

**TEN YEARS OF DEMOCRACY:  
A CASE STUDY OF SERVICE DELIVERY  
AND INFRASTRUCTURAL DEVELOPMENT  
AT SIPHOFU**

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## DECLARATION

I, D Siphon Mdluli, Reg No 9304737, hereby declare that the dissertation entitled “Ten Years of Democracy: A Case Study of Service Delivery and Infrastructural Development at Siphofu” is a result of my own investigation and research and that it has not been submitted in part or in full for any other degree or to any other University.

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SIGNATURE

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DATE

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# CHAPTER 1

## 1.1 Introduction

When South Africa became a democratic country in 1994, millions of the previously disadvantaged black people hoped that their lives would improve. The general election of 1994 meant that all the citizens of this country were going to have a say in the affairs of their country through their representatives. The Government of National Unity also undertook to stick to the promises made before the elections, i.e. the improvement of the lives of all the citizens of this country. Such promise has resurfaced 10 years later with the ANC election slogan “Peoples’ Contract” which is an indication of the government’s commitment to the people.

Despite the fact that the Constitution of the country provided for the creation of democratically elected local governments for communities in urban and rural areas, local governance as a second or third level of government has not achieved its full potential. This level of governance was deliberately created to bring government to the local populace, as well as to give its members a sense of involvement in the political processes that control their daily lives (Reddy, 1999:9; SPP File 111/1999, Local Government).

In the post apartheid period, ordinary people expect local government to provide a wide range of services, including, inter alia, water, sewerage, electricity, transport, libraries, parks, sports grounds, housing and health (Reddy, 1996). People expect the government, spearheaded by local government that has the authority, to deliver quality service to them, but it has become apparent that poor service delivery in the rural and urban areas has fueled tensions among the stakeholders at many of them (Ntsebeza, 2003; Manor, 2001). These have become very evident since the late 1990’s in the rural areas around

Nelspruit such as Bushbuckridge, where homeless and local people demanded proper shelter and land ([www.citypress.org.za/pac/thamip/html](http://www.citypress.org.za/pac/thamip/html)), as well as the first years of the millennium in places such as Khutsong, Phola Park and Freedom Park (CITY PRESS, 1-4-2007). As we continue seeking solutions to social problems, one cannot overlook the root cause of the problem that in this context, is the apartheid legacy (Mantzaris, 2005:23).

During the apartheid era, local government services in the rural areas were not provided by local government bodies, but by homelands, provincial and national line departments and parastatal agencies. As “autonomous”, representative structures with capacity to provide services, local governments existed only in South Africa’s towns and cities, but it did not exist in the rural areas, which were administered and ruled by the Bantustan / homeland systems which were controlled completely by the apartheid political and military machinery. It can be said that local government services existed mainly within white group areas. Parallel to the white-controlled system, there existed the largely discredited Indian and Coloured management committees or local affairs councils and the black local authorities relying on government line ministries to provide services and finances to the respective sections of the country’s population (McIntosh, 1996; Posel, 1991).

Decisions regarding the provision of services were usually made by senior officials within the homeland system who had little knowledge of local conditions or priorities. The field officers who interacted with the public were usually junior, without departmental support, and their accountability was to their line department rather than to their community. The homeland line ministries themselves were also usually very insular. Since local government or coordinating mechanisms did not exist at a local level, co-operation between departments at the point of implementation could usually not take place. It would consequently be very difficult to mount health education programmes in conjunction with spring protection programmes, for example, as both these functions fell under different

departments. Not only was coordination usually weak in the locality, it was also weak at central level, the imperatives of the line departments usually taking precedence over joint planning structures that were put in place at a 'national' level (McIntosh, 1996; Pycroft, 1998:152-4).

It is for the reasons stated above that there was no service delivery at all in most rural areas before 1994. Even in some of the townships, some of the services were scarce or were even not there at all. But at least most of the townships had basic services such as water, electricity and sanitation.

There is also an interesting question regarding the role of traditional authorities concerning service delivery in their communities. Rural areas like Siphofu, which is the area under investigation, were under Amakhosi (traditional leaders) long before 1994. The question that arises is: What have Amakhosi done to improve their communities? Did Amakhosi have the capacity to provide services? Residents were paying certain levies to Amakhosi: What were those levies for if they were not for service provision? (Mathibela, 2005).

Mathibela's argument is based on the examination of the role and relationships between traditional leaders and democratic councilors within the municipality. The latter are of course elected popular representatives who have the political authority to be the corner-stone of service delivery. The Amakhosi on the other hand are very much a key social factor in the relationship with the rural people. This means that for effective delivery to take place, the cooperation between elected representatives and traditional leaders needs to be close. This reality must not stop researchers ask serious questions both regarding service delivery, its successes and failures, as well as the social relationships that bear such responsibilities in this complicated process.

It has been argued that traditional authorities were undermined during the apartheid era. Since local services were often provided independently of tribal authorities by officers



of the line ministries, traditional leaders were bypassed in respect of decision making on service delivery and development. Possible concerns of the Amakhosi were meant to be channelled through the regional authorities, to the chief minister's office and, in turn, to the various line departments. This was a cumbersome, lengthy process that did not work effectively. This meant that the de facto powers and functions of traditional leaders were fairly limited to judicial functions under customary law, to dispute resolution, and most important, to land allocation (McIntosh, 1996; Mantzaris, 2005a).

The above information shows clearly that traditional leaders had no powers regarding service delivery in their areas before 1994 elections. The question that arises is: What is the role of the traditional leaders regarding service delivery in the new dispensation? Regarding service delivery, traditional leaders are expected to: convene meetings to consult with communities on needs and priorities, and to provide information (to the municipalities). This shows that the important role of the traditional leaders is to support the municipalities. It will be imperative to investigate whether the fact that both Amakhosi and councillors convene meetings to consult with communities on needs, priorities and the processes does not confuse the communities as to who is responsible for service delivery between Amakhosi and municipalities (KZN Department of Local Government and Traditional Affairs, 2000).

