaDukuza was also received and is dated 8 April 2019. iLembe also gave consent for the researcher to proceed with the study. The consent letter is dated 2 April 2019.

3.21 Informed consent form

An informed consent form was designed. It spells out all the rights of the research participants. The main issues covered were the fact that there would be no remuneration for participating in the research, that the participant might decide to opt out of participating in the research at any stage, and that the information they gave would be confidential.

3.22 Data collection procedures used

- Field observation

The researcher used a note book to take field notes while conducting the research. The camera was used as well in taking pictures for illustration purposes. The open-ended question were posed to the participants in the research. They were asked in that form in order to allow respondents to have complete liberty in giving their views (Creswell *et al.*, 2018:186). Indirect participants are people who are seen make important contributions to the research but were not initially identified as part of the research sample (Creswell *et al.*, 2018:187). At this stage it is important to acknowledge that none of respondents could be considered to be indirect participants, although ordinary people helped in suggesting the relevant people to help in answering the research questions.

3.23 Qualitative interviews

Semi-structured interviews were conducted with the following persons;

- iLembe District Municipality Manager: Project Management Unit

This municipal employee knew about water and sanitation planning in iLembe District Municipality, about future projects and about possible upgrades to existing water and sanitation systems. Information about budget constraints and backlogs in terms of service delivery were gathered in this office, as were future plans for upgrading water and sanitation infrastructure in the CBD and improving service delivery in Ntshawini Area, as the residents are still fetching water from the communal stand pipes and using sub-standard pit-toilet structures.

- iLembe District Municipality Manager: Integrated Development Planning

The municipality employee is well conversant with the District economic planning and he holds the office of integrated development planning in the entire District of iLembe Municipality.

- KwaDukuza Municipality: Manager Human Settlements

KDM is assisted by the Provincial Department of Human Settlements in providing RDP houses. The KDM Human Settlements Manager is knowledgeable about the land available for future developments and land acquisition for housing projects.

- KwaDukuza Municipality: Manage Waste

The employee possesses the information in regard to refuse removal in KwaDukuza. Future plans in addressing current challenges reside with him.

- iNduna/ Traditional Community Leader

The traditional community leader called iNduna was interviewed, rather than being asked to answer the questionnaire. INduna is the traditional community leader responsible for land allocation. He therefore keeps the record of people who come and settle in Ntshawini informal settlement.

The traditional leader provided knowledge about how many people come to settle in Ntshawini in each year and described some problems regarding rural-urban migration. The information from the traditional authority was vital for KDM to be able to plan accordingly in the near future.

- Three business people in the CBD

The provision of basic services such as water, sanitation and electricity, and the matter of the crime rate have an influence on how people run businesses in the CBD. The CBD is in Ward 19. This is where KDM formal settlements as well as the municipal offices for both iLembe and KwaDukuza are located. The population recorded in Ward 19 in the 2011 census was 7556. The three entrepreneurs selected brought their insights into the study.

- Two ward councillors

Ward councillors possess valuable information regarding their wards in terms of planning and the challenges facing the people in their respective wards. The Ward 19 councillor was interviewed. Ward 19 includes the suburb and the CBD. The councillor of Ward 15 (Ntshawini area) was interviewed as well in order to gain more insight into that particular area.

- Ten residents from Ntshawini informal settlement

The questionnaire was prepared for residents of this area, who were visited in their homes. The questionnaire was collected after one week. The researcher ensured that the participants fully understood the contents of the questionnaire.

3.24 Strengths

Sampling method that the researcher followed made it possible to collect the information that was required to answer the research questions adequately. An interviews is the best data collection instrument for qualitative studies. It gives a researcher first-hand information and it gives an opportunity for the researcher to interact with respondents on a personal level.

3.25 Limitations

Some of the respondents deliberately ignored some of the questions in the survey questionnaire. Respondents who were selected from municipalities to be part of the interviews mentioned for example that a resolution had been taken to do waste collection twice a week in order to improve the situation in Ntshawini. The problem was that no deadlines had been given. The researcher could not really know how valid some of the statements made by municipal officials were, because some of the statements could be made in order for them not to look bad as they held senior positions in the municipality. Some of the information from IDP documents did not show consistency in recording. Take for instance the IDP document dated 2016/2017, which mentions that KwaDukuza does not have higher learning institutions and that this is a matter of great concern. In the 2019/2020 IDP there is no mention of s higher learning institution and how the idea was resolved.

3.26 Conclusion

This chapter has focussed on the research strategy followed in the study, the development of a theoretical framework guiding the study, as well as a definition of terms, the research instruments used in the study, the selection of the research sample, and how each sample category was represented.

CHAPTER 4: DATA ANALYSIS AND INTERPRETATION

4.1. Introduction

The previous chapter was dedicated to research methodology and describing how the study was conducted. This chapter presents the analysis and interpretation of the data gathered from the research respondents. The photographs are used as illustrations to give a clear picture of the status quo. The purpose of the study was to explore the negative impact of rural-urban migration on KwaDukuza. The study was conducted in KwaDukuza and specific areas such as KwaDukuza CBD in Ward 19 and Ntshawini in Ward 15 were specifically chosen. The reason for choosing KwaDukuza Municipality out of the four local municipalities of iLembe District was that it has a larger population than the three others, Mandeni, Maphumulo and Ndwedwe.

Two different qualitative sampling strategies were employed in identifying respondents. Purposive sampling was used to select municipal political officials, business people in KwaDukuza CBD and municipal employees at managerial level, because these individuals possessed specific information that was required in order to fulfil the research objectives and research questions. An accidental or convenience sampling strategy was used to select ten research respondents from Ntshawini informal settlement.

The purpose of this chapter is to present the data gathered during the study, its analysis and its interpretation. The aim of the research was to determine the negative impact of rural-urban migration on KDM. All the responses were transcribed verbatim before analysis and data interpretation. It is vital at this stage to reflect on the objectives of the research, consideration of which prevented the researcher from incorporating irrelevant information that would not assist in realising the purpose of the study. The four objectives were as follows:

- To determine if the municipality has enough affordable accommodation
- To determine how crime has increased as a result of unemployment and how KDM citizens and business are affected
- To determine the level of the provision of basic services to the people
- To find out if rural-urban migration is having a negative impact on the environment

4.2. Themes

Themes in the form of phrases or sentences were identified in analysing the responses from the respondents (Creswell *et al.*, 2018:193). What these authors suggest is that identifying themes will help the researcher to capture the required information from the data collected. It was necessary to classify the respondents into five categories in order to be able to analyse the data.

A survey questionnaire had been prepared for the residents of Ntshawini informal settlement, who constituted the first category of respondents. Common themes were identified in analysing their responses, which appear in Table 4.2.

The second category was the entrepreneurs who were interviewed, and who represented the business people in KwaDukuza CBD. The same method of analysis as with the respondents from Ntshawini informal settlement was followed as it appears in Table. 4.3.

The third category of respondents consisted of only one respondent, the traditional leader (iNduna) from Dube Traditional Council. Ntshawini falls within the area traditionally managed by Dube Traditional Council. Specific information in regard to the objective of the study was derived from him. Other questions were directed to the traditional leader with the purpose of confirming the validity of the responses obtained especially from Ntshawini residents.

The fourth category consisted of two councillors from the municipality: the councillor of Ward 15, that is Ntshawini area, where the case study was conducted, as well as the councillor of Ward 19, which includes KwaDukuza CBD. The contribution made by the councillors was important as they knew the realities facing the people, as well as the municipality's future plans.

The final category of respondents consisted of four municipal employees. The selection of the municipal employees was based on the knowledge they possess and the valuable contribution they were to make in the realisation of the research objectives. Their responses were analysed individually as they were interviewed according to their field of specialisation in the municipality. The responses of the municipal employees, the councillors and the traditional leader in the semi-structured interviews were used mainly to substantiate the views of the public. Figure 4.1 shows that a large number of the respondents to the survey came from Ntshawini informal settlement. The initial plan was to conduct ten interviews, but only nine were conducted, as one of KwaDukuza municipal managers could not be reached. This did not compromise the study as the information was available in KwaDukuza IDP documents.

Table 4.1 and Figure 4.1 show the constitution of the sample size and details about the sample representation. Table 4.1 shows the sample size and how it was constituted

Table 4.1 Sample representation

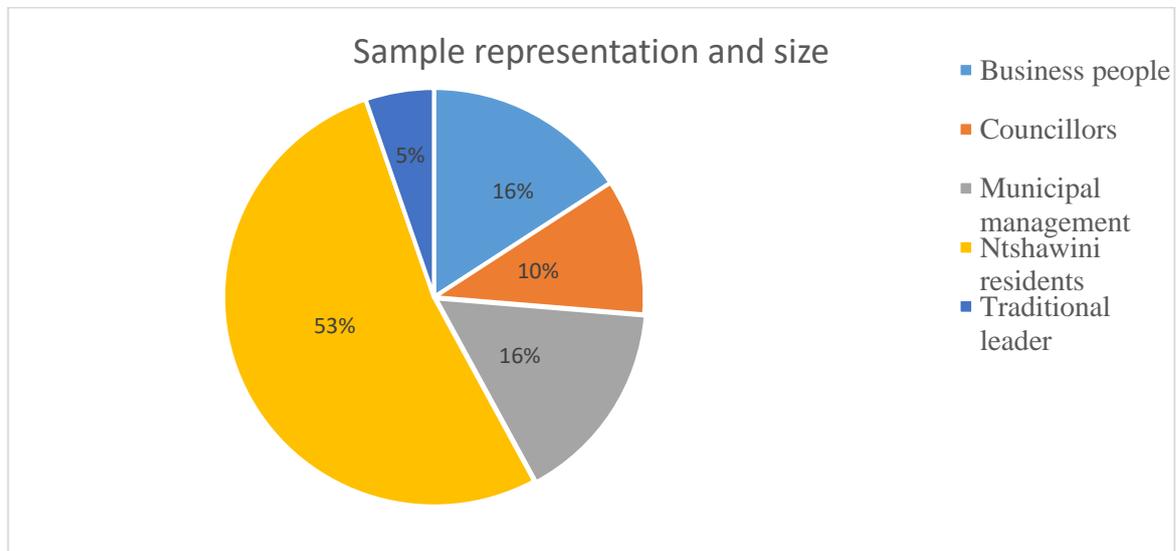
Sample size and representation					
Business people	Councillors	Municipal management	Ntshawini residents	Traditional leader	Total
3	2	3	10	1	19
16%	10%	16%	53%	5%	100%

Source: Author (2019)

Table 4.1 separates the research sample in order to show how many people represented each category. For example the sample shows that 10 participants were residents of Ntshawini informal settlement. The research sample therefore consisted of 53% of informal settlement residents. The sample made it possible for the researcher to substantiate data collected.

There is only one traditional leader who participated in the study, but most of the information gathered from the traditional authority was verifiable through councillors, KDM officials and Ntshawini residents.

Figure 4.1 A graphical representation of the sample



Source: Author (2019)

4.2.1 Explanation of themes

The researcher subscribes to the transformative worldview, which means that the study was aimed at initiating action in order to change the lives of the participants. It does not matter what perceptions the researcher brought into the enquiry - they needed to be sustained by the data collected from those whose lives might actually be changed by the research (Creswell *et al.*, 2018:9). The themes were formulated according to the researcher's perceptions of the research

topic. Nonetheless, the perception and assumptions of the researcher carried no weight in the research analyses. It was the data collected that mattered. The themes are explained in order for the reader to be able to understand what each theme intended to highlight.

4.2.2 Informal houses

The main purpose was to establish the possibility of eradicating the informal houses in the area, as KDM fosters formal housing for people through the RDP project. The researcher had to find out about the challenges facing KDM in terms of the housing backlog.

4.2.3 The high unemployment rate in KDM

Rural-urban migration to KwaDukuza is perceived by the researcher as a phenomenon that is consuming resources and has resulted in high unemployment. This conviction was put forward to be validated by KDM citizens.

4.2.4 Coordination of activities between KDM and iLembe District Municipality in both basic services and local economic growth.

Interviews were conducted with municipal employees at managerial level to find out about the plans for economic growth throughout the region of iLembe District Municipality in an endeavour to manage rural-urban migration to KDM.

4.2.5 Shortage of land in KwaDukuza

The respondents were expected to air their views based on their knowledge of the area. KwaDukuza has to support economic growth. Investors could be attracted by the conditions created by KDM, but that would require land to be available.

4.2.6 Ntshawini households are built on Ingonyama trust land

Ntshawini area falls within the purview of Dube Traditional Council. Some of the traditional council land has been officially handed over to KwaDukuza to build RDP houses to accommodate the growing population of KDM. During data collection respondents were asked as to how they obtained their accommodation.

4.2.7 Inadequate drainage system

Drainage is one of the basic services provided by the municipality. The absence or lack of it can lead to disease prevalence through mosquito infestation and the spread of other diseases. Hence, the researcher asked about the drainage in Ntshawini.

4.2.8 Water obtained from the street

Ntshawini has a dual system when it comes to water provision. The theme suggested that people fetched water from the stand pipe in the street. This was to be confirmed by the data collected.

4.2.9 Inadequate electricity supply

This theme established the availability/non-availability of a power supply in Ntshawini, as well as the kind of service the area receives from KDM. The researcher's perception was that some people in the informal settlement do not have electricity.

4.2.10 Poor sanitation facilities

Sanitation is a process in which human faeces are managed at household level (Hakim, 2019:912). Sanitation is one of the important basic services provided by District Municipalities. In the case of KwaDukuza, iLembe is bound by the Constitution to ensure that water and sanitation services are accessible to KDM citizens. The lack or absence of it has detrimental effects on the environment. Hence, the question was asked to determine nature and extent of the sanitation services in the area.

4.2.11 Inadequate refuse removal

Lack of refuse removal can endanger the well-being of citizens and also bring about a deterioration of the ecology. Respondents were asked their views regarding the collection of waste in their area.

4.2.12 No adherence to municipal by-laws

The Municipality has by-laws with which citizens have to comply. The respondents were asked how in their estimation the municipality enforces these laws in order to take control of KDM and ensure the well-being of its citizens.

4.2.13 Lack of policing

Due to the prevalence of crime in KwaDukuza, the respondents were asked a question related to police effectiveness in fighting crime, which seems to be going hand-in-hand with population growth and unemployment.

4.2.14 Sewer blockages/leaks sorted promptly

KwaDukuza CBD sewer lines are frequently blocked and produce leaks from sewer manholes. The respondents presented their views about the promptness of the municipality in sorting out blockages and leaks, as this has financial implications for their daily operations.

4.2.15 Research findings

The intention of the study was to determine the negative impact of rural-urban migration on KDM. Data collection started on 22 September 2019 and the final interview was conducted on 30 November 2019. The researcher followed the qualitative method of enquiry and the main methods used in data collection were semi-structured interviews and a survey questionnaire. The information collected from the respondents was supplemented by information collected from the municipalities' documents as well as photographs that were taken by the researcher.

The respondents to the study were classified into categories in order for the researcher to analyse the responses with ease. The responses received from Ntshawini residents where the questionnaire was used to collect data were analysed together through the formulation of themes. Their responses are attached as Annexure H. The second category that was analysed together was the responses received from the business people based in KwaDukuza CBD, with whom semi-structured interviews were conducted. Their responses are attached as Annexure I.

Interviews were conducted with different individuals in different fields; for example, the municipal management, a traditional leader, and municipal councillors. These people were selected with the purpose of gathering valuable information to use either to validate or to treat with caution some of the claims made by the public. The interview transcriptions of the interviews are attached together with interviews conducted with entrepreneurs in KwaDukuza CBD as Annexure I.

Table 4.2 Responses to the survey conducted at Ntshawini

Themes: Phrase/ Sentences	Respondent 1	Respondent 2	Respondent 3	Respondent 4	Respondent 5	Respondent 6	Respondent 7	Respondent 8	Respondent 9	Respondent 10	Percentage %
Informal house	✓	✓	X	✓	✓	✓	✓	X	✓	✓	80
High unemployment in KDM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	100
Shortage of land at KwaDukuza	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	100
Ntshawini households built on Ingonyama trust land	✓	✓	X	X	✓	✓	✓	✓	✓	✓	80
Inadequate drainage system	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	100
Water obtained from the street	✓	✓	✓	X	✓	✓	✓	X	✓	✓	80
Inadequate electricity supply	X	X	X	X	X	X	0	X	X	X	90
Poor sanitation facilities	✓	✓	0	✓	✓	✓	✓	0	✓	✓	80
Inadequate refuse removal	✓	✓	✓	✓	0	✓	✓	X	✓	✓	80
No adherence to municipal by-laws	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	100
Lack of policing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	100

Table 4.3 Responses received from KwaDukuza entrepreneurs in the CBD

Themes: Phrase/Statement	Respondent 1	Respondent 2	Respondent 3	Percentage %
Electricity cut off without notice	✓	✓	✓	100
Refuse removal frequency sufficient	X	X	X	100
Drainage system sufficient	X	X	X	100
Sewer blockages/leaks sorted promptly	X	X	X	100
High unemployment in KDM	✓	✓	✓	100
Police doing well in fighting crime in the CBD	X	X	X	100

4.3. Discussion

4.3.1 Eradication of informal houses at Ntshawini

According to Wazimap (2016) the population of Ward 15 where Ntshawini is located was 11228 and was the greatest, followed by Ward 24 with a population of 9920. The population of KwaDukuza grows by 4.09% per annum (KwaDukuza Local Municipality, 2016). The additional 4.09% to 11228 in 2016 for 3 consecutive years starting from 2017 to 2019 it gives a total of approximately 1377 population growth in three years. Ntshawini population has experienced an additional growth of unknown percentage portion shared from KDM population growth of 1377 since 2016. It transpired from the interview with the Ward 15 councillor that negotiations started in 2012 to build 1000 extra housing units. According KwaDukuza IDP (2019/2020:406) Ntshawini housing project called Groutville Priority2 Phase 4 has a budget allocation of R11, 005,200 for 2019/2020 financial year. Considering all the facts surrounding the slow process of eradicating informal houses at Ntshawini, it is not surprising that 80% of the respondents to the survey questionnaire are living in the informal houses. Chokoe and Meso (2017:170) mention the fiscal constraints experienced by the Department of Human Settlements in regard to housing the migrants in urban areas. Government cannot cope with providing houses for the urban poor because of the rate at which urbanisation is occurring. It therefore becomes the responsibility of the towns and cities to devise strategies to deal with environmental challenges, as the majority of urban dwellers are poor, they located in poor settlements, and are poorly served (Barker and Vidrovitch, 2005:5). One has to agree with Barker *et al.*, (2005:5) considering the vast differences in the standard of services that are provided to people. For example, pit-latrines are provided to RDP houses and the suburbs have waterborne toilets. According to KwaDukuza IDP (2019/2020:229) KwaDukuza does not have reliable statistics in terms of the housing backlog, but the estimated backlog is 68000. This is a very large number, considering the fact that the population escalates every year.

Not all informal houses in Ntshawini are in appalling condition, but there are those that are not acceptable because they put people's lives in danger, especially in summer, when heavy rains are experienced. Figure 4.2 shows an informal house at Ntshawini which compromises health and hygiene. People want to stay within walking distance of KwaDukuza CBD, they end up risking their lives by living under appalling conditions in order to make savings on transport costs. According to Ntakirutimana (2018:2) poor shelters pose health problems such as tuberculosis and other diseases. People live in these informal houses despite the fact that they lack most of life's essentials such as a water connection and sanitation facilities.

Figure 4.2 An informal house at Ntshawini, KwaDukuza



Source: Author (2019)

Amongst the strengths of KDM is the provision of housing to the poor (KwaDukuza IDP 2019/2020:228). The Municipality is the winner of the Govan Mbeki housing award. The report also mentions the inadequate budget as standing in the way of further excelling in this field. Another weakness in municipality is the impatience exhibited by KwaDukuza citizens, who want proper houses and see the Municipality as moving very slowly.