As stated in the first paragraph of the introduction, the democratic government that resulted after the 1994 elections brought hope to especially, previously neglected communities that their lives would improve. This study focuses on the achievements and shortcomings of Ugu District Municipality regarding service delivery and infrastructural development at Siphofu from 1994 to date.

In KwaZulu Natal, seven Regional Councils that were initially established to manage the rural areas in the province, have since been transformed to ten District Councils following the demarcation process and the local government elections

([www.demarcation.org.za](http://www.demarcation.org.za)). Given the reduction in the number of municipalities nationally, the increase in the number of rural local authorities from seven to ten underlines the fact that the government has aimed at effective service delivery (Mantzaris, 2005). District Councils are faced with many challenges, such as funding, capacity development, and the provision of basic infrastructure. Their success in the province relies on the successful marriage of local democracy and traditional leadership. A complementary and cooperative relationship between elected local leadership and traditional structures in the rural areas is of great importance to efficient service delivery. It is widely accepted that there is a very strong support for traditional leaders in the rural areas hence it is imperative that traditional structures need to become an integral part of the local governance process and contribute significantly to development and growth (Fast, 1997).

Local government has undergone fundamental political, economic and social restructuring in South Africa in the past 12 years. The government has introduced a series of policy measures with the aim to restructure and transform it, in order to ensure that it is capable to carry out its constitutional mandate.

The Demarcation Act, 1998, and the Municipal Structures Act of 1998 were key laws that determined the demarcation of districts. The district councils were established in KwaZulu-Natal and became operational after the local government elections (Craythorne, 2003).

The following district councils were established in KwaZulu-Natal:

District Council	Councillors per District Council
DC 21: Ugu District Council	34
DC 22: Indlovu District Council	41
DC 23: Uthukela District Council	30

DC 24: Umzinyathi South District Council	23
DC 25: Umzinyathi North District Council	25
DC 26: Zululand District Council	34
DC 27: Umkhanyakudu District Council	27
DC 28: Uthungulu District Council	37
DC 29: Ilembe District Council	30
CBDCC5: Cross Border District Council (without Eastern Cape)	13
TOTAL	294

([www.demarcation.org.za](http://www.demarcation.org.za); [www.info.gov.za/municipalities/ugu.html](http://www.info.gov.za/municipalities/ugu.html); [www.dermacation.org.za](http://www.dermacation.org.za)).

## **1.2 Background of the study**

According to the latest census of South Africa that took place in 2001, rural people make up 49, 5% of South Africa's population. Statistics show that about half of the population of this country lives in the rural areas. Rural areas are defined as the sparsely populated areas in which people farm or depend on natural resources, including the villages and small towns that are dispersed through these areas. In addition they include the large settlements in the former homelands created by the apartheid removals, which depend for their survival on migratory labour and remittance (S.A Statistics, 2001).

Siphofu, the subject of the present study, is in the Province of KwaZulu-Natal and was under the KwaZulu Government before 1994.

The legacy of apartheid has had a very serious negative effect on the lives of the people throughout the province, including the Ugu District municipality, of which the rural Siphofu is a part. Thus 80.2% of Ugu District Municipality residents were without adequate water supply and about 83% were without adequate sanitation by 1994. If one compares the Ugu Municipality to Durban Metro in 1994, one finds that there was only 0,3% of Durban Metro residents that were without adequate water supply and only 5,6%

were without adequate sanitation by 1994. These statistics give a clear picture of challenges facing the rural local governments (www.salga.org.za.; eThekweni IDP, 2005).

This study aims at assessing, among other things, the provision of piped water, electricity, transport, roads, health etc. at Siphofu in the first decade of democracy in South Africa. This study investigates whether the Ugu District Municipality has been successful in providing these services to the Siphofu community.

Over the first six years of democracy (i.e. between 1994-2000) much effort within the framework of the RDP and later GEAR went into the design and implementation of government initiated programmes intended to redress past and present inequalities (Mantzaris, 2005a). The RDP gave priority to reducing poverty and inequality through a revival of economic growth, human resource development, and broadly based ownership of assets to achieve growth with equity. Government departments (Water Affairs and Forestry, Minerals and Energy, Communications, Health, Agriculture and Land Affairs, Social Development, Housing and Transport) have contributed towards rural development through their programmes in the following broad areas:

- Economic development

- Social investment (i.e. social infrastructure)

- Human resource development, and

- Natural resource based programmes (The Integrated Sustainable Rural Development Strategy, 2000: 12).

The above information shows the role played by the national government in improving the lives of the rural communities. The contribution made by the national government in the provision of services at Siphofu during the first decade of democracy is also investigated.

### **1.3 Study Area – Siphofu**

Siphofu is a rural area that is 95km from Durban on the South Coast in KwaZulu-Natal, with a population of ±30 000 people (Interview: Inkosi S'fiso Shinga, 4 April 2004). Its hereditary leader is Inkosi S'fiso Shinga and is part of the Umzumbe Local Municipality that falls under Ugu District Municipality.

The majority of the people are unemployed. With the unemployment rate at approximately 70% (Interview with Inkosi Shinga 17 March 2006), social safety nets at the community disposal are the state grants (children, old age and disability grants), as well as money sent from migrant workers to their families who live in the area. The unemployment estimate is comparable with the figures appearing in the official statistics of the Demarcation Board in relation to Umzumbe ([www.demarcation.gov.za](http://www.demarcation.gov.za)). The state of the majority of the mud houses with no sanitation bears testimony to the harsh realities endured by this community. Only three clinics that are opened from Monday to Friday, but are closed on weekends, are available and the closest hospital is in Port Shepstone that roughly is 35km away. The transport is scarce and expensive for the average person. Although Siphofu appears to have a sufficient number of schools, they lack basic infrastructure such as water, sanitation and electricity, and the quality of teachers is poor. There are no public libraries in the whole of the Umzumbe Municipality and a very limited range of recreational facilities.

There is no piped water in the area, very few homesteads have electricity and there are few homesteads that have telephones due to MTN recently erecting its tower. The state of roads is breath taking with not even a single road having tar.

The above information clearly shows that there is a backlog of service delivery at Siphofu. This study aims at trying to detect the cause(s) of this backlog. It is also hoped that this study will assist in finding solutions regarding this backlog if the study reveals that



Map information supplied by the Municipal Demarcation Board

- |                                      |            |                               |
|--------------------------------------|------------|-------------------------------|
| Industrial areas                     | Main Roads | Disestablished Local Councils |
| Commercial areas                     | Towns      | Protected areas               |
| Metropolitan / District Municipality | Rivers     | Local Municipalities          |



there is indeed a backlog that would benefit the inhabitants of the area. This basically means that the correlation between unemployment, lack of service delivery and infrastructural development is very evident. If there was some of presence, for example, of the Expanded Public Works Programmes, there would be job creation together with infrastructural development.

One of the functions of Inkosi of Siphofu is to distribute and administer communal land. The people there have big ploughing fields where they can grow their crops. The Siphofu soil is very fertile. The climate is good for most crops. Although people have relatively large fields, they are failing to use them because they do not have the equipment necessary for cultivating them. They do not have money to buy fertilizers and seeds. Another problem is that they lack skills. As a result, they cultivate small plots. Regarding land restitution, three hundred families of the community of Siphofu received the title deed to their land on April 3, 2005. The development of the sugarcane plantation will be overseen by Bray Heenan, a local farmer who has worked on similar projects. (SABC Radio News, 4 April 2005).

There have been some achievements in service delivery under various departmental programmes that include:

There are telephone cables in the whole of Siphofu, but the problem is that most households are very poor and they cannot afford to pay for their use.

- \* MTN has recently erected its tower.
- \* The whole of Siphofu area receives a TV signal. (Interview with Inkosi Shinga, 17 March 2006).
- \* Under the land reform programme, 300 families of Siphofu community received the title deed to their land (SABC Radio News, 4 April 2005).

In investigating the setbacks and achievements of the Ugu District Municipality on infrastructural development and service delivery at Siphofu, the study will focus on the

Departments that will serve as a litmus test. It has been shown above that the national government is doing something to improve the lives of the people in rural areas. The investigation moves from the premise that since the 1994 democratic order, Siphofu has benefited from the various departmental programmes and if not, what are the reasons for inactivity. This will enable the investigator to determine other variables that might have negatively affected the due processes, if there were any in place.

On a visit to a relative at Siphofu, the researcher was shocked when he noticed that most of the homesteads have no access to clean water, health services and electricity. The state of the roads is extremely bad. They are not tarred and they are bumpy. This inspired the researcher to investigate the state of service delivery in the area. A discussion with the Inkosi of Siphofu regarding service delivery and infrastructural development in his area prompted the need for a thorough investigation regarding the nature of the problem. This was also informed by the lack or absence of scholarly research into the problems underpinning the sufferings of Siphofu community. The rational behind the study was to draw from empirical evidence as to how rural communities are sidelined from the “gravy trains” of service delivery and infrastructural development that lead to their underdevelopment.

#### **1.4 Aims and objectives of the study**

##### **1.4.1 Aims**

- i) To identify areas of continuous slippage in terms of service delivery and infrastructural development in this area (Siphofu).
- ii) To ascertain whether the IDP objectives are attainable in this area.
- iii) To assess the roles played by all stakeholders in ensuring that infrastructural development and the rendition of services become a reality.
- iv) To identify the relationship between elected and traditional leadership.



- (v) To assess the progress made so far regarding the supply of piped water, electricity, health services and the construction or improvement of roads in the area.

#### **1.4.2 Objectives**

- i) To contribute in enlightening the community on issues of service delivery.
- ii) To provide empirical findings regarding the feelings of the community in relation to service delivery.
- iii) To recommend necessary mechanisms that will enhance service delivery and infrastructural development.

#### **1.5 Research Methodology**

Data were collected by means of questionnaires, interviews and two focus groups. Questionnaires with both closed and open-ended questions were administered to members of Siphofu community. The data collection techniques were supplemented by the selection of a number of people through a purposive sampling frame with the support of the traditional leader in the area. The selected people are a part of a non probability sampling framework.

Interviews were conducted with the Inkosi (traditional leader), the Ugu District Municipality officials and Umzumbe Local Municipality officials. Some of the questions were structured and others were not structured so that the participants would be free to express their feelings, as they wished as long or short as they felt appropriate. Responses of all the respondents were analyzed after all the data had been collected.

#### **1.6 Hypotheses**

A number of hypotheses were structured:

- There is widespread disillusionment with the role of the Ugu Municipality and local councillors in terms of poor service delivery in Siphofu.
- The Inkosi of the area is considered more capable in delivering social delivery in the area than the elected representatives.
- Local people have lost faith and trust in local municipalities in regard to service delivery.
- There is a strong belief that there is no valid reason for local people to celebrate 10 years of democracy.

## **1.7 Chapter Outline**

This study is divided into six chapters.

### Chapter 1

This chapter focuses on the introduction, background of the study, aims and objectives of the study, description of the study area – Siphofu and a brief description of the research methodology.

### Chapter 2

Literature review on service delivery in the rural areas prior to 1994 democratic elections and after the 1994 democratic elections.

### Chapter 3

Problems encountered by the local government and a comparison between urban and rural local governments.

### Chapter 4

Methods used in data collection.

### Chapter 5

Data analysis and interpretation.

## Chapter 6

Conclusion and recommendations.

The first chapter was the basis upon which the thesis is founded. It identified the area under investigation, the aims and objectives of the study, touched briefly on the research design and methods and outlined the hypotheses of the study.

## **CHAPTER 2**

### **RURAL SERVICE DELIVERY AND INFRASTRUCTURE**

#### **2.1 Introduction**

This Chapter focuses on service delivery in rural areas prior and post 1994. As stated in Chapter One, there were no local governments in rural areas prior to 1994, as local governments existed only in towns and cities. Local government services in rural areas were provided by homelands, provincial and national line departments and parastatals agencies. Prior to the first democratic elections in 1994 and, in particular, the 1995/1996 local government elections, a clear distinction existed between rural and urban local governments. In urban areas, local government took the form of municipalities made up of elected councillors, while in the rural areas of the former Bantustans (homelands), local government assumed the form of “native administration”, under the auspices of non-elected traditional authorities (Ntsebeza, 2001; Mathibela, 2005; Mantzaris, 2006).