4.3.2 High unemployment in KwaDukuza

Amongst the people who migrate to KwaDukuza for different reasons, there are those who are hoping to find jobs. The South African national unemployment rate stands at 29.1% (Statistics South Africa, 2019), general unemployment in KwaDukuza stands at 25%, and youth unemployment is at 31% (KwaDukuza Final IDP, 2019/2020:28). The economy at a national level shows a declining trend, and this does not produce a conducive environment for economic growth in small municipalities similar in size to KwaDukuza. At the same time, KwaDukuza is the hope of many who are looking for employment, especially in iLembe region.

A total of 100% of the respondents agreed that indeed KwaDukuza has high unemployment. They attributed the high level of criminal activities, such robbery, murder, drug dealing, pickpocketing in the CBD and housebreaking to unemployment. In his interview the Ward 19 councillor shared the same sentiments. He also said that KwaDukuza had compromised some of the by-laws regarding trading in

the CBD. The decision that they took was based on whether you allow people to go hungry or allow people to trade in order to survive. It was a conscious decision, but this informal trading has compromised the cleanliness of the city.

Figure 4.3 Informal traders blocking the walkways in the CBD.



Source: Author (2019)

KwaDukuza has compromised the natural environment at the expense of economic growth. Chokoe *et al.*, (2017:171) remind us of the triple bottom line that is people, planet and profit. The triple bottom line ensures sustainable development while pursuing economic growth. If one looks at Figure 4.3 one can see how rural-urban migration has had a negative impact on KwaDukuza. Informal traders have compromised the cleanliness of KwaDukuza town, while simultaneously providing additional job opportunities.

In order to ensure that the District does not overexploit resources in KwaDukuza, iLembe IDP manager in an interview mentioned how the aerotropolis master plan is meant to benefit the District. The plan will open up business opportunities, especially in KwaDukuza and Ndwedwe. He further stated that the unemployment that we see in KwaDukuza is actually poverty that exists in rural areas in the whole District. Through its entity called iLembe Enterprises, iLembe has embarked on providing food security in rural areas in order to manage rural-urban migration to the local municipality.

KwaDukuza Mall is one of KwaDukuza efforts aimed at fighting unemployment and providing economic growth. In his interview the Ward 19 councillor mentioned the imbalances that exist within

KwaDukuza economic opportunities in favour of Whites and Indians. KwaDukuza Mall has changed that situation, as many Black people are doing business in the new mall.

On an interview with iLembe District Municipality IDP Manager it was established that there is indeed coordination of activities between the local municipality of KwaDukuza and iLembe District Municipality. IDP community consultation is done jointly between employees of both the local and the district municipalities. The Surveyor General has approved the application of formalising towns in Ndwedwe and Maphumulo municipalities. The formalisation of towns in the two sister local municipalities means that the municipalities can now be provided with urban level infrastructure. The main purpose behind the formalisation of the towns is to enhance investment in these rural municipalities so that job opportunities may arise. This will play an important role in managing the rural-urban migration to KDM.

4.3.3 Shortage of land in KDM

The Municipal Systems Act and Government Transition Amendment Act, 97 of 1996 establishes the parameter of the IDP as the planning tool in local government development. One of the contents of the IDP is a Spatial Development Framework, which includes guidelines for land-use management. The legislation gives the local government the voice over the management of the land. KwaDukuza land is dominated by sugarcane farmers and Ingonyama Trust land. The Municipality has limited land with which to fulfil its mandate to provide basic accommodation. Ntshawini informal settlement needs land on which RDP houses can be built, and the success of the housing project depends on whether farmers and the Ingonyama Trust are willing to give KDM the required land. During the survey all of the Ntshawini respondents agreed that there was a shortage of land. One may therefore question the validity of some of the pieces of local government legislation such as the Municipal Demarcation Act, 27 of 1998. The Demarcation Board established in the Act was to ensure the wall-to-wall boundaries of local government, which therefore has no power over land. The rural-urban migration phenomenon continues in KDM and it is difficult for the small municipality to cope with the influx of people, which is increasing every year.

KwaDukuza recognises the unprecedented population growth over and above human resources available in the municipality. In addition to gearing up for economic growth the municipality also takes into cognisance the importance of improving infrastructure in order to achieve sustainable development. According to the KwaDukuza IDP (2019/2020:84) land acquisition, efficient land use and planning are important for economic expansion. The adoption of the Spatial Planning and Land Use Management Act, 16 of 2013 (SPLUMA) will help KDM in regard to land use. This Act should empower KDM to have a say in meetings with private land owners and Ingonyama Trust in terms of spatial planning and land usage. The land largely available is owned by Hulett Sugar. The Municipality has to be careful in negotiating for this land. Productive land cannot be sacrificed for RDP houses under normal

circumstances, as production is part of South Africa's Gross Domestic Product. It would be possible to negotiate for the land for industrial development, which would provide economic growth and additional employment for the residents.

4.3.4 Ntshawini informal houses built on Ingonyama Trust land

A total of 80% of the survey respondents indicated that their houses are on Ingonyama Trust land. The land was obtained by following the traditional council processes, so the demarcation shows that they are part of KwaDukuza town. The challenge here is the poor consultation between KwaDukuza and Dube Traditional Council, as cited by the traditional leader during the semi-structured interview. He said that they are giving land to migrants at a rate of approximately 400 sites per year. This then puts KDM in an awkward position in relation to managing the rural-urban migration. The RDP houses are being built in an area of Ntshawini that has been handed over to KDM. The people who are living in the informal houses there are living under very harsh conditions. Some people have violated KDM by-laws by building structures in low-lying areas prone to flooding during heavy rains.

In the midst of this land dilemma, KDM has a problem with land that is privately owned by individuals in Ntshawini informal settlement. The traditional leader recounted how the Authority has tried to manage the rural-urban influx of people to the area recently, but with no success, as those who own land by right are at liberty to give the land to whoever they want to. Private land owners need to come on board when KDM kick-starts land management meetings in order to control rural-urban migration to KDM.

4.3.5 Inadequate drainage system

The question regarding the drainage system in KwaDukuza was asked of residents of Ntshawini during the survey and in the interviews with the entrepreneurs in KwaDukuza CBD. Both groups agreed 100% that drainage in KwaDukuza is still a challenge. The absence or poor drainage compromises the natural environment in the sense that it leads to soil erosion. Salami, von Meding and Giggins (2017:2) speak about pluvial flooding that often attacks urban areas. Pluvial flooding is flooding that happens as a result of heavy rainfall. KwaDukuza experiences such flooding every summer, and tons and tons of rich top soil is lost to the sea.

The inadequacy of the drainage system in KwaDukuza causes a loss of profit for business. 100% of entrepreneurs during the interviews said that KDM has poor drainage in the CBD. They said that they experience water-logging after heavy rains and a dramatic loss in profit.

Some houses in Ntshawini are flooded for more than three days after heavy rains because of the poor drainage system. According to the KwaDukuza IDP (2019/2020), the drainage system in the Ntshawini area has not been prioritised. One can hardly blame the municipality because these houses are sometimes built where they are not supposed to be built.

Figure 4.4 A waterlogged house, days after the rain.



Source: Author (2019)

Salami *et al.* (2017:5) are of the view that people have to be made aware that they are not to settle in at-risk areas. One may agree with Salami *et al.*, (2017) on the point of educating people about risk, because they leave the rural areas to come to KwaDukuza to find a living, and then adapt themselves to bad living condition. The Municipality needs to play an active role in this regard, whether people establish themselves on privately owned land or Ingonyama Trust land. Eventually it is the municipality that will have to bear the bad publicity should people get washed away or should worse thing happens to them in the municipal area of jurisdiction.

4.3.6 Poor facilities at Ntshawini sanitation

It appears from the data that the most people in Ntshawini are using sub-standard pit latrines. According to the World Health Organisation (WHO: 2019) a pit latrine or long drop toilet is the basic sanitation system. The reason why such toilets are described as sub-standard is because they lack basic necessities such as closable toilet seats and vent pipes to minimise smell. A total of 80% of the respondents are using this type of toilet. In the one-on-one interview with the ward councillor it was established that the RDP houses will be provided with pit-latrines. The pit-latrines top structure seen in the picture is made of iron sheets. These structures are hot and produce a terrible smell in summer because they get heated up by the sun.

Figure 4.5 A poorly built pit-latrine at Ntshawini informal settlement.



Source: Author (2019)

During the interview with the iLembe PMU manager he said that the pit-latrine toilets are a temporary measure to provide sanitation facility, and that there is a bulk water and sanitation project under construction in order to provide Ntshawini with waterborne toilets. Tillett (2013) states that pit-latrines are widely used in developing countries, but the consequences are dire due to the environmental health impact that they pose via ground-water contamination. One goal of the United Nations is ultimately to provide improved sanitation (United Nations, 2015). “Improved sanitation” means a system where people are totally separated from human faeces. This is possible only through the provision of waterborne toilets.

The affordability of services depends on how much one earns, whether employed or self-employed. The RDP houses are meant for the poor households, and the basic services speak to their financial well-being of the residents. Most people living in Ntshawini are using pit-latrine or long-drop toilets. According to the interview held with the iLembe PMU manager, Groutville D household sanitation is under construction, and it is the intention to provide waterborne toilets to Chris Hani, Lloyds, Mnyundwini, Ntshawini, Etsheni and Njekane. With waterborne sanitation in the pipeline, one wonders how the people are going to be able to afford to pay for the service. Sewerage rates are slightly higher, and an indigent policy needs to be in place should the time come to implement billing the poor for this service.

4.3.7 Water largely obtained from communal stand pipes

Ntshawini has a dual standard of water provision. There are members of the community who fetch water from the communal stand pipes provided by iLembe as the District Municipality and per its constitutional mandate. During the survey conducted, 80% of the respondents said that they were fetching water from the streets where standpipes are located in strategic positions. Urban Water (2015:32) makes special mention of the scarcity and polluted state of water in urban areas. In regard to scarcity, the communal water stand pipes cause a lot of water wastage and damage to the road. The reason why people waste water from the stand pipes is that they do not pay for it.

Picture 4.6 The communal water stand pipe and the terrible damage to the road caused by the flow of water from the stand pipe.



Source: Author (2019)

This is one of the negative impacts of rural-urban migration. In the interview with the relevant ward councillor he said that due to the demand for water by new migrants, they requested the municipality to provide additional stand pipes, and eventually this leads to water losses. According to the interview conducted with the Manager of Project Management unit in iLembe Municipality, the resolution has already been taken to upgrade all houses in KwaDukuza to yard connection. This would eventually address water wastage and the damage being done to Ntshawini streets.

4.3.8 Provision of electricity in KwaDukuza

The survey conducted in Ntshawini revealed that 90% of the residents are connected to electricity. Only 10% are still using alternative energy sources such as paraffin. The ward councillor confirmed during the interview that they assist new migrants with applications to KDM for electricity. The KwaDukuza IDP (2019/2020:100) states that only 4% of its population has no electricity. On the other hand, one of

the survey respondents was not happy about people who are illegally connected to power because they enjoy basic services, but pay nothing in return for the service.

During the interview with the KwaDukuza CBD entrepreneurs it was established that 100% of the respondent were not happy about the electricity supply by the municipality. This is based on operational behaviour such as KwaDukuza's failing to inform its customers when there is going to be a power cut. A total of 20% of the survey respondents in Ntshawini reported the same problem: that KDM fails to inform its customers when there will be a power outage.

4.3.9 Refuse removal

Clean cities are likely to attract investors and support economic growth. Ringwood (2016:17) states that the issue of the cleanliness of towns have been overlooked by most municipalities and yet it is an important factor in tourism. KwaDukuza has a challenge when it comes to the cleanliness of the city and its surrounds. Apart from making the place untidy, poor waste collection has a number of environmental effects that have aggravated the negative impacts on the ecosystem (Izakovicova, Mederly and Petrovic, 2017:1). A total of 80% of the respondents from Ntshawini said that waste is not collected and is left scattered in the streets. Poor waste removal does not only affect humans, but the entire ecosystem. Abrahams (2016) reported in the North Coast Courier newspaper about how illegal dumping has contaminated water at Nonoti in KwaDukuza which also spreads mosquitoes in KwaDukuza informal settlements. Children according to Abrahams are the most vulnerable to illegal dumping because they play in the streets next to the piles of uncollected waste or illegal dumping areas. One may share the same sentiment with (Izakovicova *et al.*, 2017:1) as the authors mention the negative impact on the ecosystem as a result of population growth and untidiness of the cities. Uncollected waste and illegal dumping eventually make their way to the rivers during heavy rains thus negatively affecting the ecosystem. The challenges of urbanisation in Africa are putting economic growth under tremendous pressure in African cities (Ringwood, 2016:17). Ringwood identifies a number factors that contribute to climate change, including a failure to separate general waste from hazardous waste that pollutes the environment, such as medical waste and acid pollutants that drain from mines.

Izakovicova *et al.*, (2017) and Ringwood (2016) draw our attention to the environmental degradation resulting from poor waste removal. The poor removal of waste from Ntshawini affects everyone, not only the people living in Ntshawini informal settlement. The problem is further worsened by KDM's aging and overused sanitation infrastructure, which needs to be upgraded. Both refuse removal and poor sanitation have great bearing on the environment.

A total of 80% of the survey respondents were not happy about waste removal at Ntshawini. The same sentiment was shared by 100% of the interview respondents who were representing KwaDukuza CBD business people. The ward councillor also shared the same sentiment during the interview that there is

a challenge in regard to waste removal in Ntshawini. As a result they have requested KDM to deploy an additional truck to assist with waste removal.

KDM manager waste collection acknowledged that collecting waste from Ntshawini once a week was insufficient. A resolution has been taken to empty the skip bins twice a week.

Figure 4.7 The skip bin at Ntshawini informal settlement and the waste scattered around it.



Source: Author (2019)

The KDM manager also said that although there was currently a problem with resources for waste collection, health and hygiene education was in the pipeline for Ntshawini residents. He mentioned that some people take waste from their homes and throw it next to the skip bin, not inside. The wind comes and blow it into the streets. In regard to illegal dumping of waste KDM official mentioned that the municipality will have to deal with the deep human behaviour pattern of not looking at waste as a threat to the environment and human health. The official further stated that some residents do not use the skip bins at all that are located in strategic positions, but throw waste in the public space and it eventually finds its way to the drainage systems.

Ntshawini residents continuously do illegal dumping on the street, not considering the environmental damage that is being done. KDM is faced with many challenges in waste collection. This is evident from the resolution taken in 2013, to ensure a healthy and clean environment free of illegal dumping (KwaDukuza IDP, 2019/2020). KwaDukuza has to embark on a health and hygiene education campaign as suggested by the KDM waste manager during the interview. Sections 15 and 20(2) of the Disaster

Management Act No. 57, 2002 raises the need for education and training in order to minimise disasters. Uncollected waste could lead to disease of epidemic proportions in Ntshawini. Ecube Labs (2016) warns about overflowing bins as breeding nests for bacteria and insects that in turn move around the area and expose residents to the risk of food poisoning, gastroenteritis, typhoid fever and enteric fever.

Figure 4.8 Illegal dumping in the street where there is no skip bin.



Source: Author (2019)

Another challenge to waste collection as stated by the KDM Manager Waste during the semi-structured interview was the problem of access roads to collect waste. KDM has tried to provide access roads, but some areas are worse than others, and access can be difficult. KwaDukuza IDP (2019/2020:100) confirms that there are portions of KwaDukuza that do not benefit from refuse disposal at all, and these portions amount to 2.9% of the whole area.

4.3.10 No adherence to KwaDukuza by-laws

During the survey conducted in Ntshawini a question was asked of respondents about their views in regard to residents upholding the municipal by-laws. A total of 100% of the respondents said that KwaDukuza is failing to enforce its by-laws. The ward councillor and the other respondents said that some people in Ntshawini have occupied land that belongs to the municipality and built their informal houses on it. KDM could do nothing about it. They said that such actions have been taking place for a long time. The ward councillor confirmed the illegal occupation of municipal land, and he also stated that this interferes with the municipality's long-term planning. No one has been charged for contravening this by-law.

Illegal dumping of waste is forbidden by KDM by-laws but continues, and people have started to dump waste in the nearby river. This is threatening the flora and fauna.

Figure 4.9 Waste dumper in the river.



Source: Author (2019)

The negative impact of rural-urban migration is dire to the environment and to the urban poor in KwaDukuza. Mutyenyoka et al., (2017:4) says that the urban poor, who are mostly migrants from rural areas, lack education. It is because of their lack of education that people do illegal dumping and pollute rivers, as they are scarcely aware of threats they pose to the environment. In the interview the Ward 19 councillor also said that one of the reasons for the blockages of the sewers, besides the aging of the sewer infrastructure, was that people put bottles, blankets and other foreign materials into the sewer line.

iLembe District Municipality provides water and sanitation in KwaDukuza and should be held accountable for environmental pollution. Yet the sewers have been allowed to spill out for as long as over a week, as per the interview held with the business people.

Figure 4.10 A sewer manhole, where sewage has been flowing into the nearest river for quite some time, as per the evidence.



Source: Author (2019)

4.3.11 Lack of policing

All the Ntshawini survey respondents and KwaDukuza CBD business people agreed that the crime rate has grown exceptionally high. Common criminal activities involve murder, house breaking and robbery at night. In his study of crime in Tshwane, South Africa, Breetzke (2015:1) suggests that crime investigation in South Africa is still in its early stages. However, crime peaks over weekends and goes down during the week. Breetzke agrees that the crime data, although formulated from limited evidence, shows that serious crimes such as murder, car hijacking and robbery usually happen during the night, especially in residential areas. One may agree with Breetzke (2015) on the time when crime occurs in residential neighbourhoods, but in regard to crime in the CBD, robbery takes place during the day while shops are still open. House breaking tends to take place during the day while people are at work, as was confirmed by the KwaDukuza respondents. Breetzke (2015:2) states that the crime distribution rate across the city is not even, as is the case in Ntshawini informal settlement, where house breaking and murder are more common due to the area's socio-economic challenges. Breetzke describes these crimes as crimes of low-cost and informal settlement crimes. One may agree with Breetzke (2015) on the basis of the data collected in Ntshawini informal settlement, as almost all respondents mentioned house breaking and murder on the streets.

The respondents complained about the police being indifferent to the escalation in criminal activity. According to (Breetzke, 2015:2) KwaDukuza police will embark on community patrols in order to reduce crime. This system was launched in June 2019, but according to the survey (which was conducted on 22 September 2019) nothing has been done by the KwaDukuza police to fight crime. It is therefore important for stakeholders including the municipality to make follow up and stay up to date with police programmes aimed at reducing crime and give assistance to police where ever it is required in order to ensure that KwaDukuza police succeed in fighting criminal activities.

On the problem of rising of criminal offences (Geldenhuis 2015:22) suggests the installation of surveillance cameras to reduce crime in residential areas. Residential areas are more affected with crime in KwaDukuza as respondents mentioned that it is dangerous to be on the streets at night because of crime that is committed including murder. Geldenhuis (2015:22) regards CCTV as a successful mechanism in reducing crime because the perpetrators know that they are being watched while committing their crimes. Geldenhuis states that most communities are demanding a crime-free environment from local government in South Africa. One may concur with Geldenhuis (2015) as his assertions about crime free environment being demanded from municipalities is evident in KwaDukuza where the residents took to the streets claiming that police are not effective in fighting crime. Amongst their dissatisfaction about the police was the rise in car hijacking, rape, murder and robbery (Abrahams, 2018).

On his interview the Ward 19 councillor said that crime is rife in KwaDukuza. He confirmed that the KwaDukuza police have embarked on a crime reduction campaign. Being the chairperson of the community policing forum, the councillor confirmed that strategies to reduce crime are being implemented. The strategies have not yet borne fruit, as all of the survey respondents described the killing and housebreaking taking place in Ntshawini and the pickpocketing in the KwaDukuza CBD. The first interview respondent stated that previously the shopkeepers used to display some of their wares outside, but because of theft they no longer do that. This is affecting their business because this was an attempt to market the products they sell.

4.4 Conclusion

The exploration of the negative impact of rural-urban migration on KDM was concluded with data collected from KDM publications and respondents. Based on the information gathered from the interviews and the survey, it can be said that KDM has a problem in providing services to the people of KwaDukuza because of the spontaneous population growth. This was coupled with the problem of not enforcing its by-laws which is likely to create environmental degradation.