It has become evident that the “duality” of such a system is a serious problem in terms of effective and efficient service delivery because of the political and practical realities on the ground that these relationships base themselves upon.

The parasitic nature, shortage of capacity and the heavy reliance on the National government was a major stumbling block for the traditional system. Lack of adequate capacity, education and revenue meant that these traditional authorities were unable to provide services to their communities. The bureaucratic nature of this form of governance meant that the decisions regarding the provision of services were usually made by senior officials within the homeland centre, who had little or no knowledge of local conditions or priorities. ( SPP File 111a, 2001 Rural Governance; McIntosh, 1996).

The urban-rural divide created better conditions for township residents in many ways. Basic services such as water, electricity and sanitation formed the package of the township

setting. Non-payment for services before 1994, i.e. the Msizi Dube ‘Asinamali Campaign’, reduced, if not evaporated the quality and quantity of service delivery. In light of the prevailing political order at that time, the ‘pay as you go approach’ was going to be a political suicide. Anarchy in its purest form would have wrecked the system. In fact all the townships had clean water but some had unhygienic sanitation system. For example, most of the townships in Mpumalanga Province (formerly known as Eastern Transvaal) were at the least provided with unhygienic bucket toilets before 1994. Ten years down the line, the ‘bucket syndrome’ is still prevalent in Mpumalanga Province. These municipalities are Dipaleseng (Balfour), Lekwa (Standerton), Msukaligwa (Ermelo), Albert Luthuli, Govan Mbeki (Secunda) and Delmas (Vukuzenzele, 2005; [www.hsrc.ac.za/service.delivery/html](http://www.hsrc.ac.za/service.delivery/html)).

Before investigating the performance of each service department, it is important to note that on June 26 1955, South Africans from all walks of life gathered in Kliptown, Soweto, to adopt the Freedom Charter. Eleven years ago, some of the ideals of the Freedom Charter were realised when on April 24 1994, South Africans delivered a democratic government based on the will of the people so that indeed the people can govern. Of the commitments made 50 years ago, directly confronting the local government sector is this specific section of the Charter:

“All people shall have the right to live where they choose, be decently housed, and to bring up their families in comfort and security; and that slums shall be demolished, and new suburbs built where all have transport, roads, lighting, playing fields, creches and social centres” (RSA Portfolio- Municipalities in South Africa, 2005).

Partly this study will investigate service delivery commitments emanating from the Kliptown deliberations of 1955.

Noting that local government structures in rural areas are different from those found in urban areas, the geographical location of a specific community stifles any chance of

progress. Local governments in rural areas are composed of democratically elected councillors and Amakhosi. This arrangement is problematic on its own since both the councillors and the Amakhosi are in a continuous power struggle (Khan and Mantzaris, 2006). This struggle for power in certain instances leads to friction and this situation negatively affects service delivery. The problem in rural areas, especially in KwaZulu-Natal, is two-fold; community members do not accept Amakhosi as their legitimate leaders and also do not accept Councillors as legitimate leaders since they are not hereditary appointed (Mathibela, 2005; Ndlovu, 2006).

Traditional leaders, especially in KwaZulu-Natal, are used by political parties for political gain. This was apparent during the national elections in 1994, as well as during the local government elections in 1996. Hence there is division among Amakhosi in this province: there are those who align themselves with IFP (who find meaning in the representation by the House of Traditional Leaders) and those who align themselves with Contralesa (mostly aligned with ANC) and the independents (Ndlovu, 2006:15).

Lack of co-ordination and stability existing in our local governments directly affects service delivery. It is through systematic engagement with the current status quo that one can be able to address the inefficiencies of service delivery in rural areas. It was for this reason that the National Government has implemented the much talked about "OPERATION CONSOLIDATE, which was implemented in order to deal with the inability of local municipalities to deal efficiently with their duties and responsibilities vi-a-vis their citizens (S.A. Local Government Association –SALGA, 2006). SALGA, as well as the National and Provincial Ministries of Traditional Affairs and Local Government are aware that there are a number of serious priorities that the municipalities need to undertake as well as responsibilities that need to be fulfilled so that effective service delivery can become a reality.

The new democratic government and its advisers attempted to create linkages between local governance and rural development in South Africa. Local government was in fact visualized as a first major step to a continuous decentralisation, that would ultimately boost rural development as a strategy to create jobs and assist development and growth in historically disadvantaged areas ravaged by apartheid.

Thus the White Paper on Reconstruction and Development (1994), provided a preliminary, yet vague framework for promoting economic and social development, especially in the rural areas where local government was a very crucial foundation for the implementation of the Reconstruction and Development Programme (RDP). This was to be based on the activation and participation of rural populations, the creation of local development forums, groups of youth, women and the disabled and the like. Just before the introduction of the Growth Employment and Redistribution (GEAR) in 1996, the National Rural Development Strategy (1995) was introduced, which dealt with a number of important issues, but was seriously weak on issues of implementation, traditional leadership, layers of leadership, economic and financial priorities and the like.

GEAR, an economic and social programme deemed to be based on neo-liberal principles and bases will be examined in the context of this thesis, but it needs to be said that the White Paper on Local Government (1998) was the basis of the municipalities acts that followed in 1999 and 2000. The Paper, as well as the subsequent Acts stressed the growth and development role of local government, which was to be led by the Integrated Development Planning (IDP), a community based and led system of local governance that aspired to be a pioneering integrated development system in the continent and the world (Houston, et al, 2001:210-212).

However, it needs to be said that IDPs and other such sophisticated and people-friendly programmes need to be implemented in a mature and efficient way. This requires a skilled, knowledgeable and capable staff component. Research undertaken by Resolve Skills Works (2003) and Leslie Powell and Associates (2004) has shown that the skills and knowledge level of many municipalities in the country, both urban and rural, are low, hence the service delivery levels within communities remain at low levels.