KwaDukuza has a high rate of unemployment. As a result there is a sharp rise in criminal activities. In October 2019 the police have embarked on a strategy to fight crime, including drug dealing and murder. A youth unemployment rate of 31% is too much for a small town like KwaDukuza to deal with.

Measures are being put in place, however, jointly by iLembe and the four local municipalities to create business hubs in the rural municipalities, as this is seen as a major step towards managing rural-urban migration to KwaDukuza. The Aerotropolis, which concerns a trade port from Durban to Richards Bay, will benefit KwaDukuza and improve its economic growth by giving business opportunities to KwaDukuza and Ndwedwe business people. The aerotropolis project will provide business opportunities to rural communities in iLembe region and this will be a major contribution towards controlling population growth in one local municipality.

A bulk water and bulk sanitation project is being undertaken by iLembe District Municipality in KwaDukuza. This will help to upgrade Ntshawini residents from pit-latrines to waterborne toilets, and eventually the municipality will do away with communal water stand pipes. KwaDukuza is implementing a 1000 unit housing project. However, housing will remain a problem as KDM is currently sitting with a 68000 housing unit backlog and an alarming annual population growth.

Refuse collection has been identified by KDM as one of its priorities. However, it is not the collection of waste *per se* that is the real issue, but the pollution of the environment and the damage to the health and hygiene of the citizens of the area. KDM has acknowledged a lack of resources as hampering service delivery. According to the interview conducted with KDM manager waste collection, an additional waste collection truck will be made available to Ntshawini informal settlement. KDM also confirmed that the frequency of waste collection is going to be increased from once a week to twice a week.

iLembe Municipality has received a master plan for KDM housing projects. This will help in coordinating development activities in order to overcome the problems of the past that arose from planning in silos.

CHAPTER 5: SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

The thoughts of the respondents were presented, discussed and reported in the previous chapter. Their responses emanated from the survey questionnaire and semi-structured interviews conducted.

The purpose of this chapter is to summarise the findings of the research. The findings relate to the objectives of the study as outlined in Chapter One. The study aimed to determine the negative impact of rural-urban migration on KDM. The research questions that were formulated in pursuit of the collection of data performed well in collecting the information required for the study. Recommendations will emanate from the findings that were derived from data analysis. Chapter Three contains the theoretical foundation of the study, which considered rural-push and urban-pull as the main forces that drive rural-urban migration. The study has also considered rural-urban migration as a global phenomenon.

5.2 Achievement of the objectives of the study

The key findings are going to be presented as per each objective formulated in Chapter One. The summation of the findings is presented in the sequence of the objectives. This will show how each of the objectives of the study materialised.

5.2.1 To determine if the municipality provides enough affordable accommodation.

Informal houses are built in areas with no or inadequate infrastructure for water and sanitation, proper access roads, drainage system or electricity and other municipal services. Although project Grootville Priority 2 Phase 4 aims to provide proper housing for the Ntshawini community, this is not going to be easy. The following challenges were identified. People do not demolish their slum homes upon being allocated new houses, but they rent them to new migrants. The rate at which rural-urban migration is happening is faster than the budget secured for housing projects and its implementation can account for. A problem was also identified in regard to land allocation to new migrants. Individuals that own land in Ntshawini are selling stands to new urban migrants, and others get the land from Dube traditional authority. Unless this is coordinated properly with the municipality, KDM will not be able to project a budget for the housing backlog. Currently KwaDukuza has a huge housing backlog (KwaDukuza IDP 2019/2020:15). It is therefore expected that the municipality will continue to look for additional funding for approved housing projects such as the one at Ntshawini informal settlement.

According to the data collected, KDM does not have enough land to cater for the influx of people. At the same time it is not safe-guarding the little land that the municipality currently has. The data collected reveals that people are building on municipal property and KDM officials come when it is too late for the structures to be demolished. In an interview a councillor even suggested that the municipality should erect sign boards telling people that the property belongs to the municipality and trespassers will be

prosecuted. The municipality is now facing a land crisis, as the traditional leader said that they have been allocating approximately 400 sites per year, and that they now have no more land.

The land that is still available in KDM is the sugarcane farms. One has to make an informed decision before tapping into the farms, because the farms contribute to the country's gross domestic product (GDP). When taking a piece of land, one has to be aware that one is disturbing the country's economy. One therefore has to ensure that when portions of land such as sugarcane farms are taken, this should be for the purposes of economic growth such as building industries or factories rather than for RDP houses.

5.2.2 To determine if the crime rate has risen as a result of unemployment and how KDM citizens and businesses are affected.

The people leaving rural areas to make a living in KwaDukuza include those who have less education and are unskilled. This was established from the data from the survey questionnaire. When their hope to find jobs in KwaDukuza is frustrated, they find alternative ways of survival. The research respondents and the population statistics of KDM agree that the population of KwaDukuza has grown exponentially over the years. This has resulted in reduced chances of getting employed for most unskilled people, who resort to criminal activity in order to survive. Their criminal activities include drug dealing, pickpocketing, robbery and prostitution. The respondents believe that unemployment in KwaDukuza has led to a rise in the prevalence of criminal activities. Esri (2016) is of the view that poverty leads to crime. Unemployment and poverty are inseparable, as the latter is a result of the former.

KDM cannot win the battle against crime on its own. The entire district has to embark on economic growth strategies in order to alleviate unemployment and poverty. The robbery and murder that take place in Ntshawini mostly at night require KDM to strengthen security by installing surveillance cameras and installing more street lights in Ntshawini. It is unlikely for people to commit crime if they know that they are being watched.

5.2.3 To determine the level of the provision of basic services to the people

The services that are given to informal settlements are not the same as those that are received in the CBD and by suburban residents. The residents of Ntshawini, for instance, have skip bin containers where they have to drop off waste for collection. Suburban residents have kerbside collection, where waste is collected outside their gates. Poor waste collection in Ntshawini has detrimental effects on both residents and the environment. The data shows that because of insufficient street lights more robbery and murder take place at night. The inadequate drainage system poses a danger of soil erosion and disease due to the plague of mosquitoes. There is a dual system of the provision of water provision. Some people have yard connections and others living in the same area have to fetch water from

communal water stand pipes. The latter type of service damages the municipality's roads. The stand pipes should be done away as well as it does not generate income for iLembe District Municipality.

In terms of the formulation of the IDP, iLembe as a District Municipality has an IDP that carries the aspirations of each of the local municipalities. IDP consultation meetings with the communities are conducted together with KwaDukuza and iLembe municipal officials. iLembe now has a master plan for KwaDukuza housing projects in order to ensure that problems of the past where planning was not well coordinated are avoided. iLembe Municipality is involved in all projects in the district and is facilitating the formalisation of towns in Maphumulo and Ndwedwe in order to provide urban levels of services. Economic hubs are being created in Maphumulo and Ndwedwe in order to try to manage rural-urban migration to KwaDukuza, which over-extends the resources in one municipality. The intention of this coordinated planning, as per the iLembe IDP Manager, is to achieve economic growth throughout the region and fight unemployment and poverty.

5.2.4 To find out if rural-urban migration has a negative impact on the environment

The fast rate at which rural-urban migration is happening to KwaDukuza is bringing fiscal pressure to bear on both the district and the local municipality. iLembe has to upgrade its implementation of bulk sewer at Ntshawini in order to provide people with waterborne toilets at Ntshawini. The current situation is hazardous for people and the environment, as residents are using sub-standard pit-latrines.

The CBD has a problem with sewer blockages. When blockages happen the sewer manholes start to overflow into the streets and eventually make their way to nearby rivers, threatening both flora and fauna. KDM is not enforcing its by-law that would hold the polluter accountable for the pollution done on the environment.

The current situation of women empowerment in South Africa was also evident during data collection at Ntshawini informal settlement, seven out of ten households were headed by women. Women empowerment in South Africa has brought both advantages and disadvantages, for instance the compromised safety at night in the streets as alluded to by the residents of Ntshawini during survey.

5.3 Conclusion

The overall conclusion drawn from the findings of the study is that KwaDukuza has multiple challenges stemming from the rural-urban migration. The challenges can be summarised as an inability to provide basic services efficiently or no services at all. The lack of services gives rise to health and hygiene problems and subsequently to ecological challenges. KDM experiences inefficiency in the provision of the following basic services;

- Water and sanitation
- Land/housing
- Community policing
- Drainage
- Refuse collection

The growth of informal settlements has resulted in the extension of the KwaDukuza town boundaries and strains the municipal coffers. Take for instance waste collection is not one of the services provided in rural areas, but the growth of informal settlements means that there are additional areas for waste collection. Apart from financial constraints that hinder efficient service delivery, the data collected also reveals operational problems in regard to the electricity supply. Respondents said that they are not notified when there is going to be a power outage. The lack of or non-provision of basic services has negative outcome on environmental health. Hakkim (2019:912) says that poor sanitation leads to environmental health hazards. It is common knowledge that the poor management of human faeces leads to communicable diseases.

Good plans were identified during the interviews conducted with municipal officials in regard to improving the economy of KDM and of the entire district of iLembe, beautiful plans to better the lives of the people by improving basic services provision. The only things missing are the deadlines for the implementation.

5.4 Recommendations

Having arrived at this stage of the research, after a tremendous journey, it is natural to want to make recommendations informed by the research findings in order to propose solutions to the research problem, in this case in regard to rural-urban migration to KDM.

Dealing with the challenges of urbanisation in KwaDukuza will require all stakeholders to play an active role, especially those given a constitutional mandate to do so. iLembe District Municipality should perform its task of providing water and sanitation to KwaDukuza. This involves updating KDM council and officials in regard its plans for the upgrade of the water and sanitation infrastructure in the district, and the implementation date. iLembe will be required to play its leadership role in terms of building capacity within the four local municipality. Priority is to be given to facilitating the establishment of business hubs across the municipalities in its region. This will create job opportunities in the rural municipalities and thereby helping to avoid the exploitation of the resources in one single local municipality. The IDP report of 2019/2020 puts unemployment in KwaDukuza at 25% and youth unemployment at 31%. Addressing the issue of unemployment through the creation of business hubs will alleviate poverty and decrease criminal activity in the region, and help to manage the influx into KwaDukuza from the other three municipalities.

The South African Police in KwaDukuza have embarked on a crime reduction campaign. They should use the Community Policing Forums that were created and be represented on the reporting structures. This will help to identify the gaps that exist in community safety.

KDM has to strengthen its mechanisms to enforce its by-laws. This will help in the protection of the environment. For example, one of the respondents said that some people in Ntshawini have septic tanks that are overflowing because they are seldom emptied. The enforcement of sanitation by-laws will help prevent environmental health diseases.

The Department of Human Settlements should assist KwaDukuza in terms of financing the already approved housing projects, in order to address the housing backlog in informal settlements of Ntshawini. Such assistance alone is not enough, it is essential that the authorities in other three municipalities work together in developing economic bases in the entire iLembe District.

5.4.1 Regulation of informal trading

Responding during an interview, one of the political principals in KwaDukuza said that the municipality is aware of the disorder that has been created in CBD by informal traders. It was a matter, however, of weighing the benefits of two options, one being to disallow informal traders from operating in this fashion, in which case they would go hungry, and the other being to turn a blind eye to the infringement of the relevant by-law, to allow to prevail, and to let people survive.

Local government has the responsibility to regulate informal trading through municipal by-laws. KwaDukuza by-laws stipulate designated areas for trading and those areas where informal trading is prohibited. This regulation was intended to prevent the situation where pedestrian walkways are blocked by goods displayed in corridors. Section 3 (b) of the KwaDukuza informal trading by-laws prohibits doing business in the CBD in such a manner that the informal trader creates a traffic hazard. The blocking of walkways by informal traders forces people to walk in the narrow streets in the CBD, putting both pedestrians and motorists in danger. It is important for municipal officials to enforce the informal trading by-laws in order to maintain order and neatness in the CBD.

5.4.2 Capacity building

There are a number of aspects that the municipality needs to improve in order to manage the negative impact of rural-urban migration to KwaDukuza. These recommendations are primarily based on Acts which are foundational to local government, namely:

- Municipal Systems Act, 32 of 2000,
- Municipal Structures Act, 117 of 1998 and;
- The Constitution of the Republic of South Africa of 1996

5.4.3 Capacity building for municipal councillors

There are challenges facing local government councillors in terms of the expected duties and the capacity they possess to carry out their work (Taaibosch and Niekerk, 2017:8). Other people may concur with Taaibosch *et al.*, (2017) based on scientific evidence of the research conducted as they cite a lack of capacity in elected municipal officials (municipal councillors). Section 21 of Municipal Structures Act, 117 of 1998 talks about qualification of councillors and it states that they are politically elected public representatives who represent their own political constituencies. The Act does not mention the minimum qualification and skills required in order for them to become political candidates. The Act further states that any eligible voter is at liberty to stand as a candidate for his or her political party for local government elections.

According to Taaibosch *et al.*, (2017:13), municipal councillors have but are not limited to the following responsibilities:

- Playing an oversight role
- Represent their communities in the councils
- Providing leadership in local government
- Being custodians of municipal finance and also ensuring ethical financial practices in the council
- Promoting the values of cooperative governance
- Accounting to their political constituencies and local communities on municipal matters.

Considering the responsibilities of councillors in local government and the accountability referred to by Taaibosch *et al.*, (2017), the South African Local Government Association should come up with minimum qualifications for municipal councillors. Take for instance a councillor who does not even have a matric certificate is expected to monitor the proper municipal financial spending through the Municipal Finance Management Act. Stipulating minimum qualification for municipal councillors and training councillors will be essential in ensuring enhanced service delivery and sustainable municipalities. The training of councillors should take place before they assume their duties in the council bearing in mind that unlike municipal professional employees, inexperienced or new councillors in the local government are clueless when in public office regarding administration matters.

5.4.4 Capacity building for municipal employees

Training of employees means equipping employees with the knowledge and skills required to equip them to manage and accomplish their duties in the workplace (Taaibosch et al., 2017:14). The lack of the specific skills mentioned by Taaibosch et al., (2017) is a current drawback that hinders local government from fulfilling its constitutional mandate. South African communities frequently embark on service delivery protests because municipalities fail to deliver basic services to the people. The data

collected during course of this study generally depicts some kind of incompetence on the part of municipal staff in executing their duties. Take, for instance, the leniency of allowing people to build slums on the river flood line at Ntshawini. Secondly, no effort is being made by the municipality to ensuring the safety of the people against the rising tide of criminal offences as a result of unemployment and overpopulation in KwaDukuza. There are no reports of iLembe District Municipality's having been fined for its poor response to the need to repair sewer lines when there are leaks. During the interview KwaDukuza official said that iLembe Municipality's poor response to sewer line leaks poses a health risk both to people and to the environment, but no action has been taken. Section 4(2) (i) of the Municipal Systems Act, 32 of 2000 gives municipalities the responsibility of providing a healthy and safe environment in their areas of jurisdictions. The issue of capacity building for municipal staff is also linked to the inability of Cooperative Governance and Traditional Affairs inability to provide funding for this programme. In Parliamentary briefing it was reported that COGTA had R1.6 billion request from municipalities for capacity building and had given the municipalities only R400 million (COGTA, 2015). The lack of funding for capacity building should also not be used as an excuse for the incompetency of municipal staff. Municipal staff are appointed on merit, and therefore are qualified in different fields of specialisation. Municipal employees should be encouraged to do their work diligently and to be accountable for their actions.

References

- Agency, M & G reporter. 2018. Another child drowns in school pit-latrline. Available from <https://mg.co.za/articles/2018-03-15-schoolgirl-drowns-in-pit-latrline>. (Accessed 7 June 2019)
- Abrahams, E, Troskie, A and Dlamini, S. 2017. Grand opening, grand damage at Ballito Junction. North Coast Courier. <https://northcoastcourier.co.za/81651/grand-opening-grand-damage-ballito-junction/>
- Abrahams, E. 2016. Illegal dumping: One down, hundreds to go in KwaDukuza. North Coast Courier. 19 October 2016. Viewed 20 September 2020. <https://northcoastcourier.co.za/70935/illegal-dumping-one-down-hundreds-to-go/>
- Abrahams, E. 2018. Enoughisenough for Stanger crime. North Coast Courier. 22 November 2018. Viewed 18 January 2020. <https://northcoastcourier.co.za/121046/enoughisenough-stanger-crime/>
- Akinola, A, O. 2018. Women, culture and Africa's land reform agenda. 23 November 2018. Viewed 6 August 2020. Available at: <https://www.frontiersin.org/articles/10.3389/fpsyg.2018.02234/full>
- Amoo, E, O, Wuraola, A and Adebanye, O. 2013. International migration of young persons and street trading activities in urban areas of Nigeria. *'An international journal Volume 21'*, pp. 113-122.
- Barker, M and Coquery-Vidrovitch. 2005. The history of African cities South of Sahara. Markus Wiener Publishers. Princeton.
- Basic vs. applied research. 2019. Viewed on 29 July 2019. <http://www.sjsu.edu/people/fred.prochaska/courses/ScWk170/s0/Basic-vs.-Applied-Research.pdf>
- Bello-Bravo, J, 2015. Rural-urban migration: A path for empowering women through entrepreneurial activities in West Africa. 29 May 2015. Viewed 6 August 2020. <https://journal-jger.springeropen.com/articles/10.1186/s40497-015-0027-6>
- Bello-Schunemann, J and Aucoin, C. 2016. African urban futures. *'A journal of the Institute for security studies papers'*, pp. 1-36.
- Bhattacharjee, A. 2012. Social Science research: principles, methods and practices. Second edition. University of Florida. Switzerland.
- Braun, V, Clarke, V, Hayfield, N, Terry, G. 2018. Thematic analysis. University of Auckland *'A journal for the Department of psychology'*, pp.1-18.
- Chokoe, R and Meso, KK. 2017. Urban governance and the brown environmental problems in South Africa. *'African journal of public affairs 9'*, pp. 168-178.
- Cloete, F and de Coning, C. 2013. Improving public policy: Theory, practice and results. Third edition. Van Schaik. Pretoria.

COGTA. 2015. Capacity building in local government: Department, SALGA & SETA briefing; Municipal Managers & Section 56 Managers Appointment: implementation of regulations progress report. Available at <https://pmg.org.za/committee-meeting/21050/>

Creswell, J. W and Creswell, J.D. 2018. *Research Design*. Fifth ed. United Kingdom: Sage Publications, Inc.

Conradie, E. 2014. Views on worldviews: An overview of the use of the term, worldview, in selected theological discourses. '*Journal of religion and theology, University of Western Cape*', pp1-12

Crossman, A. 2019. Understanding purposive sampling. Online available at: <https://www.thoughtco.com/purposive-sampling-3026727>. (Accessed 18 December 2019)

Dlamini, S. 2014. Prostitution getting out of hand. North Coast Courier. 17 December 2014. Viewed 15 October 2018. <https://northcoastcourier.co.za/30162/prostitution-getting-out-of-hand/>

Dlamini, S. 2018. Car theft a huge problem in KwaDukuza. North Coast Courier. 4 January 2018. Viewed 10 January 2020. <https://northcoastcourier.co.za/100306/car-theft-huge-problem-kwadukuza/>

Du Plooy, G.M. 2013. *Communication research: Techniques, methods and applications*. Second edition. Juta and Company Ltd. Cape Town. South Africa

Du Plooy-Cilliers, F, Davis, C and Bezuidenhout, R.M. 2014. *Research matters*. Juta and Company Ltd Durban aerotropolis. 2018. *Lifting South Africa to new heights*. Available from <https://www.durbanaerotropolis.co.za>. (Accessed 16 September 2019)

Drakensburg tourist map. 2016. Stanger. Available from <https://www.drakensberg-tourist-map.com/Stanger.html>. (Accessed 14 December 2019)

Ecube labs. 2016. Overflowing garbage bins: 5 impacts on health and environment, and how to prevent. Viewed on 28 December 2019. ecubelabs.com/overflowing-garbage-bins-5-impacts-on-health-and-environment-and-how-to-prevent/

Environmental Conservation Act, 73 of 1989. Online available at: https://www.environment.gov.za/sites/default/files/legislations/environment_conservation_act73of1989.pdf. (Accessed on 15/12/2019)

Esri. 2016. Correlation between crime rate and poverty: Poverty is the parent of crime. <https://static01.nyt.com/images/2016/04/11/us/11crimebill-02-master675.jpg>

Geldenhuys, K. 2015. Crime prevention through environmental design. Volume, 108 issued 9 September 2015. Online journal: <https://journals.co.za/content/servamus/108/9/EJC176931>, pp. 22-25

Graham, J.P and Polizzotto, M.L. 2013. Pit latrines and their impacts on ground water quality: A systematic review. Available from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3673197/>. (Accessed on 15 May 2019)

Gustafsson, J. 2017. Single case studies vs. multiple case studies: A comparative study. *‘Journal of academy of business, engineering studies and science’*, pp. 1-15

Hakim, L.S. 2019. Environmental health and sanitation. “An international journal of trend in scientific research and development”, pp. 912-915.

iLembe District Municipality (DC29). 2018. Viewed on 27 July 2019. <https://municipalities.co.za/map/117/iLembe-district-municipality>

Izakovicova, Z, Mederly, P and Petrovic, F. 2017. Long-term land use changes driven by urbanisation and their environmental effects (Example of Trinova city, Slovakia. ‘Department of ecology and environmental sciences’. pp. 1-28.