## **2.2 Water Supply**

As a result of the homeland system which fragmented South Africa, no national institution was responsible for ensuring equitable and sustainable access to water supply or sanitation services, and no structured national legislation existed regulating the provision of these services for South Africa as a whole. Water supply and sanitation services were dealt with in a fragmented and inconsistent manner in provincial ordinances. Rural water supply and sanitation was the responsibility of those homeland governments (Hemson, 2005).

The new government streamlined the provision of water through the promulgation of a number of laws such as the White Paper on Water Services (2002), the water services Act (1997), the National Water Act (1998) as well as clauses in the seminal municipal Acts (i.e. the Municipal Systems Act of 2000, the Municipal Structures Act of 1998, and the White Paper on Municipal Service Partnerships of 2000) amongst others.

In addition the Department of Water Affairs and Forestry (DWA 2003) developed the Strategic Framework for Water Services in order to streamline the approach and implementation of water service delivery and provision throughout the country. The primary aim of this strategy was to provide to all people living in the country with access to clean, drinkable, safe and affordable water supply and sanitation.

The Madlebe area, which was part of KwaZulu before 1994, is a good example of how rural areas (in the homelands) suffered due to the shortage of clean water. Water service in Madlebe prior to 1994 amounted to no more than the occasional borehole and nine communal taps. Unpurified water sources such as the Lower Umfolozi and Empangeni Rivers, nearby streams, and rainwater during the rainy season became the traditional water supply (Umgeni Water, 2005; Pape, et. al., 2002).

The situation at Madlebe was much better than that of Siphofu regarding the supply of water prior to 1994 because the Siphofu community did not have even a single communal



tap. Even today the Siphofu community does not have access to clean water. However, the Siphofu community has been promised that the supply of piped water is in the pipeline. As stated earlier, most of the residents at Siphofu are unemployed and one wonders how these people will pay for water.

In 1994, around 14 million people did not have access to safe drinking water and some 21 million people did not have access to a basic level of sanitation. These were people, mainly in rural areas, who had to fetch their water from distant rivers, springs or if they were lucky from distant wells and boreholes. Women and children were condemned to fetch water, often in very dangerous circumstances. Many faced the daily terror of fetching water from crocodile infested rivers (Development Update, 1995).

Most of the rural areas were neglected when it came to the provision of water and sanitation service before 1994. 80,2% of the population of Ugu District Municipality, 75,4% of the population of uThukela Municipality, 87,4% of the population uThungulu Municipality and 86,5% of the population of Zululand was without adequate water supply whereas only 0,3% of the population of Durban Metro was without adequate water supply by 1994. According to the Inkosi in the area of Siphofu who was interviewed in the context of the study, the people in the area under investigation without water and sanitation are more than 80%, and he as well as the interviewees and the members of the focus groups described the situation as very disturbing, especially in the deep rural areas. Regarding sanitation services, 82,9% of the population of Ugu District Municipality, 87,5% of the population of uThukela Municipality and 64,1% of the population of uThungulu Municipality were without adequate sanitation, whereas only 5,6% of the population of Durban Metro was without adequate sanitation. The above statistics clearly show that the government of that time or period neglected the needs of the rural communities ([www.salga.org.za](http://www.salga.org.za)).

The first democratically elected Government of National Unity (1994) promised that it was going to improve the lives of all the citizens of this country. The challenge that the government faced was to redress the imbalances caused by the apartheid regime. A very important step that the Government of National Unity took was the creation of democratically elected local governments (RSA Interim Constitution, 1993). These local governments would provide a wide range of services to the communities. It is also important to state that the creation of local governments did not mean that the provincial and national governments would not have a role to play in the provision of services in the communities.

In 1994, some 30% of South Africans lacked access to a safe supply of water near their homes, that had been reduced to 20% as at February 1999 after three million people had benefited from the government's water supply programme (State of the Nation Address, 5 February 1999). As at September 1997, 1,020 water supply projects had been identified, were under way or had been completed. These would provide some 8,9 million people with access to water supply and 100 000 to adequate sanitation. By the end of October 1997 the water supply programme had provided water supply and sanitation to about 1, 2 million people (State of the Nation Address, 2005).

The problem with these statistics is that it is not clear whether the recipients of these services are in urban areas or in rural areas or both.

In 2004, the Department of Water Affairs and Forestry reached the milestone of 10 million people who had no water before 1994 with access to clean water. This is seen as a remarkable achievement. Indeed South Africa has more than achieved the rate of delivery required to meet the millennium declaration set by the Heads of State at the United Nations in 2000. At that meeting President, Thabo Mbeki, together with 100 other Heads of State, committed to halving the number of people lacking safe water in the world by 2015. At the

present rate of delivery, the Department of Water Affairs and Forestry hopes to eradicate the backlog of water infrastructure by 2008 and sanitation by 2010 (DWAF, 2004).

This achievement in the first ten years of democracy has not just been about meeting international targets. It has been about creating a better life for all, especially for the rural disadvantaged. It has had a profound impact on the lives of women and children in rural areas. In providing water to rural households, the Department of Water Affairs and Forestry successfully managed to liberate innumerable women and children from the drudgery and labour of fetching water over long distance. It has ensured that children attend school rather than being the carriers of water, and has begun reducing illness from water borne diseases. Despite this success, there are still some five million people obtaining water from rivers and springs and some 16 million people without adequate sanitation facilities ([www.salga.org.za](http://www.salga.org.za)).

The Department of Water Affairs and Forestry's pro-poor policy of Free Basic Water has been a realization by Government that there are many South Africans that cannot afford to pay for services so essential for health and basic needs. Thus the policy ensures that when implemented by Local Government, households are entitled to up to 6 000 litres of clean water every month at no cost. Free Basic Water is one of the government's commitments to fight poverty. Already about 31,2 million South Africans (67%) now have access to an allocation of this Free Basic Water, while basic sanitation infrastructure has been provided to over 1,8 million households (RSA Portfolio- Municipalities in South Africa, 2005; DWAF, 2003-2004).

Although the Department of Water Affairs and Forestry is proud of its success, it is disturbing that 5 million people do not have access to clean water. It is sad that this backlog is almost exclusively in rural areas. The provision of water service is very unequal in this country. 30% of the households in KwaZulu-Natal do not have access to clean water (SABC News, 20 September 2005). Most of these communities are in the rural areas. The

richer part of the population generally enjoys relatively high standards of services, while many people, especially rural women and the majority of blacks, lack the basic ones (Mantzaris, 2006a). The same can be said about the provision of sanitation facilities. A total of 16 million people are without adequate sanitation facilities. Most of these people are in rural areas. If the above statistics are a true reflection of the provision of water and sanitation services, one can breathe a sigh of relief because it can be an indication that something is being done to provide the people with basic needs. However the question of backlogs remains unresolved ([www.salga.org.za](http://www.salga.org.za)).

Dissatisfaction expressed by residents in some parts of the country regarding lack of service delivery, has forced the National Government to put aside a large sum of money to help the municipalities that are struggling to deliver services. The National Government has also tasked certain Cabinet Ministers to work hand in hand with Provincial Governments in ensuring that the struggling municipalities deliver the services to the residents. It is hoped that this effort of the National Government will help in enhancing provision of basic services such as water, sanitation and electricity especially in rural areas. The same is true in regard to the KwaZulu Natal Provincial Government (State of the Nation Address, 2005; State of the Province Address (KZN), 2005).

### **2.3 Electricity**

In 1994, less than 40% of South African households had electricity (State of the Nation Address, 5 February 1999). Most of the families that did not have access to electricity before 1994 were Africans. Even in the townships some of the households did not have electricity because they could not afford to pay for it. The situation was much better in the townships as compared to rural areas regarding accessibility to electricity. Rural people relied on wood and paraffin as sources of fuel and women had to walk long distances to fetch wood from the bushes. Families in the townships that could not afford to

pay for electricity relied on paraffin, which was expensive. The new democratically elected government was faced with the task of ensuring that all South Africans, regardless of race, had access to electricity.

Since 1991, Eskom embarked on a major electrification programme with a commitment to electrify 1,750,000 homes between 1994 and 1999, approximately 300,000 homes per annum (Khosa, 2000; Mantzaris, 2006a). By December 1997 Eskom had electrified 1 million 148 thousand homes and again was on track to meet its obligations. With more than 400 thousand electricity connections in 1997 alone, South Africa reached a 58% electrification level so millions can have light (State of the Nation Address, 6 February 1998). Despite the achievements made in electrifying homes in urban centres there is still a significant backlog, particularly in rural areas, where 51% of households do not have access to electricity (RSA Portfolio-Municipalities in South Africa, 2005).

The KwaZulu Department of Local Government and Traditional Affairs Minister, Mike Mabuyakhulu, has said that almost half of the people in KwaZulu-Natal did not have access to electricity. It is not acceptable that in 22 of the province's 51 municipalities, less than half of the households had access to electricity, and in areas such as Nkandla, Msinga and Jozini, only 12% had access. Although local governments are, by law, responsible for basic service delivery such as water, sanitation and electricity, many have not been able to provide free basic services to indigent people in their area. This includes 50kW of electricity to poor households. However, this is not happening. (Sunday Tribune, 28 August 2005).

It will be unfair to blame local governments for the backlogs in the electrification of homes in rural areas. As stated earlier, there was no service delivery at all in some of the rural areas before 1994, due to the legacy of separate development, while on the other hand, urban areas where the majority of the settler population lived, were developed. The same is true of areas where white farmers produced, both in KwaZulu Natal and nationally.

Due to these historical legacies, the truth is that most of the people in rural areas live below the breadline. People in rural areas do not pay rates whereas in urban areas most of the households contribute to the coffers of the local governments through the payment of rates. This makes it easy for urban local governments to provide basic services to the communities whereas the rural local governments have limited revenue (Mantzaris, 2006).

The provision of electricity has been noted in both official and independent circles to be one of the most successful achievements since 1994 (Khosa, 2000). It is difficult to agree with this statement if one thinks about provinces such as KwaZulu-Natal, Eastern Cape and Limpopo. How can one agree with the above statements if half of the population in KwaZulu-Natal does not have access to electricity after a decade of freedom and democracy? The government's social sector programme for the coming year (2006) will include the intensification of the programmes identified last year, to meet its long-term objectives such as the provision of electricity for all by 2012 (State of the Nation Address, 14 February 2005).

As stated above, there is a serious problem of an unacceptably high rate of unemployment in this country. It is estimated that 40% of the population is jobless (Ilanga langeSonto, 20 November 2005). Most of these people are in rural areas. This is also true of Siphofu. There are households in that area where you find that no one is working and one wonders what will happen when they are provided with electricity. This concern stems from the implementation of the policy of cost recovery for basic municipal services in South Africa. According to McDonald (2002), cost recovery refers to the practice of charging consumers the full (or nearly full) cost of providing services such as water and electricity. The question that arises is where will the poor (unemployed) people find the resources to pay for services such as electricity. There are situations where you find that homes that have electricity do not use it because they cannot afford to pay for it.



Photograph of women carrying wood taken by the researcher. This shows that there is no electricity and the residents still use wood as the source of energy.

## **2.4 Housing**

The Apartheid Government built townships for Blacks on the outskirts of towns and cities, so that it could be easy for mines and industries to use the surplus labour available there. No houses were built in rural areas. Some people argue that the Government could not build houses in rural areas because land belongs to Amakhosi (traditional leaders). There are people who dismiss this argument saying “Presidents” or Chief Ministers and Ministers in most of the Bantustan (homeland) Governments were Amakhosi. The question that arises is: Why did the Bantustan Governments (whose leaders were Amakhosi) not build houses for poor people? The question of the land that belongs to Amakhosi had nothing to do with the lack of housing delivery during the period of Bantustan system. Poverty in rural areas forced people to flock to towns with the hope that they would get jobs and this resulted in informal settlements on the outskirts of towns and cities. The Government did nothing to build houses for communities. The conditions in which they were living were appalling. Even today people are flocking to towns and cities from rural areas and something must be done to stop this exodus. The Government, in collaboration with the private sector, must encourage rural communities to use land by farming. This can be achieved if the Government, together with the private sector, can help rural communities

with finance so that it can be easy for them to acquire the equipment and training necessary for farming (Ndlovu 2006).