Jili, N and Masuku, M. 2017. Access to land and women participation in small-scale farming at uMlalazi local municipality. *‘A journal of public administration’*, pp. 548-561

Jimenez, H and Didona, T. 2017. Perceived job security and its effects on performance: Unionized VS. Non-unionized organisations. *‘A journal of the Department of Psychology’*, pp. 3761-3767

Koma, SB. 2012. Local economic development in South Africa. *‘Journal of the School of Public Administration’*, pp. 125-140. Viewed on 3 January 2020. https://repository.up.ac.za/bitstream/handle/2263/31727/Koma_Local%282012%29.pdf?sequence=1&isAllowed=y

KwaDukuza Integrated Development Plan. 2019/2020. Viewed 15 October 2019. <https://www.kwadukuza.gov.za/IDPdoc/KDM%20Final%20IDP-2019-2020%20.pdf>

KwaDukuza local municipality. 2016. Viewed on 10 October 2019. Available at: <https://municipalities.co.za/demographic/1070/kwadukuza-local-municipality>.

KwaDukuza local municipality. Municipalities of South Africa. 2012-2020. Viewed on 11 October 2019. Available at: <https://municipalities.co.za/map/1070/kwadukuza-local-municipality>

KwaDukuza Municipality. 2016/2017. Integrated Development Plan. Viewed 16 October 2018. <https://municipalities.co.za/IDP/1070/2016-2017/kwadukuza-local-municipality>

KwaDukuza population. 2011. Wazimap. Viewed on 15 July 2019. <https://wazimap.co.za/profiles/ward-52902011-kwadukuza-wards-52902011/>

Laldas, J (2019). KwaDukuza crime reaching high levels. *Stanger Weekly Newspaper*. 11 September 2019.

Mahr, K. 2018. The unending tragedy of a 5-year-old who drowned in a pit-latrine. Available from <https://www.npr.org/sections/goatsandsoda/2018/09/24/644801381/the-unending-tragedy-of-a-5-year-old-who-drowned-in-a-pit-latrine>. (Accessed 15 December 2019)

Manirakiza, V. 2014. Promoting inclusive approaches to address urbanisation challenges in Kingali. *Journal for the African review of economics and finance 6*, pp. 161-180.

Mathebula, N.E. 2018. Politics of municipal demarcation in South African democratic dispensation: A case of selected mergers. *African journal of public affairs*, pp. 257-270.

Meso, KK, Madumetsa, G, Manamela, MG and Maake, MS. 2016. Rural-urban nexus: Controversies and policy imperatives in South Africa. *The journal of public administration, volume 51, issue 1*. pp. 104-114.

Mngoma, W, Pillay, P and Reddy, P.S. 2011. Environmental governance at the local government sphere in South Africa. *African journal of Public Affairs*, pp. 105-118.

Miszczak, S.M and Patel, Z. 2018. The role of engaged scholarship and co-production to address urban challenges: a case study of Cape Town knowledge transfer programme. *Journal of South African Geography volume 100, Number 2*, pp. 233-248

Mjimba, V and Elum, Z, A. 2016. Economic development, energy consumption and climate change management in Nigeria. *A journal of Africa insight 46*, pp. 1-18

Moyo, T. 2017. Data collection instruments in research: an ontological and epistemological reflection. *The journal of Public Administration 52*, pp. 285-295.

Mutyenyoka, EM, Tirivangasi, HM and Mugambiwa, SS. 2017. Dichotomies of chronic and episodic rural-urban poverty: A South African context. *The Africa insight, volume 47 number 1*, pp. 1-12

Naude, L. 2015. The seven worst crimes for KwaDukuza. *North Coast Courier*. 9 October. Viewed 15 October 2018. <https://northcoastcourier.co.za/45413/the-seven-worst-crimes-for-kwadukuza/>

Nnadozie, R. C. 2013. Access to basic services in post-apartheid South Africa.: What has changed? Meaning on a relative basis. *The African statistical journal*, pp. 81-101.

Ntakirutimana, E. 2018. Housing challenge and urban regeneration: A contribution of faith-based action with special reference to a case study from the City of Tshwane. 'A journal of theological studies. Volume 74 number 3', pp.1-9.

Oteng-Ababio, M, Owusu, G, Asafo, DM. 2019. Following the footsteps: Urbanisation of Wa municipality and its synergism in risk accumulation, uncertainties and complexities in urban Ghana. 'The journal of risk studies, volume 11 number1'.pp. 1-10

Posel, D and Casale, D. 2019. Gender and the economy in post-apartheid South Africa: Changes and challenges. 3 December 2019. Viewed 6 August 2020. Available at: <https://www.tandfonline.com/doi/abs/10.1080/10130950.2019.1679439>

Reddy, P.S. 2016. The politics of service delivery in South Africa: The local government sphere in context. Viewed on 30 December 2019. <https://td-sa.net/index.php/td/article/view/337/351>

Renkin, W. 2017. Theological studies-Responses to migration: tensions and ambiguities of churches in Pretoria and Central Mamelodi. Volume 73 number 3 'A journal for the Department of Higher Education and Training', pp. 1-9.

Republic of South Africa (RSA). The Constitution of the Republic of South Africa Act, 1996 (Act 108 of 1996). Pretoria: Government Printer.

Republic of South Africa (RSA). The Local Government Municipal Structures Act, 1998 (Act 117 of 1998). Pretoria: Government Printer.

Republic of South Africa (RSA). The Local Government Municipal Structures Act, 2000 (Act 32 of 2000). Pretoria: Government Printer.

Ringwood, F. 2016. Urban solutions for clean cities: Hazardous waste. 'A journal for sustainable environment', pp. 17-18.

SABI. 2016. A tale of clean cities, water and sanitation-new research...strong local leadership is key urbanisation pressure can be positive. 'SABI magazine volume 9, issue 1'. pp. 44-46

SAHO. 1913. South African history online towards people's history: the Native Land Act is passed. Viewed on 30 December 2019. <https://www.sahistory.org.za/dated-event/native-land-act-passed>.

Saunders, M, Lewis, P and Thornhill, A. 2016. Research methods for business students. Seventh edition. Pearson. Italy.

Salami, R O, von Meding, J K, Giggins, H. 2017. Urban settlement's vulnerability to flood risk in African cities: A conceptual framework. 'A journal of disaster risk studies'. pp. 1-9.

Schultz, C.M. 2017. Contemporary management-Future work: a qualitative review. 'A journal of contemporary management'. pp. 1143-1164.

Sekaran, U and Bougie, R. 2013. Research methods for business: A skill building approach. Sixth edition. John Wiley and sons Ltd. United Kingdom.

Staff reporter. 2018. Durban aerotropolis master plan has an investment potential of R1 trillion. Available from <https://www.iol.co.za/business-report/economy/durban-aerotropolis-master-plan-has-an-investment-potential-of-r1-trillion-16829271>. (Accessed 14 September 2019)

Statistics South Africa: 2019. Online available at: <http://www.statssa.gov.za/?p=12689>. (Accessed on 15/12/2019)

Statistics South Africa. 2015. Millennium Development Goals 7: Ensure environmental sustainability 2015/ Statistics South Africa. Available from http://www.statssa.gov.za/MDG/MDG_Goal7_report_2015_.pdf. (Accessed 6 June 2019)

Taaibosch, T.A and van Niekerk, T. 2017. Capacity building challenges of municipal councillors in Mangaung metropolitan municipality in the Free State Province. Available at [ir.cut.ac.za > handle > Taaibosch, A; van Niekerk, T; Pages p.8-25.pdf](http://ir.cut.ac.za/handle/10387/10387). Viewed on 15 January 2020.

Terre Blanche, M, Durrheim, K and Painter, D. 2012. Research in practice: Applied methods for the social sciences. Second edition. University of Cape Town.

Thompson, P and Wissink, H. 2018. Recalibrating South Africa's political economy: Challenges in building a developmental and competition state. 'African Studies Quarterly', Volume 18(1), pp.31-47.

Tienda, M, Findley, S, Tollman, S and Preston-Whyte, E. 2006. African migration and urbanisation in comparative perspective. Wits University press. Johannesburg.

Tillett, T. 2013. Pit latrines and groundwater contamination: Negative impacts of a popular sanitation method. Viewed on 26 September 2019. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3673209/>

Troskie, A. 2018. Sewage flows into Nonoti River. North Coast Courier. 13 September. Viewed on 20 October 2018. <https://northcoastcourier.co.za/116859/sewage-flows-into-nonoti/>

UN-Habitat .2017. Concepts, definition and data sources for the study of urbanisation: the 2030 agenda for Sustainable Development. Viewed on 31 December 2019. <https://www.un.org/en/development/desa/population/events/pdf/expert/27/papers/II/paper-Moreno-final.pdf>

United Nations. 2018. 68% of the world's population is expected to live in urban areas by 2050. Viewed on 29 December 2019. <https://www.un.org/development/desa/en/news/population/2018-revision-of-world-urbanization-prospects.html>

United Nations Department of Economic and Social Affairs. 2015. The critical role of water in achieving the Sustainable Development Goals: Synthesis of knowledge and recommendations for effective framing, monitoring, and capacity development. Viewed 10 September 2019. <https://sustainabledevelopment.un.org/content/documents/6185Role%20of%20Water%20in%20SD%20Draft%20Version%20February%202015.pdf>.

Urban water. 2015. World's cities increasingly water insecure new study shows. 'Water wheel 14', pp 32-34.

Van den Berg, A and Struwig, M. 2017. Guidelines for researchers using an adapted consensual qualitative research approach in management research. '*Electronic journal of business research methods*', 15(2)

Van der Westhuizen, MA, Thesnaar, CH and Greuel, T. 2015. In search of a theoretical framework towards intercultural awareness and tolerance. 'Journal of theology and missiology', pp. 1-16.

Van Wyk, N. 2013. What is happening to KwaDukuza roads? 23 October. Viewed on 13 November 2018. <https://northcoastcourier.co.za/8769/happening-stanger-roads/>

Wagner, C, Kawlich, B and Garner, M. 2012. Doing social research: A global context. McGraw-Hill higher education. Berkshire.

Water Services higher education Act, 108 of 1997. Online available at: <https://www.gov.za/documents/water-services-act>. (Accessed on 16/12/2019)

KwaDukuza population. 2016. Wazimap.

Wazimap. 2016. KwaDukuza population. Viewed on 10 November 2018. <https://wazimap.co.za/profiles/ward-52902011-kwadukuza-wards-52902011/>

World Bank, 2018. Urbanisation reviews. Online available at: <https://www.worldbank.org/en/topic/urbandevelopment/publication/urbanization-reviews>. (Accessed 27 December 2019)

World Health Organisation (WHO/UNICEF) .2018. Fact sheet: Drinking water. Available from <https://www.who.int/news-room/fact-sheets/detail/drinking-water>. (Accessed 18 May 2019)

World Health Organisation. 2018. Pit latrines-World Health Organisation. Viewed on 10 December 2019. www.who.int/water_sanitation_health/hygiene/emergencies/fs3_4.pdf.

Yin, R.K. 2014. Case study research: Design and methods. 5th edition. Sage publications. New Delhi.

Zi, L. 2019. Online urbanisation: Online services in China's rural transformation. Viewed on 30 September 2019.

Zikmund, W.G, Babin, B.J, Carr, J.C, Adhikari, A and Griffin, M. 2016. Business research methods: A South African perspective. Bradley University. New Delhi.

ANNEXURE A
ETHICAL CLEARANCE



17 September 2019

Mr Douglas Bongani Mthiyane (218082851)
School Of Man Info Tech & Gov
Westville Campus

Dear Mr Mthiyane,

Protocol reference number: HSSREC/00000182/2019

Project title: The negative impact of rural-urban migration in KwaDukuza Municipality.

Full Approval – Expedited Application

This letter serves to notify you that your application received on 11 July 2019 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 for one year from 17 September 2019.

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.

Yours sincerely,

Dr Rosemary Sibanda (Chair)

/spm

Humanities & Social Sciences Research Ethics Committee
Dr Rosemary Sibanda (Chair)
UKZN Research Ethics Office Westville Campus, Govan Mbeki Building
Postal Address: Private Bag X54001, Durban 4000
Website: <http://research.ukzn.ac.za/research-ethics/>

Founding Campuses: ■ Edgewood ■ Howard College ■ Medical School ■ Pietermaritzburg ■ Westville

INSPIRING GREATNESS

ANNEXURE B

EDITOR

TO WHOM IT MAY CONCERN

4 February, 2020

I hereby certify that I have edited the language of a dissertation by Douglas Bongani Mthiyane titled “The negative impact of rural-urban migration in KwaDukuza municipality.”

I am Professor Alan Brimer, DLitt (UPE), Professor Emeritus of UKZN.

Yours faithfully,

Alan Brimer

A handwritten signature in black ink that reads "A. Brimer". The signature is written in a cursive style with a large initial 'A' and a smaller 'B'.

ANNEXURE C
GATEKEEPER LETTER: ILEMBE MUNICIPALITY



ILEMBE DISTRICT MUNICIPALITY
ILEMBE –UMASIPALA WESIFUNDA

Enquiries:

Reference:02P/04/19

Date: 02 April 2019

RE: PERMISSION TO CONDUCT RESEARCH DISSERTATION

Your letter dated 25 February 2019 has reference,

Kindly note that your request to conduct research entitled **"The negative impact of rural-urban migration in KwaDukuza Municipality"** has been granted. You are hereby requested to liaise with the Head of the Department to which you require documents to conclude your study. Ensure that you bring the copy of this letter with you so that you are not denied access to municipal filing.

Yours truly,

Mr. N.G. Kumalo
Municipal Manager

Ilembe House, 59/61 Mahatma Gandhi Street, KwaDukuza 4450, South Africa
Tel: +27 32 437 9517 Fax: +27 32 437 9587
P.O Box 1788, KwaDukuza 4450
All correspondence to be directed to office of Municipal Manager
www.ilembe.gov.za

ANNEXURE D

GATEKEEPER LETTER: KWADUKUZA MUNICIPALITY

 KWADUKUZA MUNICIPALITY www.kwadukuza.gov.za	KwaDukuza Municipality MUNICIPAL MANAGER'S DEPARTMENT Province of KwaZulu-Natal				
Telephone: Izindaba: Nombuzo	N.J. MdaKane	Telephone: Izindaba: Telefoni	032 437 5015	Postal Address: Izikhumbano Sopol: Posi Nombuzo	P.O. Box 72 KwaDukuza 4450
Reference: Izimbuzo: Nombuzo		Fax: Izimbuzo: Izimbuzo	032 437 5098	Date: Umbuzo: Datum	2019-02-05

TO: Professor HF Wissink
University of KwaZulu-Natal

Dear Sir/Madam,

PERMISSION TO CONDUCT RESEARCH DISSERTATION:

Your letter dated 25th February 2019 has reference.

Kindly note that your request for Mr. DB Mthiyane (Second year MPA Student at the University of KwaZulu-Natal) to conduct research entitled "The negative impact of rural-urban migration in KwaDukuza Municipality" has been granted.

Mr. Mthiyane is hereby requested to liaise with the Head of Department from whom he require documents to conclude his study. He must ensure that he brings a copy of this letter with him so that you are not denied access to the Municipal Files.

Yours faithfully


N.J. MDAKANE
MUNICIPAL MANAGER.

"Committed to Service Delivery"

ANNEXURE E

GATEKEEPER LETTER: DUBETRADITIONAL COUNCIL



ENQUIRES : INKOSI H.K DUBE ADDRESS : P.O BOX 3992
CELL : 064 005 6679 KWADUKUZA
4450
EMAIL : dubetraditionalcouncil@gmail.com 2019-04-02

RE: PERMISSION TO CONDUCT RESEARCH DISSERTATION

Your letter dated 25 February 2019 has reference

Kindly note that your request to conduct entitled "The negative impact of rural-urban migration in KwaDukuza Municipality" has been granted. You are hereby requested to make arrangements with the secretary of the Traditional Council or Induna of the area to make arrangements with the secretary of the Traditional Council or Induna of the area in order to get information you require for your research study.

Yours truly

.....
Inkosi H.K Dube of
Dube Traditional Council

DUBE TRADITIONAL COUNCIL
P.O BOX 3992
KWADUKUZA, 4450
DATE: 2019-04-02

ANNEXURE F

INFORMED CONSENT FORM

UKZN HUMANITIES AND SOCIAL SCIENCES RESEARCH ETHICS COMMITTEE (HSSREC)

APPLICATION FOR ETHICS APPROVAL

For research with human participants

Information Sheet and Consent to Participate in Research

Date:

My name is Bongani Mthiyane. I am completing a Masters degree in Public Administration at the University of KwaZulu-Natal at the School of Management, IT & Governance. I am required to provide a research study for the completion of my degree hence my research topic is “The negative impact of rural-urban migration in KwaDukuza Municipality town. My contact details are as follows: Office number 032 551 8760, cell phone number 083 308 4107. My email address is 218082851@stu.ukzn.ac.za. The name of my research supervisor is Professor H.F. Wissink. His office number and email address are as follows; 031 260 8785 and wissinkh@ukzn.ac.za.

You are being invited to consider participating in a study that involves KwaDukuza municipality and its citizens. The aim and purpose of this research is to find out about the negative impact that is experienced by the people of KwaDukuza as a result of people being attracted to the town seeking job opportunities and perceived better services. Other people come to the town to start their own businesses being lured by market for their products. The study is expected to include two people from KwaDukuza Municipality; that is manager housing and human settlements and manager parks and gardens. Two people will be selected from iLembe Municipality that is manager technical services and manager project management unit. The ward councillor ward 15 and 19 will be sampled. INduna representing Dube traditional council will also be participating in the research. Ten household members at iNtshawini will be sampled as well as three emerging business people in the CBD located in ward 19. In total the research will consists 19 participants.

The participants were first of all identified in order to collect the data to help in concluding the research findings. The questionnaire approach to data collection will be used to collect data from the targeted participants. The researcher will distribute the questionnaire through the email facility to participants. The researcher is aware that some individuals within the identified sample may not have access to email facilities. In such exceptional cases the researcher will print the questionnaire and distribute by hand. The questionnaire will be collected after two days from the participants. The researcher is also aware that some participants will feel comfortable to answer the questionnaire in the presence of the researcher for further clarity on questions. The questionnaire will take 10 minutes to complete. The participant is not forced to continue participating in the research should he or she decide to withdraw. There are also no incentives given to participants of this research hence there is no funding for the study.

This study has been ethically reviewed and approved by the UKZN Humanities and Social Sciences Research Ethics Committee (approval number: HSSREC/00000182/2019).

In the event of any problems or concerns/questions you may contact the researcher Bongani on 083 307 4107 or email:218082851.stu@ukzn.ac.za or the UKZN Humanities & Social Sciences Research Ethics Committee, contact details as follows:

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

Your participation in the study is voluntary and by participating, you are granting the researcher permission to use your responses. You may refuse to participate or withdraw from the study at any time with no negative consequence. There will be no monetary gain from participating in the study. Your anonymity will be maintained by the researcher and the School of

Management, I.T. & Governance and your responses will not be used for any purposes outside of this study.