During the 1994 election campaign, the ANC promised to deliver one million houses in five years (Khosa, 2000). By July 1998, almost half (596,059) of the promised one million low cost houses were completed (Development Update, 1998).

Although the Government failed to attain its target of 1 million houses in five years, the fact that the Government had started to provide houses for the poor and homeless, gave hope to millions of the homeless people that they would get houses.

One and a half million South Africans had a permanent roof over their heads (subsidized low cost houses) in February 1998. In consultation with some banks, the Government cleared hundreds of so-called redlined areas; ensured over 60 thousand loans at the upper end of the subsidy market; many constructors were registered; monitoring of quality and the capacity of provinces were enhanced. In addition to issues of quality, questions are being posed regarding the size and quality of houses built. Whatever the difficulties and initial delays in the first five years, the Government seemed to be on course to ensure that, in the end, there shall be housing and security for all (State of the Nation Address, 6 February 1998).

There has been a corresponding increase in the number of people owning their own homes. Rural households are more likely to own their dwelling compared with their urban counterparts. The government built 1, 3 million homes in a period of seven years and sold 500 000 state owned properties. Eight million people (20% of the population) had been housed (Development Update, 2002).

It is commendable that the government had built 1, 3 million houses by 2002. Most of these houses were built on the outskirts of the towns and cities to clear them of slum areas. Even today, there are very few low cost houses that are being built in rural areas. It



looks like rural people are being neglected or perhaps the government decided to start with urban areas.

According to the State of the Nation address (14 February 2005), since 1994, close to 2 million housing subsidies have been allocated to the poor, the beneficiaries being mostly Africans in informal settlements, Coloureds in Western Cape and Northern Cape and few Indians near Chatsworth. The government should be commended for the good work done regarding housing delivery. However, housing delivery should be speeded up in rural areas because that is where the backlog is. There is hope that all the people of South Africa will have houses soon. Housing Minister, Lindiwe Sisulu told the delegates at a housing indaba that the government's target was to increase housing delivery by 12% a year (The Daily News, 23 September 2005). What should the government do now is to ensure that these low-cost houses are of an acceptable quality.

It is disturbing that there is a massive 2.4 million housing backlog in this country (Sunday Tribune, 25 September 2005). Much has been said about housing delivery above and it is important to state that one of the stumbling blocks regarding such delivery in rural areas is the fact that land in rural areas still belongs to Amakhosi. This makes it difficult for the Government to build houses on land that is not state property. The same can be said about people who live on farms. The Government cannot build houses for people on farms since these belong to private owners (farmers). It is for this reason that this study will not focus on housing delivery although it is one of the most important services that should be given to poor people.

## **2.5 Health care**

The denial of adequate health care to the majority of South Africans was one of the most inhuman aspects of the apartheid systems (Mantzaris, 2006). Very few rural

communities had clinics. Rural people had to walk long distances to get medical help. Imagine a person who is seriously ill, walking a long distance. The apartheid government did not regard poor rural blacks as human beings. Even in the townships, there was a shortage of clinics.

Since 1994 the government has spent enormous resources and energy to extend health care to those that were disenfranchised prior to 1994. During 1997, 204 new clinics were built, 364 new and existing clinics had residential units added to them, 38 existing clinics were upgraded and 53 mobile clinics were purchased. The total monetary value of the programme from September 1995 through to January 1999 is R743 195 146. This is made up of R258 816 491 from the RDP fund and R415 501 936 from provincial capital funds. On average, four new clinics were completed each week. Expenditure on this programme in 1997 amounted to R313 586 172 (Department of Health, 1998).

The Department of Health made accessibility to health services easy by introducing free health care for children and pregnant women in 1994. As from 1996, all South African citizens received free Primary Health Care (PHC). The Department of Health created the District Health System (DHS), which would be responsible for the delivery of health care services in the country. 180 districts had already been demarcated by 1997 (Department of Health, 1997).

The government continues with its campaigns to reduce non-communicable and communicable diseases as well as non-natural causes of death through the promotion of healthy life-styles and increased focus on TB, AIDS, Malaria, cholera and other water-borne diseases, and generally increasing the standard of living of the poorest among the citizens of this country (State of the Nation Address, 14 February 2005). Regarding this campaign to promote healthy life-styles, Dr Manto Shabalala-Msimang (the Minister of the Department of Health) addressed KwaMashu residents at Prince Magogo Stadium and the attendance was good. However, it should be pointed out that one of the reasons why most

of the people do not live healthy life-styles is poverty. A person who is poor, who does not have food to give his/her children, will give them anything that is available and it is also difficult for starving people to exercise because they are very weak to do so (Mantzaris, 2006a).

It is also true that Provincial Governments have done a good job by building and renovating clinics throughout the country. It is also true that primary health care services are free of charge to all South Africans even in rural areas like Siphofu. However there is usually a shortage of the personnel and medicine in most of these clinics. It is sad to see a patient being told to go back home having not being given medicine. In most instances patients are told to collect medicine after days. It does not help to have beautiful clinics and hospitals only to find that patients go back home having not being helped. A large number of medical personnel leave this country to look for green pastures overseas. Although the government is trying to do something about this exodus, it looks like the government needs to have another strategy because, especially nurses, leave in droves. Rural communities become the victims of this exodus.