All data, both electronic and hard copy, will be securely stored during the study and archived for 5 years. After this time, all data will be destroyed.

If you have any questions or concerns about participating in the study, please contact me or my research supervisor at the numbers listed above.

Sincerely

.....

Bongani Mthiyane

CONSENT TO PARTICIPATE

I..... have been informed about the study entitled “The negative impact of rural-urban migration in KwaDukuza Municipality town” by Bongani Mthiyane.

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

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

If I have any further questions/concerns or queries related to the study I understand that I may contact the researcher Bongani Mthiyane on 083 307 4107 or on his email address 218082851@stu.ukzn.ac.za

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

Signature of Participant

Date

Signature of Witness

Date

(Where applicable)

Signature of Translator

Date

(Where applicable)

ANNEXURE G
SURVEY QUESTIONNAIRE

ASECTION A

1. Name of Municipality/Department/ Traditional authority/

--

2. Gender

--

3. Designation

--

4. Age category

Tick the appropriate block

20-30	
31-45	
46-55	
55 and over	

5. Academic Level

Tick the appropriate block

Less than Matric	
Matric	
Diploma	
Degree	
Honours	
Masters	
Doctorate	

6. Work experience

Tick the appropriate block

Are you employed?	Yes	No
Less than one year		
2 to 3 years		
4 to 6 years		
7 years and over		

SECTION B

1. IMPACT OF RURAL-URBAN MIGRATION AT KDM

1.1 What do you understand about rural-urban migration?

1.2 Can you explain why did you come to live in KDM?

1.3 Do you personally feel the impact of rural-urban migration? If yes, can you elaborate on your experiences?

1.4 Can you tell me about the ways in which you think KDM should react to rural-urban migration?

1.5 What is KDM doing regarding rural-urban migration?

1.6 What do you think KDM should do in order to manage rural-urban challenges?

1.7 Can you tell me about the benefits of urbanisation if there is any?

1.8 To what extent do you think KDM is enforcing its by-laws to KDM citizens and other government institution?

2. CONSEQUANCES OF RURAL-URBAN MIGRATION IN KWADUKUZA

2.1 Would you argue that the KDM is aware of all challenges of rural-urban migration?

2.2 According to your understanding how well is municipality managing rural-urban migration to KDM.

2.3 How did you get the house you are living in? Please explain

2.4 How well is KDM doing with regards to the removal of solid waste in the area. Please explain

2.5 How will you say about the provision of water in the area

2.6 Can you explain about sanitation system in your house?

2.7 Can you tell me about storm water drainage in the area? How safe are you especially in summer?

2.8 Do you think the municipality is efficient in terms of power (electricity) supply? Elaborate

2.9 Do you think the municipality has enough land for further development?

2.10 According to your understanding, is KwaDukuza able to provide job opportunities to the people?

2.11 Are you affected by crime in your area? Can you tell about how safe do feel in this area and KwaDukuza CBD.

2.12 Describe the type of crime you are mostly experiencing.

2.13 What can you say about the work of the police in fighting crime in KwaDukuza?

ANNEXURE H

SURVEY QUESTIONNAIRE TRANSCRIPTION AND ANALYSIS

Respondent 1

Respondent 1 is an unemployed male aged between 46 and 55 years with Matric certificate. He has an understanding of what rural-urban migration is all about and feels the negative impact of rural-urban migration due to fact that many people including himself are unemployed. This is a direct result of too much labour force competing for fewer work opportunities. The respondent does not see any benefits of urbanisation as things tend to be falling apart in KDM due to crime. Crime has grown proportionally over the years and there should be additional police deployed in KwaDukuza to deal with criminal activities. This is a result of high unemployment in KDM

The respondent feels that KwaDukuza Municipality must attract investors to come and build more factories in order to increase job opportunities.

On the issue of what is KDM doing now to address rural-urban migration to KwaDukuza, the municipality has started low-cost houses and RDP houses in order to accommodate the growing population.

KwaDukuza is lacking the capacity to enforce its by-laws because the municipality is trying to warn and prevent people to build houses in the low-line areas as well as wet lands. People continue to settle in such areas and there are no consequences.

The respondent obtained the land to build his house from Dube Traditional Council. The removal of solid waste is very poor hence the waste stays sometimes for two weeks without collection.

With regards to water provision at Ntshawini area there is no equality as some have yard connection whereas others are fetching water from the water communal stand pipes. He also want water to be connected to his home.

Sanitation at Ntshawini is a problem as he does not have a proper toilet. The community has toilets that were built by themselves. These toilets are below safe and hygiene standards. Only the people who are living in RDP houses have proper pit latrines toilets.

The drainage system does not exist in this area. When it is raining the area becomes wet and water-logged. The municipality still has a challenge of providing storm water drainage system in this area.

In terms of electricity supply most of us have electricity in their homes, but we need the street lights which can also assist in reducing night robberies in the area.

The municipality does not have enough land. More land is required for accommodation and building of more factories.

The safety at Ntshawini area and KwaDukuza CBD has deteriorated. Here at Ntshawini people are killing each other at night. The crime that is frequently experienced is murder and robbery. It is sad that the police response to reported crime is very poor. Sometimes they don't even come because they do not care about us.

Analysis

Respondent 1 feels that population growth in KwaDukuza is a result of rural-urban migration and has resulted in growth of unemployment. Urbanisation has increase labour force competing for fewer job opportunities. The respondent believes that unemployment has given rise to crime in KwaDukuza. In order to address the current spate of the crime levels more police visibility is required.

Unemployment problem.

Causes of crime at Ntshawini

KwaDukuza has to focus on local economic growth with special emphasis on industrial growth in order to enhance economic growth. With regards to the accommodation for the growing population KwaDukuza according to the respondent is on the right track hence KwaDukuza has built a number of RDP houses. However KwaDukuza Municipality has to enforce its by-laws this is evidenced by a number of informal houses built in low-line areas and wet lands. According to the respondent there should be consequences of building a house in forbidden areas.

Accommodation for the growing population

Economic growth

Adherence to municipal by-laws

The respondent built his house on the land she received from Dube Traditional council. There should be a working relationship between the traditional authorities and the municipality especially where the traditional council's land extends to the boundaries of the local government. The removal of solid waste is poor as it stays in the area for two week sometimes without removal.

The respondent sites discrimination with regards to provision of basic services for instance the fact that some people including himself are fetching water on the communal water stand pipes while others have yard connection.

In general sanitation at Ntshawini is a problem as most people are using pit-latrines that they built on their own without proper design to promote health and hygiene. Only the people living in RDP houses have proper pit-latrine toilets.

There is no drainage at Ntshawini and people are their lives are at risk of acquiring diseases because of water logging in their home premises. Municipality has to provide drainage system.

Homes at Ntshawini have reliable electricity, but need street lights in reaction to night robberies. Land is crucial for industrial growth and housing for the people.

Safety has deteriorated significantly over the years in KwaDukuza. According to the respondent crime and robbery is proportionately high. Police is not assisting the innocent people when they report criminal offences.

Respondent 2

Respondent 2 is an unemployed female resident aged between 30 and 40 years with no Matric certificate. She understands rural-urban migration as a result of people looking for best facilities for higher education and employment opportunities.

Living in an informal house

Land authority outside of KDM

Inadequate waste collection routine

Inequality in the provision of basic services

Sub-standard pit latrines

Insufficient drainage system

Crime and poor policing

Sufficient power supply

In response to urbanisation KDM should create jobs such as cleaning of the streets, building of more RDP houses.

KDM is not doing anything to address the current situation of overpopulation in the area. Municipality must create more jobs in order to address the challenges of urbanisation. The benefits of urbanisation are that people get employed and are better able to provide for themselves and their families.

KDM is not forcing its by-laws to the citizens and to other government Departments.

Yes KDM sees the challenges of rural-urban migration, but there is nothing they can do about it. The municipal officials and politicians do not care about citizens. They are employed and occupying high positions in the municipality and they have forgotten about their electorates. This plot where our home is built was bought from the Dube traditional council leader.

Unemployment problem

KDM do collect waste in our area, but the problem is that they take too long to remove it. In most cases you will find that there is bad smell over the place and the waste containers are full. The provision of water is not bad because there are communal stand pipes where people who cannot afford water bills are able to collect free water.

On side of sanitation the municipality is failing because there is no sanitation infrastructure.

Urban Accommodation

There is no management of storm water. Children are playing on it during summer. This is even worse in summer because children are playing there and this could result in diseases. The municipality is not doing well with the provision of electricity because some residents are robbing electricity metres and this could result in fatal accidents.

Yes, the municipality has land because when you walk around there are reserved land and are known to be the properties of KDM municipality.

KDM do have job opportunities, but are always given to the same people now and again. Others are being deprived of municipality work opportunities.

Where I live there is no safety and crime has grown quite proportionally because of the high rate of unemployment. The common crime in this area are pick pocketing and raping of women. There is nothing that police are doing to address crime. You can call them at 8:00 in the morning and only to find that they come to the scene at 11:00. When there is a missing person we report to the police, they do nothing until you find the missing person on your own whereas the matter was reported to them.

Analysis

Respondent 2 understanding is that the municipality alone can solve the problem of unemployment and housing. She says KDM should create jobs such as cleaning of the streets to address urbanisation challenges and provide RDP houses. On the other hand she admits that urbanisation brings about economic growth and employment.

Urban brings economic growth

The by-laws of the municipality are not enforced both to citizens and government Departments.

Respondent suggests that municipal councils and officials are indifferent towards challenges brought by urbanisation and therefore there is nothing the municipality can do. She further states that politicians occupy high positions in the council, but have forgotten about their electorates.

Adherence to municipal by-laws

The site to build their house was obtained from Dube traditional council. This means that traditional authority has a role to play in managing rural-urban migration.

Living in an informal house

Land authority outside of KDM

Respondent 2 mentions that waste is collected by KDM but is not effective owing to collection frequency. According to her it takes too long before waste is collected from Ntshawini. This result in waste containers overfull and waste laying around the streets. The smell from the waste containers is also a result of poor waste removal. Basic services provision is not equal, some fetch water from the communal stand pipes while others have water in their homes. According to the respondent this depends on the household's affordability. ILembe District Municipality is failing the people because there is no sanitation infrastructure. Storm water is not catered for by drainage system and their children are playing on dirty water during summer rains. As a result the area is full of mosquitoes in summer and is prone to diseases.

Uncollected waste polluting environment

No proper sanitation system

Insufficient drainage

KwaDukuza provides electricity well to the people of Ntshawini, but there is lot of people who are stealing electricity and they get away with it because there is no routine inspection by KwaDukuza on consumers.

People defrauding municipal services.

KDM has land as there pieces of land known as property of KwaDukuza, but it is insufficient for the fast growing population.

The respondent alleges that there is nepotism in terms of work opportunities within the municipality hence the temporary job is given to one and the same people.

Regarding crime at Ntshawini the respondent attributes the rising crime rate to unemployment levels in KwaDukuza. The police response on the other hand is poor in assisting the community to deal with criminal offences.

Shortage of land at Ntshawini informal settlement

Unemployment led to rise in crime

Crime and poor policing

Respondent 3

Respondent 3 is a female employed as a security guard by one of the security companies operating in KwaDukuza. She is aged between 20 and 30 years with no Matric certificate. She has worked as a security guard for over seven years. According to her rural-urban migration is about making life easy, coming closer and live closer to the place of work. It also involves trading and getting involve in business entrepreneurship for instance saloon operating.

It is easy to get job opportunities in urban areas and to progress in advancing ones life because lot of people live here. KwaDukuza should create more job opportunities, ensure that children get free education and ensure that there is always police visibility in residential areas. KDM is doing something about rural-urban migration.

In order to manage rural-urban migration KDM should make consultation with communities in order to know what people want and also establish the things that can make people's lives easy. The benefits of urbanisation are access to reliable water, electricity and housing. Life in urban areas is more civilised even the schools for children are better compared to the ones in rural areas.

I put on an application for the house and attended community meetings regarding the housing project and we waited until the house was built for us.

Waste collection in this area is not satisfactory. Waste is not collected in time as a result you can find it scattered all over the streets.

Provision of water is good although sometimes we experience water cut-off. With regards to sanitation sometimes our toilets become overfull and we have to protest against the municipality to clean our toilets. The provision of electricity by the municipality is good. On

the issue of land availability to the municipality, it does not look like the municipality has land for further development.

KDM does not have enough job opportunities as it has high population. On the issue of safety in KDM I will say there is no safety in this place, we are murdered, get robbed and criminals even get into our home and abuse us in many ways.

The common crime in KDM is robbery, theft, selling of drugs in the community and the abuse. The police response is very poor. The police do not even consider our requests to improve community safety.

Analysis

Respondent sees urbanisation as making life easier by coming closer to the work place and a place where one is making business. KwaDukuza according to the respondent expected to create more job opportunities, ensure that there is free education for children and increase police visibility and police effectiveness.

KDM to create more job opportunities

Crime and poor policing

Rural-urban migration can be managed through consultation with communities where municipality can establish the needs of the people. People have some benefits in urbanisation such as access to basic services. In general life is more civilised in urban-areas compared to rural areas.

Basic services demands due to population growth

The respondent is living in one of the section with RDP houses and she applied for the house and waited until the house was built.

Living in an RDP house

Provision of water is not satisfactory as some people do not have water in their homes and are fetching water in the communal stand pipes in the streets. Water cut-off are experienced without notification.

Operational problems

Pit-latrines in the area are not maintained as they are mostly overfull. Protests against the municipality have occurred over the cleaning of toilets.

Adherence to municipal by-laws

Waste collection is poor and this the reason why waste is scattered all over the streets of Ntshawini.

Effective waste removal plan

The place is well covered with electricity. With regards to municipality land available for further development, it appears that the land available is not sufficient when compared with current land demand.

Sufficient power supply

KwaDukuza cannot keep up with job opportunity demand because of high population growth. KwaDukuza has become an unsafe place where criminal offences such as murder, theft, drug dealing and robbery have become the order of the day. Police service not doing well to improve the current situation.

Unemployment problem

Crime and poor policing

Respondent 4

Respondent 4 is a male employed as a security guard by one of the security companies operating in KwaDukuza. He is aged between 20 and 30 years with no Matric certificate. He has worked as a security guard for two to three years. According to him rural-urban migration is about looking for jobs in urban areas. We came here to look for job opportunities hence job prospects are better in urban areas.

Life is little easier in urban areas than in rural areas. There are more opportunities when one lives in town. KwaDukuza should create more job, improve recreational facilities so that it attracts more people. On top of that municipality should strengthen law and order to its residents.

In order to manage rural-urban migration KwaDukuza is doing something to overcome challenges. There are job opportunities, but the municipality still has to work hard in creating more job opportunities.

In order for the municipality to manage rural-urban migration challenges it needs to make community consultation and empower communities with the knowledge of creating jobs. People should be empowered with knowledge of entrepreneurship.

With regards to benefits living in urban areas I can say that there are many job opportunities in the urban areas.

On the issue of KDM's ability to enforce its by-laws I can say that KDM does enforce by-laws because when there are service delivery protests the municipality ensures the safety of its residents.

In order for me to own this house, I put up an application with all my particulars and waited until the time came as promised by the councillor.

Waste collection is not bad although it needs some improvement. The municipality team is working very hard.

Provision of water is good in urban areas. This is the problem found in the rural areas. Sanitation facilities are also readily available. Storm water in the area is not managed and because of this problem we have lot of mosquitoes in summer.

The provision of electricity by the municipality is good. On the issue of land availability to the municipality, most of the land is owned by sugar cane farmers and therefore municipality does not have land.

KDM is trying to create job opportunities although not enough for its available labour force.

On the issue of crime in this area, people are killing each other every day. Robbery and other criminal offences are on the rise. Robbery is very high in the CBD.

The common crime in KDM CBD is pick pocketing, selling of drugs is commonly found in residential areas.

Police are not doing their job. They should deal decisively with robbery and get rid of drug dealing in KwaDukuza.

Analysis

According to respondent 4 rural-urban migration is about looking for jobs in urban areas as there are no such opportunities in the rural areas. KwaDukuza has to strengthen law and order in its area of jurisdiction.

No job opportunities in rural areas

In response to challenges of rural-urban migration to KwaDukuza, KDM has to work hard in creating more job opportunities. Consultation with communities is required on the surrounding rural areas of KDM in order to enhance rural entrepreneurship. This will minimise the influx of people to KDM. The respondent believes that there are more job opportunities in urban areas compared to its rural counterpart.

Unemployment problem

KDM does to enforce its by-laws reason being that during service delivery protests the municipality tries to maintain safety of its residents.

Adherence to municipal by-laws

The respondent has an RDP house where due process were followed in acquiring the house.

Living in an RDP house

Waste collection needs some improvement and he commends the municipal team for working hard in ensuring waste removal.

Inadequate waste collection routine.

The respondent is happy about water provision as well as sanitation facilities as he further states that these are the problems found in rural areas.

The areas is full of mosquitoes which is a result of no proper storm water drainage system.

Provision of electricity is good.

With regards to land availability, KDM does not have enough land for development. Most of KDM land is owned by sugar cane farmers.

In order to overcome challenges of urbanisation KDM is trying to create job opportunities although it is not enough for the workforce available.

Robbery and pick pocketing is very high in the CBD, people are killing each other every day at Ntshawini and other criminal offences. Selling of drugs is more prevalent in residential areas.

Police is not doing well in curbing criminal activities in KwaDukuza, Police need to decisively deal with drugs and robbery in KDM.

Respondent 5

Respondent 5 is an unemployed female resident of Ntshawini aged between 20 and 30 years with no Matric certificate. According to her rural-urban migration is about movement of people from rural areas to urban areas looking for better schools for their children.

I came here seeking for job, clean water and better schools. There are no job opportunities in rural areas, no water and the schools are also not equipped with computers.

KwaDukuza should create more job, sufficient clean water and more developed schools.

In order for the municipality to manage rural-urban migration challenges it needs to make community consultation to its rural communities so that rural life can have opportunities available in urban areas.

With regards to benefits living in urban areas there is clean water and good job opportunities. KwaDukuza tries to make its citizens understand its by-laws.

Yes, KDM understands the rural-urban challenges and has open schools to for people to learn skills to start their own business and learner ships. KwaDukuza is trying to manage rural-urban migration in a sense that it tries to provide basic services.

Water obtained within premises

Happy with sanitation

Insufficient drainage system

Shortage of land at Ntshawini informal settlement

Crime and poor policing

I am a tenant and I pay rent every month end. This house was secured for me by a friend who once lived in this house.

KDM is trying to do justice in waste collection we have big waste containers that collected by waste trucks once full.

Where I live there is yard connection for water, but as tenants we are not allowed to fetch water from the yard tap. I collect water from the communal water stand pipe. The problem with it is the thieves who come and brake it and steal brass.

There is no toilet dislodging where I live. When the toilet is full one has to make means or perhaps make a new toilet.

Storm water drainage in the area is not available and because of this problem after heavy rains we need to free the house of storm water manually.

The provision of electricity by the municipality is good. There is no home I know that is without electricity. If you do not have electricity you report to the ward councillor. On the issue of land availability for further development I can say that municipality does not have enough land.

Municipal job opportunities are given to the same people, but at the CBD there are job opportunities that are available to anybody.

There is no safety in this area because there are thieves and you cannot out freely at night because gun firing is of usual occurrence.

The common crime at Ntshawini are house brake in with intention to steal items and robbery on the streets.

Police do arrest culprits, but are released too soon, but once you assault the thief you are imprisoned. The thieves continue to steal because law is on their side.

Analysis

Respondent 5 sees urbanisation as movement of people from rural areas to urban areas looking for better schools, to find jobs and other basic services. She recommends that KDM should face the challenges of rural-urban migration through consultation with rural communities in rural areas of KDM. This will ensure opportunities in rural areas and thereby managing the rural-urban influx. KDM need to create more jobs and upgrade schools in urban areas as the population has grown significantly over the years.

To find job in KDM

Better services in KDM

KwaDukuza has open schools for people to acquire entrepreneurial skills in order to deal with unemployment. Learner ships are also encouraged within both public and private sector in order to deal with urban unemployment. On the other hand in understanding rural-urban challenges KDM is trying to improve its infrastructure in order to bring basic service to the people.

Unemployment problem.

KDM improving its basic infrastructure

Respondent does not own a house, but renting in an informal house at Ntshawini. When it comes to waste removal, municipality brought waste containers that are collected for waste disposal once full.

Living in an informal house

Waste containers collected when full.

Respondents is a tenant where there is yard connection, but tenants are forbidden to fetch water in the yard and therefore she fetches water from the water communal stand pipe. Thieves come and steal brass taps from the communal water stand pipes and this creates problems with our water supply.

Sub-standard pit latrines

The home is using pit-latrine toilet and when it is full one has to make another pit as the municipality do not come to assist with dislodging of pit toilets.

Adherence to municipal by-laws

There is no storm water drainage infrastructure and this creates problems of water logging after heavy rains.

Insufficient drainage system

Everyone at Ntshawini seems to be connected to electricity. The ward councillor collects names of people without electricity and submits the same to the municipality as applicants for new electricity new connection.

Adequate electricity power supply

Municipality does not have enough land for further development.

The respondent alleges that there is nepotism when it comes to municipality job opportunities hence one and the same people are always given job opportunities in the municipality.

Shortage of land at Ntshawini informal settlement

Crime has risen at Ntshawini in such a way that it is dangerous to be outside at night. Common criminal offences include house breaking and stealing house contents.

Crime
and poor
policing

Police do make arrests, but culprits are released and criminal continue with their criminal offences as the law is always on their side.

Respondent 6

Respondent 6 is a male resident of Ntshawini aged between 46 and 55 years with a Diploma. He is working as an educator in one of the government school in KwaDukuza for over seven years. According to her rural-urban migration is about development and growing of towns and cities.

He became the resident of Ntshawini somewhere in 1990. There was no electricity in the rural areas so coming here helped him to work at the school next to the road and in the vicinity of the town.

The negative impact of rural-urban migration in KwaDukuza is that the population has grown very high and crime has escalated to the highest levels.

KwaDukuza should react to rural-urban migration by providing the infrastructure.

With regards to what KDM is doing in reaction to rural-urban migration the respondent has no idea of what they are doing.

KDM should encourage investors to come and build more factories in order to increase job opportunities in order to manage urbanisation.

With regards to benefits, it is business people who benefit more on urbanisation by getting labour force closer because some factories open as early as six o'clock.

KDM does not enforce by-laws people do as they please take for instance the RDP houses are sold to foreign nationals. It means that the municipality does not know the residents of KwaDukuza.

If KDM is aware of rural-urban challenges it means that it is failing. The examples are the dirty roads, no collection of waste and crime which is a result of overpopulation.

The municipality is failing to provide basic infrastructure such as housing and also fails to ensure safety of its citizens. In this way municipality is dismally failing to meet the challenges of rural-urban migration.

This house is an inheritance from my father who got the plot from Dube traditional council long time ago.

KDM is failing on waste collection, the whole of Ntshawini area is dirty. The municipality must do better.

Water is fetched from the communal stand pipe in the street. Water must be provided within our premises.

There is no toilet dislodging where I live. When the toilet is full one has to make means or perhaps make a new toilet.

I built the pit toilet on my own and it is sub-standard.

Storm water drainage is a serious problem in this place. When it is raining the whole property becomes water logged by water coming from the street.

The provision of electricity by the municipality is good. The only problem we have is that we are not notified if there is going to be power cut-off.

Lot of people are unemployed and therefore we cannot say that the municipality has enough jobs for its population a lot needs to be done.

There is a lot of house breaking at Ntshawini especial when there is nobody at home. At night there is robbery on the streets. You get robbed of you cell phone and money. In the CBD there is pick pocketing.

The common crime at Ntshawini is house braking, murder committed mostly during the night.

Police is failing it is important that additional police are diploid in KwaDukuza.

Analysis

According to respondent 6 urbanisation is about development and growing towns and cities. There is no electricity in the rural areas where he comes from. He is an educator and the good thing is that he is working in the school that is next to the road and in the vicinity of the town.

Availability of infrastructure.

The negative impact that is observable to him is that the population has grown too high for the small town of KDM to accommodate. On top of that the criminal activities has risen.

KwaDukuza should react to rural-urban migration by providing infrastructure. Currently the respondent has no idea of what KwaDukuza is doing in facing urbanisation challenges. KDM should encourage investors to come and boost the economy of KwaDukuza by building more factories. This will provide additional job opportunities for KwaDukuza unemployed labour force.

The respondent sees the benefits of urbanisation to be more on the side of the urban employers who have the benefits of having their labourers living closer to factories. Some of the factories employees start work as early as six O'clock.

When it comes to enforcement of KDM by-laws, the respondent sees a failure on the side of municipality because people do as they please for instance rightful owners of RDP houses are selling their houses to undocumented foreign nationals. This alone is a sign that KDM does not even know its population.

The respondent doubts if KDM is aware of the challenges of rural-urban migration in KwaDukuza. This is evident for example in the failure to do effective waste removal and growth in criminal activities as a result of overpopulation. KwaDukuza is completely failing to meet the demands of rural-urban migration because of its inefficiency in providing its citizen with basic infrastructure.

The house in which the respondent is lives was is inherited from his father who got land from Dube traditional council.

Ntshawini in general is dirty as a result of KDM inefficiency in doing waste collection. The municipality is expected to improve the situation. Respondent fetches water from the communal stand pipe, water must obtainable from within household premises.

Unemployment problem.

Urbanisation on the prerequisite for economic growth

Disregard for residential by-laws

Lack of infrastructure

Inadequate basic services

Living in an informal house

Land portions under Dube traditional council

Inadequate waste collection routine.

The pit-latrines are not maintained at Ntshawini. When the toilet is full he has to make means or perhaps dig a new pit and relocate the toilet top-structure.

Sub-standard pit latrines

The area has no storm water drainage. During heavy rain running water from the street comes straight to his yard and forms a pool.

Insufficient drainage system

KDM provides electricity well to the community. The problem is that residents are **not notified when power is going to be cut-off.**

Adequate electricity power supply.

The municipality does not have enough jobs for its population as there is significant number of urban unemployed.

High rate of unemployment.

Crime has grown out of proportion. Ntshawini has a problem of house breaking when there is no body at home. At night there is robbery on the streets and pick-pocketing in the CBD during the day.

Common crime at Ntshawini is house braking, murder committed mostly during the night.

Police is failing it is important that additional police are diploid in KwaDukuza.

Crime and poor policing

Respondent 7

Respondent 7 is a male resident of Ntshawini aged 55 years and over with education less than Matric and unemployed. He came to KwaDukuza from rural areas looking for employment.

The negative impact of urbanisation in KDM is crime, people are killing each other at night.

KwaDukuza should react by providing houses, sanitation facilities and provide emergency numbers to communities should the need arises.

With regards to what KDM is doing in reaction to rural-urban migration the respondent has no idea of what they are doing.

KDM has provided a number of houses to its people.

KwaDukuza should provide the system that will give them an indication with regards to the number of people living at Ntshawini.

Benefits of rural-urban migration are development and work opportunities.

KDM officials conduct community meetings regarding challenges in this area. But there is no law enforcement and it is still a challenge.

KDM is not aware of the challenges brought by rural-urban migration because services are not provided adequately.

KwaDukuza is failing to manage rural-urban migration because there is a lack of infrastructure to provide basic services.

They bought a piece of land and built their own house.

The respondent takes waste to the waste container provided and maintained by municipality, but the area is dirty.

Water is fetched from the communal stand pipe in the street.

Sanitation is a problem here as the respondent built his own toilet which not ventilated.

I built the pit toilet on my own and it is sub-standard.

During heavy rains lot of water passes in front of my house and the area becomes water logged. There is no storm water drainage.

The provision of electricity by the municipality is good.

Municipality do not have enough land because officials negotiate with land owners for housing project

KDM is not yet able to provide sufficient job opportunities to the people, it needs to lure investors in order to boost industrial growth.

There is lot of crime at Ntshawini, but it is not bad at the CBD compared to Ntshawini.

The common crime at Ntshawini is house braking and murder.

Police service is poor because they are not responding in time when they are requested to do so.

Analysis

Respondent 7 is unemployed male who came to KwaDukuza looking for employment. He sees the escalation of crime and killing of people at night as the negative impact of rural-urban migration. According to him KwaDukuza should provide housing, sanitation facilities and provide emergency numbers to communities this will assist them when emergencies arise.

What KwaDukuza is currently doing to address the challenges of rural-urban migration? The respondent is not aware plans municipality planning except the provision of RDP houses in the area.

The benefits of rural-urban migration are development of the town and possible work opportunities. KwaDukuza do conduct community meetings in order to deal with urbanisation challenges, but the municipality lacks law enforcement.

KDM is not aware of rural-urban challenges because there is no change in provision of services which has been constantly of poor standard all the time.

The respondent obtained the land to build the house from Dube traditional council. With regards to waste collection, the waste is disposed inside the communal waste container that is maintained by the municipality. According to the respondent the area is untidy.

The respondent fetches water from the communal stand pipe in the street. Sanitation facility is not good as they are using a pit-latrine without ventilation made by themselves.

Drainage is a serious problem in the area as rain water flow from the street and forms a pool in front of his house.

Municipality does not have enough land, official negotiate mostly with farmers in order to carry on with housing project.

According to respondent 7 KDM is unable to provide job opportunities to its urban unemployed people. Investors are needed to improve and enhance industrial growth.

Crime is worst at Ntshawini compared to KwaDukuza CBD. The common crime at Ntshawini is house breaking and murder. Police response is very poor when incidents are reported.

Unemployment problem.

Accommodation for the growing population

Urbanisation as a prerequisite for economic growth

Lack of basic services

Living in an informal house

Land portions under Dube traditional council

Inadequate waste collection

No proper sanitation system

Insufficient drainage system

Crime and poor policing

Respondent 8

Respondent 8 is a female resident of Ntshawini aged between 31 and 45 years with a teacher's Honours Degree and employed as an educator in one of the local schools for less than a year. According to her rural-urban migration is movement of people from rural areas to urban areas and enabling towns and cities to grow.

She came KwaDukuza to look for employment and to further her studies.

The impact of urbanisation is increased urban growth that can lead to urban poverty as local government is unable to provide services for all the people. Large volumes of uncollected waste lead to multiple health hazards.

In reaction to rural-urban migration the municipality must investigate the causes and this should be done through community meetings with KDM authorities.

With regards to what KDM is doing in reaction to rural-urban migration the respondent has no idea of what they are doing. But thinks that there are lot of undocumented foreign nationals in the area.

KDM should combat poverty by promoting economic development that will lead to job creation. KDM should create Public Private Partnership to provide basic services such as waste management and housing.

Benefits of urbanisation are access to more educational and medical services which allow increased literacy and better health. There is also more social integration in urban areas.

KDM is enforcing its by-laws to its citizen. When there are irregularities within KDM the law takes its course.

Yes, KDM is aware of all challenges of rural-urban migration.

The municipality is managing rural-urban migration very well. There are policies that have been made and are followed for all foreign nationals.

The respondent does not have a house as yet and is renting at Ntshawini.

KDM is doing very well with regards to waste collection. The area is supplied with waste container that is serviced every Wednesday.

Ntshawini has clean water supply, if there is a problem water takers are dispatched to bring water to the people.

Respondent is living in a house with waterborne sanitation system and there is always running water.

The provision of electricity by the municipality is good as we do not experience problems with regards to power supply. If KDM is going to do maintenance we as residents are informed timeously.

KDM does not have enough land for further development as most of the land belongs to sugar cane farmers. This problem hinders the provision of RDP houses in KDM.

KDM is trying to provide job opportunities to the people but is failing due to the large number of people who are unemployed.

Ntshawini is not safe anymore. Crime is escalating as there are many criminal offences that are reported.

The common crime at Ntshawini is house braking, murder, robbery and rape.

Police are working hand in hand with the community in fighting crime in our area. They are very determined to combat crime.

Analysis

According to respondent 8 rural-urban migration is movement of people from rural areas to urban areas and enabling towns and cities to grow. She came to KDM to look for employment and also to further her studies. The negative impact of rural-urban migration is increased urban growth that has the possibility to result in urban poverty and unemployment. KDM will then be unable to provide basic services for the people. An example of this large volume of uncollected waste at Ntshawini.

Urbanisation on the prerequisite for economic growth

Unemployment problem.

Urbanisation brings fiscal pressure to KDM

KwaDukuza to organise community meetings in order to investigate the causes of rural-urban migration to KDM in response to urbanisation. Respondent has no idea as to what KDM is currently doing in order to address the challenges brought by rural-urban migration, but is under impression that there is also a problem of undocumented foreign nationals.

Basic services demands due to population growth

KDM should create Public Private Partnership in order to improve provision of basic services such as waste management and housing. The municipality has to deal with poverty by promoting local economic development that will lead to job creation.

KDM is enforcing its by-laws

Respondent see urbanisation benefits as getting access to more educational and medical services and the two result in increased literacy and improved health. There is also more social integration in urban areas.

Water in the premises and water borne toilets

KDM has by-laws and is enforcing them this is witnessed by the application of law when irregularities arise within KDM.

Living in an informal house

Respondent is renting a house at Ntshawini. The area is supplied with clean water and whenever there is a problem with water supply water tankers are dispatched to the area for service. The house has a waterborne toilet system.

Waste containers collected when full.

With regards to waste collection the area has waste containers that are serviced by KDM every Wednesday.

Adequate electricity power supply.

Electricity is well supplied, if maintenance is to be carried out on the electricity infrastructure residents are timeously informed.

KwaDukuza does not have enough land for development. The Town is surrounded by sugarcane farmers. Land issue is one of the drawbacks with regards to the housing provision in KDM.

Shortage of land at Ntshawini informal settlement

KwaDukuza is trying to provide job opportunities, but the rate at which rural-urban migration is happening outperforms KDM job creation effort.

Accommodation for the growing population

Availability of jobs in KDM

There is no safety at Ntshawini. Crime has escalated in the area and the most common crimes are house breaking, murder and rape. Police are working with community of Ntshawini to root out criminal elements.

Crime and poor policing

Respondent 9

Respondent 9 is a resident of Ntshawini area in KwaDukuza employed as a staff nurse at Stanger hospital in KwaDukuza. She understands rural urban migration as leaving the rural areas and living in urban areas looking for job and better services. I got a job as a nurse in Stanger hospital and because of night shifts I had to relocate to a place near the hospital. I feel the negative impact of urbanisation especially here at Ntshawini where crime has grown to highest levels. The place is now lawless, robbers and murderers are now ruling the streets.

KDM' response to rural-urban migration should be acquiring more land for development and housing for the ever growing population, this will help in growing local economy. With regards to what KDM is doing regarding rural-urban migration, I see a number of RDP houses being built here. There has been additional water stand pipes some two years ago in order to serve new Ntshawini residents. KDM should manage rural-urban migration by working together with the traditional authorities because they are the ones who give traditional land to new urbanites. This will assist municipality in order to estimate the number of KDM residents.

Yes, there are benefits of urbanisation. People are settled together and they can easily demand basic services such as housing, health services, water and sanitation. KDM, is somehow failing to enforce its by-laws for example there are people here with septic tanks in their homes. The tanks get full and overflow and nobody is giving them any warning. People here build houses near the river and the municipality does not allow that, but it happens and there are no consequences. I can say yes, the municipality is aware of rural-urban challenges. This is witnessed by their successful RDB housing programme. The programme has already started here, but it is rather too slow considering the number of informal houses that are built every year. There is nothing that KDM is doing to manage rural-urban migration. I got land from Dube traditional authority and built my house. Waste removal in this place is very poor. The waste containers are not collected and the streets are filthy due to the litter escaping from dumping sites.

We fetch water from the stand pipes. We want water in our yard. We are using pit toilet built by us and the government did not assist us. Rain water is flooding where ever it wants to go

because there is no drainage system provided for storm water. Everyone has electricity here, but we are not informed about power cut-offs. Most of the land here is owned by White people and Indians. KDM has very little land. With regards to KDM and provision of job opportunities, the population of KDM has grown significantly over the years and it is difficult for the municipality to provide job opportunities for the urban unemployed.

Crime, Ntshawini has become worse when it comes to crime, there is murder on the streets at night and house breakings during the day. Police are not serious about the lives of the people at Ntshawini. Incidents are reported to the local police station and they come very late or sometimes do not even attend to what was reported.

Analysis

According to respondent 9 rural-urban migration is moving away from rural areas to find employment and better services available in towns and cities. She is employed in a local hospital where she is sometimes working night shifts and it is more convenient to stay at Ntshawini as transport is always available compared to the rural areas where she used to live.

Better services in urban areas

The negative impact of urbanisation that she feels strongly about is the crime at Ntshawini as she describes the place as lawless because many people who are unemployed. The streets have been taken over by robbers and murderers. She thinks that KDM should be responding to rural-urban migration by acquiring more land for development and housing for its growing population. KwaDukuza has embarked on building the RDP houses for the poor. iLembe District Municipality has added a number of water stand pipes to cater for the new urbanites. It is important for KwaDukuza to work together with traditional authorities as they are also giving land to people to build houses at Ntshawini.

Unemployment problem.

Basic services demands due to population growth

The benefits of urbanisation are that it is easy for people who have settled in urban informal settlement to demand services such as housing, health services, water and sanitation. Apparently KwaDukuza is failing to enforce its by-laws and she made an example of individual septic tanks that get full and overflow contaminating water resources. People get away with this and no fines are issued to culprits. Another example she made is the houses that are built that are constructed within flood line areas in spite of by-laws prohibiting this practice.

Government housing project.

Disregard for residential by-laws

KDM is aware of rural-urban challenges this is witnessed by their successful RDB housing programme. The programme has already started, but seems to be going slowly when comparing the progress with the existing number of informal houses at Ntshawini and new ones being built every year.

Land portions under Dube traditional council

The respondent got the land to build her house from Dube traditional authority. Refuse removal is poor. Waste is scattered all over the streets because it is not collected in time.

Living in an informal house

She fetches water from communal stand pipe and they are not happy as she also wants water in her premises as well. The family uses a sub-standard pit latrine as they were not assisted by government to build their toilet.

No proper sanitation system

Drainage system in the area is not good as storm water is not managed. Electricity is well supplied at Ntshawini the only problem is that they are not told when there will be no electricity in the area.

Inadequate waste collection routine

Lack of basic services

KwaDukuza does not have enough land as most of the land belongs to Whites and Indians.

Urbanisation prerequisite for economic growth

KDM population has grown significantly over the years and it is difficult for the municipality to provide job opportunities for the urban unemployed. KDM needs to acquire land from farmers in order to develop the town and stimulate economic growth.

Shortage of land in KwaDukuza

Crime has grown at Ntshawini, there is murder on the streets at night and house breakings during the day. Police are not serious about the lives of the people at Ntshawini. Incidents are reported to the local police station and they come very late or sometimes do not even attend to what was reported.

Crime and poor policing

Respondent 10

Respondent 10 is male resident of Ntshawini in KwaDukuza employed as a Plant foreman in one of the local manufacturing companies. He explained rural-urban migration as moving away from rural areas looking for better services and employment in the cities. The reason for relocating to KwaDukuza, Transport and tertiary institutions are far away from rural areas, I came here and built my house because it is easy travelling to and from Durban when you live in KwaDukuza.

I can feel the negative impact of urbanisation, when I came here long time ago Ntshawini had few houses now it is full and there is robbery and housebreaking because people are unemployed.

In reaction to rural-urban migration, KwaDukuza should build houses and allow factories to come and do business here to increase job opportunities. With regards to what KDM has done with regards to rural urban migration KDM has tried over the years to speed up the building of RDP houses to provide for its growing population. I think KDM should facilitate the dialogue with other municipalities in order to come up with the lasting solution to rural-urban migration to KwaDukuza.

Benefits of urbanisation is mostly to the business people who are able to get the labour force closest to their business and also residents who get employment and city better services.

KwaDukuza is not enforcing its by-laws because when I visit the CBD I see leaking in sewer main holes overflowing for about a week without anybody attending to it. KDM is not fully aware of the challenges of rural-urban migration. The fact that crime such as drug dealing, pickpocketing especially at the CBD and murder have been a problem for a long time, it means that KDM is not aware of the challenges of rural urban migration.

I do not know what the municipality is doing in managing rural-urban migration to KDM, but the municipality should buy more land in order to support local economic growth. The house I live in was inherited from my father who got the land from Dube traditional council.

The streets are dirty because the collection of waste from waste containers is not done properly in terms of frequency. There are many people at Ntshawini. The place is dirty and bad smell comes from the waste containers. Provision of water in the area, some people have water in their premises while others are fetching it from the streets, it is not fair. Government did not provide toilets here except for the RDP house. So the toilet I have I built it myself.

Rain water comes straight from the road to my yard and stays for about three days when the rain is over. Mosquitoes are troubling us here. With regards to electricity provision at Ntshawini it is well provided.

KDM does not have enough land, even the land known to be KDM land people build their houses and the municipality comes too late and could not demolish these informal houses built on municipality land.

KwaDukuza is too small to provide work for the large number of people who have come and settled in KDM. At the CBD we are in fear of pickpocketing. At Ntshawini our house are robbed during the day. At night gun fire is usually heard and corpse are found in the morning. It is really not safe here. Crime are reported to the police and they come after many hours to attend incident reported. They really do not have a plan to combat crime.

Analysis

According to respondent 10 rural-urban migration is leaving rural areas looking for employment and better services in urban areas. He relocated to KwaDukuza because transport and tertiary institutions are far away from rural areas. He came to live in his father's house at Ntshawini and it was easy to travel to and from Durban while at tertiary institution in Durban.

Better services in urban areas

The negative impact of rural-urban migration is that when he came here there were few houses, the area is now overpopulated and there is robbery and housebreaking as a result of unemployment.

Unemployment problem

In reaction to rural-urban migration KwaDukuza should build houses and allow factories to come and do business here to increase job opportunities. KDM has tried to speed up the building of RDP houses to provide for the urban poor. It is also important for KDM to facilitate the discussion with other municipalities within iLembe district in order to find the amicable solution to rural-urban migration to KwaDukuza.

Urbanisation the prerequisite for economic growth

Benefits of urbanisation to business people is getting labour force closer to the work place. On the other hand ordinary people get employment and enjoy better services perceived in urban areas.

KwaDukuza is not enforcing its by-laws for example the sewer main holes are allowed to overflow for more than a week.

KDM is not fully aware of urbanisation challenges as criminal offences such as drug dealing, pickpocketing at the CBD and killing of people have been a problem for a long time. He does not know of what KDM is doing in managing rural-urban migration. The respondent lives in a house that he inherited from his father who got the land from Dube traditional council.

Waste containers are not serviced regularly and this results in dirty streets. The place is dirty and there is bad smell as well from refuse containers.

Some people fetch water from water stand pipes in the streets and other people have water within their premises. Government is not providing toilets to people in the informal settlement. Only people allocated an RDP house have proper pit latrine toilet. The toilet they are using was built by them.

Drainage system is not enough for the flooding water. Storm water comes straight from the road to his yard and the pools become breeding nests for mosquitoes. Electricity is well provided at Ntshawini.

KDM does not have enough land and it is important to negotiate with farmers to offer land to the municipality for industrial growth and economic development. The small portions that are known to be KDM's land people build informal houses illegally. In most cases when the municipality comes it is too late and they cannot demolish the houses.

KwaDukuza is too small to provide employment for the large number of people who have come and settled in KDM.

Adherence to municipal by-laws

Land portions under Dube traditional council

Living in an informal house

Inadequate waste collection routine

Lack of basic services

Basic services demands due to population growth

No proper sanitation system

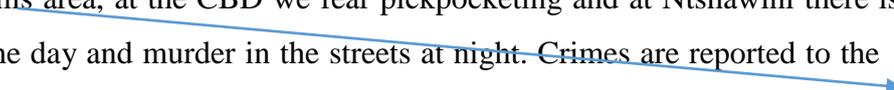
Insufficient drainage

Government housing project.

Shortage of land in KwaDukuza

Adherence to municipal by-laws

Crime is escalating in this area, at the CBD we fear pickpocketing and at Ntshawini there is housebreaking during the day and murder in the streets at night. Crimes are reported to the police and they come after many hours to attend incident reported. They really do not have a plan to combat crime.



Crime and
poor
policing

ANNEXURE I

INTERVIEW TRANSCRIPTION AND ANALYSIS

In-depth interviews

The data for the research is collected within KwaDukuza Municipality boundaries. It is important to note the diversity that exists within the sample such as education, what the people do for living and the social status. The sample can be broken down to four categories that is the councillors, ordinary citizens of Ntshawini informal settlement, traditional leader (induna), entrepreneurs and municipality employees.

There are basic information that the researcher captured which is common to all interviews that were conducted. For instance the name of the interviewer and the person that was interviewed, the date and time of the interview as well as the place where the interview took place. Creswell *et al.*, (2018:191). The participants were first issued with the consent form for the interview to sign. On the date of delivery of the consent form the researcher informed the respondents of what to expect on the date of the interview so that it will be easy to respond to the questions put forward.

The in-depth interviews were conducted by the researcher to 10 individuals in order to collect data. People who participated in the interviews were selected through accidental sampling method and purposive sampling methods.

Purposive sampling

Purposive sampling method was used in selecting municipal officials and the two ward councillors who participated in the interviews.

Accidental sampling

Accidental sampling method was used to select the three business people who are running their business within KwaDukuza CBD. For instance I could approach a shop and find out that it is too busy and that the shop owner could not be approached or in some instances the shop owner is out for other business matters. In such instances the researcher had no option but to approach second shop. It should be noted interviews were conducted in either English or IsiZulu language as these are most dominant languages in KwaDukuza

It should be noted that some of the interviews were interrupted by people as the interviews were conducted in the public office and also in the shops. The following are ten transcriptions as transcribed from the audio recording machine.

Interview One

Interview with Rionella Jacobs (Small Business woman in the CBD)

Interview date: 27 September 2019

Time of the interview: 14:30

Venue: Furniture shop

Length of the interview: 2 minutes and 37 seconds

The following questions were prepared for three business people operating in KwaDukuza CBD.

1. Introduction

On the introduction the researcher introduces himself to the participant and state the purpose of the interview and introduces the respondent.

2. Interviewer: How long have you been operating this business?

Respondent: Eight years

3. Interviewer: What is your staff compliment?

Respondent: Only one employee

4. Interviewer: Do you have people who come looking for employment?

Respondent: People do come looking for employment

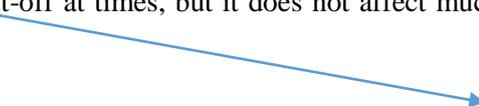
Unemployment
problem



5. Interviewer: Have you experienced water cut-off or electricity cut-off in this place?

Respondent: The shop experiences water and electricity cut-off at times, but it does not affect much since we are running a furniture shop.

Electricity
supply



6. Interviewer: Tell me about the waste removal, how often is it done?

Respondent: It is done daily

Refuse
removal



7. Interviewer: What is the response time in case of sewer blockages?

Respondent: Sometimes the manhole keep on leaking for a week without being attended by the municipality.

Sewer
blockages/le
aks



8. Interviewer: Do you experience crime in this area, and how is it affecting your business

Respondent: there is crime but not affecting us much. The only thing is that we are no longer displaying mats outside because people come and steal them. This is affecting our business in terms of marketing as no outside display of our product is currently done.

Theft

9. Interviewer: Is police quick enough to respond to crime reported?

Respondent: Police response when crime is reported is poor.

Crime and poor
policing

10. Interviewer: How would you rate the storm water drainage especially during heavy rains?

Storm water is a problem in this part of the CBD as the area becomes water logged during heavy rains.

Poor
drainage
system

11. Interviewer: What do you think the municipality must do in order to make your business succeed?

Respondent: Police must assist us in rooting out crime as it negatively affects our business in the CBD.

The researcher thanked the respondent and wished her success in her business

Interview Two

Interview with Zamile Mhlongo (Small Business woman in the CBD)

Interview date: 27 September 2019

Time of the interview: 10:30

Venue: Zamile Beauty Saloon

Length of the interview: 5 minutes and 30 seconds

The following questions were prepared for three business people operating in KwaDukuza CBD.

1. Introduction

2. Interviewer: How long have you been operating this business?

Respondent: 4 years and 8 months as she started operating in 2015

3. Interviewer: What is your staff complement?

Respondent: 8 people working in this saloon

4. Interviewer: Do you have people who come looking for employment?

Respondent: People do come looking for employment every day.

Unemployment
problem

5. Interviewer: Have you experienced water cut-off or electricity cut-off in this place?

Respondent: The shop experiences water and electricity cut-off at times, and the sad part is that sometimes we are not even notified when these things happen. This business is entirely dependent on electricity and water. It affects our profit since we cannot operate without these necessities.

6. Interviewer: Tell me about the waste removal, how often is it done?

Respondent: I cannot say the waste removal is adequate, but usually waste is collected twice a day. Saloon has a lot of waste to be disposed-off.

7. Interviewer: What is the response time in case of sewer blockages?

Respondent: Here at the CBD we experience sewer blockages especially after heavy rains. Sometimes it takes even a week after such blockages have been reported before the municipality attend the blockages.

8. Interviewer: Do you experience crime in this area, and how is it affecting your business

Respondent: KwaDukuza is quite overpopulated a mixture of unemployed and employed people. There is a lot of criminals in this town. Although there is no crime that has been direct to the saloon, but have seen our customers being directly affected through pick-pocketing. Some are pick-pocketed immediately after leaving this saloon.

9. Interviewer: Is police quick enough to respond to crime reported?

Respondent: Police response to crime is not good, it sometimes take them five hour to come to the crime scene after the incident has been reported.

10. Interviewer: How would you rate the storm water drainage especially during heavy rains?

Respondent: Drainage system of this town is aging and when it rains heavily the streets become water logged.

11. Interviewer: What do you think the municipality must do in order to make your business succeed?

Respondent: There is a lot the municipality must help us with, firstly to assist with strategies to reduce crime and sorting out drainage system. It is also important to sort out the sewer infrastructure as it compromises health and hygiene and make the whole area unclean and not appealing to our customers.

The interviewer thanked the participant for her time and wished her success in her business and hoped that the municipality will devise new strategies in order to enhance improved service delivery.

Electricity supply

Refuse removal

Sewer blockages/leaks

Crime and poor policing

poor Drainage system

Recommendations

Interview Three

Interview with Thando Mzimela

Interview date: 30 November 2019

Time of the interview: 1:30 PM

Venue: Thando radio and TV Repairs workshop

Length of the interview: 5 Minutes and 7 seconds

1. Interviewer: Where do you come from?

Respondent: I come from Maphumulo

2. Interviewer: Why did you leave your area and move your business to KwaDukuza?

Interviewer: I love this place because it is busy and lot of customers

Great market

3. What is your core business?

Respondent: I deal with television and radio repairs

4. Interviewer: How long have you been operating this business?

Respondent: I started working here in 2012, it is now seven years

5. Interviewer: What is your staff compliment?

Respondent: I have 4 people assisting in this business

6. Interviewer: Do you have people who come looking for employment?

Unemployment problem.

Respondent: Yes almost daily. We have now put a notice on the door to warn people that there are no vacancies.

7. Interviewer: Have you experienced water cut-off or electricity cut-off in this place?

Electricity supply

Respondent: We experience water and electricity cut off

8. Interviewer: Tell me about the waste removal, how often is it done? Respondent: Waste removal is done twice a week, but this does not look enough for our business. We have a lot of waste from this workshop daily and the bin next to us is small and gets full too quickly.

Refuse removal

9. Interviewer: What is the response time in case of sewer blockages?

Respondent: It is very poor they take about three weeks to fix blockages on the system and even a month.

Sewer blockages/leaks

10. Interviewer: Do you experience crime in this area, and how is it affecting your business

Respondent: Yes, crime is rife in the CBD.

Crime and poor policing

11. Interviewer: Is police quick enough to respond to crime reported?

Respondent: Police response when crime is reported is very poor.

Crime and poor policing

12. Interviewer: How would you rate the storm water drainage especially during heavy rains?

Respondent: During and after heavy rains we experience water logging. Drainage needs to be improved.

Poor drainage system

13. Interviewer: Which one is the common crime in the CBD?

Respondent: Robbery and shop breaking in. As a result we have put the burglar guards and we now have a security guard at night.

Common crime

14. Interviewer: What are your recommendations to the municipality in order to sustain your business?

Respondent: We want KDM to have an effective strategy to fight business crime and give and ensure efficient water and electricity supply.

KDM to fight crime

Interview Four

Interview with P.B.Mabaso (ward 15 councillor)

Interview date: 1 October 2019

Time of the interview: 18:06

Venue: Ward councillors home at Ntshawini informal settlement

Length of the interview: 9 minutes and 3 seconds

The following conversation was recorded between the researcher and the ward councillor of ward 15.

1. Introduction

2. Interviewer: The population of this area is relatively high. What challenges do you have in this ward?

Respondent: Yes, there are challenges these settlements were not designed in such a way to accommodate the current development. As you can see there is a number of VIP toilets for people who came earlier in this area. Another problem in this area is the prevalent of cottages for people who are doing renting business. Government is trying to provide RDP houses for the people but the tenants in the cottages are still giving us problems. The people who are renting the cottages are

Insufficient equipment for waste removal

Settlement difficult

Cottages further

Lack of health and hygiene education

here to be closer to their places of employment. The increase in waste comes along with the people who are renting cottages. In the morning they carry waste on their way to work and some do not even use the waste containers and leave waste in the streets. The municipality has plans for waste removal, but the only drawback is the shortage of waste removal trucks. There are two trucks and this is insufficient, when one trucks brakes then the challenge increases as well and it becomes worse here compared to the CBD. Here at Ntshawini we do not pay

for services rendered by KwaDukuza everything is subsidised for the people by the government to remove waste. People that are employed by EPWP are working under pressure as the waste skip bins become overloaded and also it becomes a challenge even to the available trucks for removal.

3. Interviewer: Some people are fetching water at the communal stand-pipes. Are there plans to address this issue?

Respondent: This is what I explained earlier on that the citizens of this place have water yard connection, but the cottages where people are renting are a challenge. The communal stand pipes are mostly utilised by people renting the cottages. People build cottages and find tenants, eventually us as councillors are demanded of services by these people. It is for this reason that we as councillors we request iLembe to provide at least the water communal stand pipes. It is a pit that these stand pipes lead to water loss due to children who come and play with water because nobody controls water at the communal standpipe.

Water obtained from the streets

4. Interviewer: Some places look better than others with regards to waste removal. What is the frequency of waste removal?

Respondent: As I have mentioned earlier on that we have waste removal truck shortages. The municipality removes waste once a week to the settlements that do not pay rates. I am hoping that this problem of waste removal is going to be resolve hence in our last council meeting it was agreed that one additional truck is going to be purchased as there is a big challenge with regards to waste removal.

Inadequate refuse removal.

6. Interviewer: You spoke about cottages, so it means that some of the people settle here to be closer to their place of employment. As there is lot of people here are many of them employed?

Respondent: Yes, most of them are employed, because you cannot stay in these cottages if you do not have money for renting. Another thing that brings us problems here are the people who have tittle deeds who have rights to sell the land. They give us a big problem because they sell land to everyone. You can even come as far as Johannesburg they sell you the land to build cottages.

Ntshawini households built in Ingonyama trust land

7. Interviewer: What is the response time in case of sewer blockages?

Respondent: Here at the CBD we experience sewer blockages especially after heavy rains. Sometimes it takes even a week after such blockages have been reported before the municipality attends the

blockages. They build cottages for example to accommodate 20 tenants without requesting the plan from the municipality. Then it becomes our problem to give them electricity

No adherence to municipal by-laws

8. Interviewer: There is also a high number of citizens apart from tenants

Respondent: Yes, this is true

9. Interviewer: It appears that most of the people here have constructed their own toilets which are sub-standard as per the health and hygiene specifications. Is there a plan like the one at Ethekwini municipality where ablution block is put in strategic points within the informal settlement?

Respondent: No, we do not have such a plan. In the area called Sofia there are people who chased away the surveyor who was surveying the sewer bulk line that is to cater for sanitation reticulation in the area. The bulk line is to run closer to the ~~VIP toilets that were constructed by concrete blocks~~. The construction of the sewer infrastructure is to get rid of the VIP toilets.

Lack of policing

10. Interviewer: I understand that there is a housing project underway, how many houses are going to be built this financial year?

Respondent: Beneficiary list of this housing project dates back to 2012 and 2013 and the project had 1000 houses. It means that 1000 houses are going to be built under Phase 1 here in ward 15. So then every financial year may be the government will ~~open the opportunity for additional beneficiaries~~.

Plans to formalise Ntshawini informal settlement

11. Interviewer: Do you still have land to build additional houses in this area.

Respondent: Yes, we still have land although we encounter challenges. There is a problem of people not abiding by the municipal by-laws. The municipality buys the green field areas and later you find that some people have illegally occupied those areas. Then it becomes a problem when we come with development plans for the area. I think there is something that is ~~lacking on the side of the municipality~~ because once the property has been bought the municipality has to provide at least the security or the sign boards. We are the citizens here and we work for the municipality we report that there is a house under construction in the municipality property. We find that the by-laws are not implemented as quickly as it supposed to be to take legal actions against the law breakers. I mean those people who occupy municipal properties illegally. It becomes even more difficult when somebody has built and finished the house, as we speak it is one of the this that disturb development those people who have chased away the surveyor for sanitation bulk line. The person will ask as simple question as to why the municipality was so silent all this time as I have finished my house.

No adherence to municipal by-laws

KDM property to be clearly marked

Interviewer: Thanked the ward councillor for his time and the researcher wished him success in developing and making Ntshawini a better place.

Interview Five

Interview with Councillor Sandeep (Ward 19)

Interview date: 22 October 2019

Time of the interview: 10:30

Venue: KwaDukuza Office

Length of the interview: 21 Minutes and 28 seconds

1. Interviewer: Are there plans within the local municipality to promote business development in KDM?

Respondent: The whole urbanisation has a huge impact on the town itself KDM has a limited amount of job opportunities in the CBD. You will find by your visit what urbanisation has done. If you compare our streets say about ten years back and see the number of informal traders has taken over the streets. This is not because of the absence of by-laws, but it is a conscious decision that one has to take. Whether you allow people to go hungry or you allow them to trade in order to survive. I think this has an impact on how business opportunities has grown, but in that you can have people who can excel in certain things. You can have people that can trade, this CBD is completely different from anyone else. Informal trading is not just fruit and vegetables, it includes hairdressing, carpentry, Shisanyama, etc. I think allowing informal trading has contributed to business opportunities. The other that will improve employment opportunities in town is the investment to capital projects. The Central Government has encouraged development in capital projects that are going on electricity, water and sanitation. The more money coming in for capital projects the more employment opportunities are created. However the job opportunities are always limited.

High unemployment in KDM

Informal traders at the expense of clean town. Take a pic of this

Capital projects provides job opportunities

I think the focus for any growing municipality must be the creation of business hubs and small business industries and encourage people to get into those type of things. Encouraging the entrepreneurs, if you have a business hub you have to support that type of business hub. These type of business are radio repair, television repairs small sales of electrical goods. KwaDukuza CBD is 95.6% owned by the minority that is Indians and Whites. This restricts the growth of majority of the community. The

Business hubs a key to municipal economic growth

opportunity for a formal business person other than an Indians in the CBD is very limited. If you go into our CBD every shop is owned by an Indian or a White person.

One positive thing that has happened is the construction of KwaDukuza Mall. This mall has changed the dynamics in a certain way because we have Black business people within that business development. There was a huge fight within the municipality when that development came about, the fight was only by the business people.

KDM Mall contribute to addressing economic imbalance

2. Interviewer: Are there any initiative to enhance cooperation between KwaDukuza and the South African Police Services in fighting crime within the CBD?

Respondent: Unapologetically I am an ANC councillor and I led Peace and Stability Portfolio for the ANC in this region.

Lack of policing

The crime in the area is out of proportion, it is a serious matter that needs serious intervention. However I have a good relationship with the cluster commander of KwaDukuza and the station commander. There are structures that try to deal with the crime. One of the structures that deals with crime is the Community Policing Forum (CPF). The CPF is run by representatives from each area who are liaison between the community and the police. This is operational at the moment. I just met with the group of police, they have changed the strategy. They now walk the streets in their uniform. Within the group of police with uniform there is one person not in police uniform, this person remains unidentified. They go out with police vehicles which are parked at some point and they start patrolling walking the streets. This will contribute to visible policing, but I am in agreement with you the crime is high. However this crime is of petty nature, petty nature for example is when somebody is going to grab and take your watch and run, grab your cell phone and run.

Measures to reduce crime in KwaDukuz a CBD

3. Interviewer: Any intervention with regards to sewer spillage in order to protect our environment including flora and fauna?

Respondent: I am so passionate about this and I am happy you talk to me about environment. Firstly on a large scale we have serious challenges with our sanitation Department in the municipality. We have not been able to turnaround quick enough to get things done and this must be acknowledge. We have had numerous discussion on how we can enhance this Department by getting all the required tools, however we have a team that is dedicated to its work. Although it is huge amount of job. But let us talk about the contributing factors that make the sewer go wrong. If you have a gas bottle that is blocking the sewer line, I am talking about the air conditioning gas bottle, even if you have the best turnaround team is not going to find it. The sewer line is obviously going to overflow. This is an example of what we experienced recently. This has caused the sewer line spillage from sewer manhole to overflow for weeks in the streets. The communities have to learn to take responsibility for our environment as well. Sewer manhole is not made to flush down clothing, blankets, bottles and stones. These are the things

Challenges with ILembe Technical Services Department

Factors contributing sewer line blockages

sewer blockages

that they are taking out. Responsibility is with us as communities as well. Communities need to avoid doing these things they must. If they see something is going wrong report, pull it out. Firstly the Municipality needs to have a quick turnaround, secondly there must be a serious intervention on the mind-set of our communities. To say let us be responsible for our sewer infrastructure. You cannot take the storm water line and connect it to the sewer line this is a serious issue affecting the functionality of the Department. You find people connecting rain water to sewer line, they are not built for that.

We need to protect our flora and fauna, we need to be responsible to all that things. We need to upgrade our systems that we have. Remember this is a 90 years old town. The infrastructure that is out there needs to be upgraded. We are upgrading it we have upgraded our water infrastructure and now we need to upgrade the sewer system as well. I will be happy if you can expand your scope to include the responsibility of protecting the sewer system lays on us as well.

4. Interviewer: Is there any working relationship between the municipalities in iLembe region with regards to job creation through business hubs?

Respondent: You are correct, if we over exploit resources within one municipality we are going to have a problem. We will have migration from rural coming into CBDs and create the negative impact. I think there is a lack of coordination over the populating over the sub-regions. But on the positive note, Mandeni has created a business hub, there is a mall there. Ndwedwe has created the sort of Mall atmosphere in a business hub. Then you got Maphumulo CBD is on the growth at the moment. It will contribute to economic growth and job opportunities, but in these Local municipalities business hubs must be created in order to attract local people. The whole thing about facilitation and coordination must come in. iLembe District Municipality has Local Economic Development component. The facilitation and the work of iLembe Enterprise in my view is not in a way I expect it to be. It is not functional the way I would like it to function or perhaps there is some of us as politicians see. We are trying to transform that entity to function the way we expect it to function. Whatever you do you must have some turnaround and some benefits. One cannot put R million in a winery or vineyard and get R58, 000.00. There is no sense and correlation between your expenditure and income. We want this entity to focus on the way we want it to focus then this entity must create the business hubs for the Local municipalities. Enterprise iLembe must go there introduce Business hubs as drivers for local economy. They created the SMMEs there is our Eco tunnels but is not productive. When you invest money on such things it must make some sense to you. If you spend R million on a tunnel. There should be some kind of sensible investment. These tunnels should be able to sustain themselves. Government believes in putting more money and servicing less people. The child Welfare believes in putting less money and servicing more people

- Sanitation infrastructure is due for upgrade
- Overexploitation of resources within one local municipality
- Poor coordination among local municipalities with regards to economic growth activities
- Other three local municipalities to create business opportunities for its population transformed and be geared towards LED

Interview Six

Interview with KwaDukuza: Manager Waste Management

Interview date: 22 October 2019

Time of the interview: 7:45

Venue: KwaDukuza Office

Length of the interview: 12 Minutes and 11 seconds

1. Interviewer: There is growing demand for waste collection in KDM hence the boundaries are extended due to growing shanty towns in KDM. Do you have adequate resources for waste collection?

Respondent: We do have adequate resources in terms of waste collection tools and equipment. With regards to Ntshawini where you are conducting a pilot study. The area is serviced periodically through skip collection. Service is done once a week. Resources that we have based on the population we have reached a point where we have seen the need to do waste collection twice a week. KDM provides 100% collection in all the wards. Meaning that there is no area within KwaDukuza that is not serviced. This is proven by our performance management system. Ntshawini is serviced through skip containers with their location known by coordinates done by KDM GIS system. Sitting here in the office one can see the position of skip bins. Skip bins are allocated in terms of the radius from households. The challenge that the municipality faces regarding waste collection in the informal settlement is access roads. In some areas the roads are too small to allow our service trucks to go through. In conclusion the resources are there, but not enough.

Inadequate refuse removal

Waste collection demands to be done twice a week

2. Interviewer: What is the frequency of waste collection at Ntshawini?

Respondent: KwaDukuza have a once a week collection we have skip bins in strategic positions. The waste that you see laying around does not mean that we are lacking resources, but people need to be educated in terms of waste collection and awareness. You will find that the skip bin is empty, but people are throwing waste next to the skip bin. You will find that there is communal site where skip bins are allocated to dispose waste, but they dispose waste anywhere and anyhow. More than the lack of tools or the lack of equipment or lack of resources. There is a lack and a gap in terms of education and awareness. This Department has to look at educating the communities in terms of waste management and preservation of environment. People need to know the effect of waste to their environment.

Challenges to waste collection

Waste management and environment preservation required

3. Interviewer: Are there interim plans in the midst of that to keep Ntshawini area clean?

Respondent: Yes indeed there is, we do have plans on weekly basis we will have an allocation of a TLB, an allocation of a van that will go around linked to the schedule of a ward councillor's meetings that they will be having in the community so we will always tap into that and provide education and awareness. We have boards promoting clean environment that we provide such as "Do not Litter" "Use the Bin". On top of that we will have a truck going around to illegally dump sites and collect all the waste. Over and above this we are in possession of Integrated Waste Management Plan it is in its final stage it is more like a waste manager's bible in terms of the assistance that we are going to receive from this document. We feel that this document will answer lot of questions around education and awareness. It will talk about lot of issues that we need to focus in terms of the Waste Management Act. The Waste Management Plan talks to all kinds of streams in terms of our challenges and solutions regarding waste management. It will assist the municipality in terms of prioritisation of resources that is budgeting for the Department. Over and above that the municipality is entrusted to provide basic services to our communities as the local sphere of government.

Plans for waste management education to promote clean environment

Integrated Waste Management Plan document.

4. Interviewer In your plans for the awareness that is to be done in the places like Ntshawini to keep the environment clean, do you involve other Departments like the Provincial Department?

Respondent: These campaigns are done by the local municipality before inviting the Province we feel that we as the municipality should start the programme ourselves and pilot it and see if it is effective. Papers will be issued informing communities about the campaign. There has been some programmes bearing some fruits where communities are involved in cleaning the area around skip bins making sure that waste is disposed inside the waste container. This will not happen overnight and it will take time because we are dealing with a habit which has become a culture that people have inherited of disposing waste anywhere. The municipality has to change this culture and guide people towards the proper waste management practices. In short the campaign is to be done locally by involving the ward councillors and the communities we are not involving the Provincial Government.

Uncleanliness a behaviour to be changed.

5. Going around the CBD one can sometimes see leaking sewer manholes. Sometimes they are allowed to overflow for more than a week. Do you have the by-laws that prohibit such environmental pollution?

I stand to be corrected, but we have the environmental control section that should have something that talks to this problem. We are a local and iLembe is the one dealing with sewer which is causing problems to our roads. Waste management also involves issues pertaining sewer leaks. iLembe fixing the leaks and leaving off-cuts pipes piling on the roads these are all factors that are taken into consideration with regards to the waste management plan. These then calls for this Section working hand in hand with other sections so that we can all focus on achieving cleaner CBD.

Advertisement of waste management

Sewer leaks causing damage to road infrastructure

6. Interviewer: Other than the policies for waste management in KwaDukuza, do you have recommendations as how the municipality can better manage waste collection?

Cleaner environment is a collective effort.

Respondent: We do if one looks at the capital projects that we are running, you can see the effectiveness and efficiency in waste collection services. We have a clear direction in our local municipality in terms of how we provide services. We have standard operating procedures that fits to the schedules of collection everything is written down in terms of tangible evidence to actually prove that we are providing services. We also provide monthly reports as proof of our service to the community. We are in a position to providing effective service to the community. As managers we are advising the section in terms of how we see the future which talks to upgrading in terms of providing good and quality waste management service for all for example if you are in Ballito you get a kerbside collection and also when you are at Ntshawini you getting a kerbside collection. For indigent the kerbside collection is costly, kerbside is when you take waste and put it outside the gate for collection. But the bulk side collection is cheap, this is where the skip bin is provided for bulk collection of waste in a central area.

Service delivery will eventually be standardise

Interview Seven

Interview with iLembe Manager: Project Management Unit

Interview date: 5 November 2019

Time of the interview: 7:50

Venue: iLembe Office

Length of the interview: 10 Minutes and 37 seconds

1 Interviewer: Do you have plans to upgrade the sanitation infrastructure?

Respondent: The reason for blockages is as a result of the increase of population in KDM. The population has grown more than the design capacity. This is as a result of the population growth because KDM is one of the growing economic nodes within KwaZulu-Natal. To overcome this there is a need to upgrade the infrastructure taking into account the current number of the people already residing in KDM and also factoring in the anticipated further population growth in the coming years. It is impossible to stop people from coming and residing in KDM as you have mentioned that because of job opportunities that arises in KDM as a result of the industries and commercial development.

Sewer infrastructure requires upgrade due to increased population

Urbanisation is inevitable

2 Interviewer: Is there coordinating meetings between iLembe and KDM over housing projects

Respondent: In the past we had a serious challenge planning in silos especially here in KDM where they were only coming to us to present housing project that they want to implement and asking us to provide bulk services to the project. We have managed to overcome that by asking them to give us a master plan for all the housing projects that they intend to implement. As a result we have been able to do the regional planning for the bulk sewer for the housing projects. Our regional bulk sewer scheme will be able to accommodate all the housing projects that are earmarked by KDM. We are no longer looking at the single project, but we are looking at the regional scheme for the entire KDM.

Coordination of district and local municipality activities

3 Interviewer: What about addressing the dual service that is provided? Some people have yard connection and others are fetching water from communal stand pipes

Respondent: The district municipality (iLembe) took a resolution that they want to upgrade all houses to receive yard connection. Ultimately when we finished rolling out the bulk sewer and bulk sanitation there will be not be a single house that is receiving water from the communal stand pipe. All houses will have their own yard connection.

Bulk sewer and bulk water infrastructure to upgrade level of service

4 Interviewer: Are there interim plans to provide ablution block for water and sanitation to be provided in the strategic positions as eThekweni municipality has done in the informal settlements?

Respondent: No, we have done a pilot project at Shakaville of that sort and it did not work out. The idea for providing the bulk sewer and bulk water is to provide water born sanitation and water in each housing units KDM has built.

Community ablution block not a solution for informal settlement

5 Interviewer: Recommendations on working relationship between KDM and iLembe

Respondent: We have overcome that it was the problem of the past now there are working technical housing infrastructural committees. Housing infrastructural meetings are held between us as iLembe District municipality and KDM where we discuss all the projects that are being planned so that we can plan properly to service them. If we continue to these meetings properly we will be able to overcome the problems that were encountered in the past. This helps us to know what KDM is planning and we also give them our plan in order for KDM to factor that in their planning because they know where and when we providing bulk sanitation and bulk water. With that planning in place we are more or less overcoming the challenges of the past of planning in silos.

Coordination of district and local municipality activities

Interview Eight

Linda Mncube

Interview with Ilemebe Manager: Integrated Development Planning

Interview date: 6 November 2019

Time of the interview: 8:30

Venue: iLembe Office

Length of the interview: 15 Minutes and 14 seconds

1 Interviewer: If you can take me through as to how iLembe IDP is formulated?

Respondent: The systems Act contains the regulations that must be followed. The formulation of district IDP takes into account the developmental aspirations of each local municipality that constitute our district. Consultation processes are therefore fundamental. During the consultation process we contact all communities within the four local municipalities. Basically the IDP document will take into consideration of all four local municipalities. If you look at the Systems Act itself in particular Chapter 6 which talks about the IDP it does not prescribes the different process for the formulation of the district as opposed to that of the local. It just say the IDP must composed of the following, the only difference obviously will be around the preparation of the framework plan. So there is not much difference, even when we do public consultation we go together with local municipality officials. We go there presenting one single developmental idea for local government.

2 Interviewer: Are there plans in place to enhance local economy of other local municipalities in order to manage rural-urban migration in KDM?

Respondent: Perhaps the starting point should be why we have the rural-urban migration phenomenon. It the global phenomenon, for the first time in human history that people residing in urban areas outnumber those living in rural areas it has never happen before. South Africa also needs to bear in mind of our history as well especially the Apartheid special force where in other regions we have regions with high concentration of all economic activities and other regions have no economic activities. The people in these regions are mostly living in poverty. This also affected iLembe regions, you can find that the coastal areas are far more developed than the inland regions and this is the direct result of the Group Areas Act of the Apartheid regime and their focus on the coastal areas. The democratic dispensation has inherited this uneven development.

iLembe IDP aimed at achieving KDM aspirations.

Joint community consultation on the formulation of IDP document

Coordination of district and local municipality activities

Rural-urban migration in a global context

Rural-urban migration and its historical context

What are other municipalities doing now to ensure that we curb this tide of rural-urban migration to KwaDukuza? If you look at Maphumulo in 2011/2012 has approved the formalisation of the town. As we speak the part of Maphumulo is now a formal town. They have a general plan that has been approved by the Surveyor General. What it does? It allows investment to happen in a more seamless manner. Previously any developmental initiative would take much longer to be approved. For instance if you take an area like KDM. Now we have a quicker turn-around time. What it means now on an infrastructural view, we are able to provide an urban-level infrastructure. For example now it is the time to initiate the process of providing water-borne sanitation infrastructure in the town. The main objective of formalising towns within the rural municipalities is to enhance investment in these areas so that people from Maphumulo do not have to move to KwaDukuza. Ensuring that opportunities are made available closer to the people where they live.

Formalisation of towns in sister local municipalities to manage urbanisation

Ndwedwe and parts of Bhamshela in Ndwedwe municipality have also undergone a process of formalising the town. In fact iNdwedwe ahead of Maphumulo with this process. As a result of the formalisation of the town we beginning to see shopping centres beginning to mushroom in the area. It is as the result of this formalisation process. The big driver of economic growth is urban development. Urban development goes hand in hand with economic growth. Therefore we must allow urban development to happen within rural municipalities in order to enhance economic growth. But also around the issue of food security, people in rural areas produce agricultural products in order to provide for their families and also to sell. iLembe has the development agency called Enterprise iLembe. It is deeply involved with rural communities in order to ensure that their livelihood are supported. For example if you look at small scale agriculture in rural areas Enterprise iLembe has been able to assist these small scale farmers with improving how they farm through the provision of fertilizers and irrigation systems. But most importantly linking them to market. This is ensuring that whatever they are producing they are able to assess the market. These are some of the measures we have taken in order to ensure that we sustain the rural livelihood without necessarily forcing people to move from rural areas to urban areas.

Urbanisation on the prerequisite for economic growth

iLembe Enterprise and food security in rural-areas in managing rural-urban

3Interviewer: Are specific projects that are earmarked to benefit the local municipalities within iLembe region?

Respondent: Aerotropolis concept actually means developing a city around the urban. In a nut-shell it is a city which is in the centre of an airport. You have activities centred on that vicinity. The Durban Aerotropolis is in the vicinity of King Shaka Airport and it extends all the way to Compensation in uMhlali. It extends all the way to Ndwedwe in the West and that means that as a result of this demarcation of the Aerotropolis, the municipalities in iLembe in particular Ndwedwe and KwaDukuza will benefit. At this point the concept has been approved and the Master Plan of the Aerotropolis has been approved. The next step which is very important is the investment. If you are manufacturing high

Aerotropolis is to benefit KDM and Ndwedwe.

value products within the proximity which need export market at a short period of time you are able to take this opportunity and export product within 24 hours. As an example somebody producing strawberries in iLembe and exporting it to London. Somebody will be eating those strawberries the next morning. iLembe and KwaDukuza have a clear role to play in this plan.

4 Interviewer: Do you have some recommendations with regards to working relationship among all stakeholders within aerotropolis?

Respondent: There is a need for closer relationship between iLembe, Ethekewini and KDM. Investment does not see municipal boundaries. In reality we have development that run across the boundaries of KwaDukuza and Ethekewini as an example that goes through a farm. He has a big farm that is divided by municipal boundaries. Economic growth is mostly driven by infrastructure. In this instance you can find that iLembe does not possess the infrastructure which is available and provided by Ethekewini Municipality so there is a need for closer relationships. Fortunately with Aerotropolis we have the working groups. We have working groups for infrastructure. iLembe Technical Services and Ethekewini Technical Services Department of Transport and the Department of Water and Sanitation are working together to make Aerotropolis a success. They all look at how they can facilitate development within the Aerotropolis. There is a special group that looks at funding. We also facilitate discussions with municipalities to see how they can enhance economic development within Aerotropolis. The structures are there and have been set up.

Municipal boundaries a barrier to economic growth

Provincial and National Departments on the realisation of aerotropolis.

Interview Nine

Interview with Nduna Mthembu

Interview date: 15 October 2019

Time of the interview: 15:30

Venue: Nduna's home Nkukhwini

Length of the interview: 5 Minutes and 32 seconds

1 Interviewer: Do you still have land to accommodate population growth in this area?

Shortage of land at Ntshawini

Respondent: There is no more land left

2 Interviewer: How many people do you give plots per year?

Contributing factors to untidy environment.

Respondent: Per year we give plus minus 400 to people

3 Interviewer: How is the population growth affecting the welfare of the people here?

Respondent: The influx of people in the area is affecting people around here. The additional slums in the area pose a real problem and some people are accommodated by households as tenants.

Land owned by individuals

4 Interviewer: Are there plans within the traditional authority to control the influx of people in this area?

Respondent: We have started a programme to manage the influx of people who are coming from other traditional council and other areas. This programme has been utilised in other areas, but never been used at Ntshawini. Previously there was just few households in this place as it was a sugar cane farm.

5 Interviewer: Is this place really dominated by people working in the firms in KDM

Respondent: The people who are unemployed outnumber those who are employed. What contributes mostly to that is because as people come and settle here they continue to multiply through birth.

Unemployment problem

6 Interviewer: Are there plans by the municipality to create job opportunities in KDM

Respondent: As the traditional authority we do not have the good working relationship with the municipality. Our relationship with the community is still at the initial stage as we have recently been recognised as the legitimate traditional council for this place. We are now coming closer to the community. If KDM can start working together with us everything will be okay. We have to put together ideas as to how to develop this community. The one critical thing is to be considered is that we live with the people. Some people here are so poor that sometimes do not have food for supper. As a Traditional Authority we no longer have the means to support such people as previous.

6 Interviewer: How is crime in this area?

Respondent: Crime is very high in this area. This is caused by rural-urban migration in KDM in particular Ntshawini and Nkukhwini areas as they are closer to the CBD. People settle here because it is closer to the firms in KDM. This contributes to high population and the rise in criminal activities. The criminals are mostly the young boys because they spend so much time at home some are not even attending school. Others drop out from school, other boys go to school and chased away for the offences they have committed at school. During the day they start committing crime and at night they continue with criminal activities.

Crime and poor policing