One other issue is the problem of HIV/AIDS. The government promised to provide those who are HIV positive and pregnant women who are HIV positive with Anti-Retroviral drugs, but the TAC (Treatment Action Campaign) is accusing the government of dragging its feet regarding the provision of these drugs. It claims that only a small number of people with HIV/AIDS have access to these drugs. Still on HIV/AIDS pandemic, people who wish to go for a blood test can now visit any clinic. Blood tests are done free of charge at the clinics. The Department of Health should be commended for that. ([www.iol.co.za/documents/HIV/AIDS.html](http://www.iol.co.za/documents/HIV/AIDS.html)).

The government should be commended for building new clinics in rural areas such as Siphofu but it should ensure that these clinics are helpful because it does not help to have beautiful buildings only to find that there is a serious shortage of medicine in the

establishment. There are clinics that do not have doctors. Each clinic should have a doctor who is available everyday. This can help communities whose members travel long distances if they wish to visit hospitals with the aim of having medical assistance. There are clinics in Siphofu indeed, as there are clinics in many rural areas where they did not exist before. The important issue is, however, that these clinics need to be functional, to help the people who are sick, and not to be standing there as empty shells in the middle of the rural areas.

These realities, especially in terms of basic service provisions, are evident in Ugu's District Municipality Budget, which every year is scrutinized by the Auditor-General in terms of the Municipal Finance Management Act. The 2005-2006 Budget mentioned several infrastructural initiatives such as water reticulation and sanitation delivery, but is silent on health for this specific budget period. It needs to be said that the Ugu District Municipality has been described as a "high capacity" entity in official documents of the Department of Local Government and Traditional Affairs in KwaZulu Natal (Mayubakhulu, 2006).

## **2.6 Education**

The apartheid government introduced Bantu Education Act in 1953. This Act gave the Minister of Native Affairs control over all black schools. Verwoerd once stated that there was no need for Black people to be trained for professions not open to them but reserved for the White people (Mathibela 2005). Black children were being given inferior education so that they would be subordinated. The apartheid government built schools (for Black children) in the townships only. Poor parents in rural areas had to build schools for their children from their pockets. Even the schools in the townships did not have the facilities required for the provision of solid education. In some of the rural areas, schools

were built of mud and even today there are schools in certain poor rural areas where schools are built this way. Siphofu is one of those rural areas where parents had to use their own money to build schools. Some of the children were being taught under the trees and these children were not being taught when it was raining or cold. A big number of children left school at primary school level and also quite a big number of school going age children never attended school because they came from poor families that could not afford school fees and money for stationery and textbooks. The apartheid government used to take decisions without consulting parents, like in 1975 when the Department of Education decided to make it compulsory for some of the subjects to be taught in Afrikaans in all secondary schools in the Transvaal. Both parents and students were against this decision but the government was not prepared to investigate their grievances. This led to the outbreak of Soweto Uprisings that left many students dead ( Muller, 1981).

Even when it came to subsidies for students, there was a big difference between the amount of money given to other races and the amount given to Blacks students. As stated above, the apartheid government did not want Black students to do well in their studies hence poor matric results in schools for Blacks.

In 1994, just prior to the election of an African National Congress (ANC)-led Government of National Unity (GNU) in South Africa, the ANC articulated the following vision for the governance of the future education and training system: Governance at all levels of the integrated national system of education and training will maximize democratic participation of stakeholders, including the broader community and will be oriented towards equity, efficiency, accountability and the sharing of responsibility. Over the next few years this vision of governance became the focal point of a set of policies aimed to transform an education system characterized by inequalities in resource allocation according to race, class and geographical area. This particular view of governance, as democratic participation reflected a fundamental concern to enhance the legitimacy and

quality of an increasingly, decentralized education system (Department of Education, 2005:3).

Regarding the provision of equal resources to all learners, it looks like there is still a long way to go. The government has increased funds allocated to the previously disadvantaged schools with the aim of improving the resources. These funds are insufficient because the backlog is huge. Before 1994, the quality of education received by learners was being determined by their race, but now things have changed, the quality of education received by learners is determined by the financial standing of their parents. The schools that have the best resources charge high school fees. Only children from rich families attend these schools. If the Government wishes to ensure that all children, regardless of their families' financial standing, receive equal and high quality education, it must regulate school fees in all the public schools and ensure that the standard of teaching is improved through a well planned educator development programme.

The government has spent R1-billion on the construction or renovation of 10 000 classrooms and many children have benefited from this programme. All public schools are now open to all children and the higher education assistance scheme is reaching more students. The government expressed its disappointment about the late supply of textbooks to schools, but expressed its satisfaction about the improving matric results on several occasions. (State of the Nation Address 5 February 1999, 2002, 2003, 2005).

It is encouraging that the government has built 10 000 classrooms for the disadvantaged communities in 5 years. This is an indication that the government is serious if it says it wants to make sure that there are no children studying under trees or in dilapidated buildings. The problem regarding the building of classrooms or new schools is that it looks like there are areas, especially rural areas that are being neglected in some of the areas in KwaZulu-Natal, Eastern Cape and Limpopo. Maybe the problem lies with the governments of these provinces.

The government promised that in the financial year 2004/2005, it would recapitalize all the technical colleges and intermediate training institutions, ensuring that they have the necessary infrastructure capacity and programmes relevant to the needs of the economy of this country. The government also promised that by the end of 2004/2005 financial year, there would be no learner and student learning under a tree, mud-school or any dangerous conditions that expose learners and teachers to the elements. It also promised that by the end of 2004/2005 financial year, all schools would have access to clean water and sanitation (State of the Nation Address, 21 May 2004).

Regarding the above promises, the government has failed to attain its target of building new schools and adding new classrooms for all children since there are still learners who learn under trees in certain areas in rural areas. Regarding provision of clean water and sanitation to all schools, the government has again failed to attain its target since there are many schools that do not have access to clean water and sanitation in rural areas like Siphofu (Mantzaris, 2005). The fact that Siphofu community does not have access to clean water and sanitation makes it impossible for the schools in the area to have access to clean water and sanitation. It is not clear whether it is the Provincial Governments or the National Government that is struggling to build new schools.

Before 1994, there was no Early Childhood Development programme in place for black children. There was no pre-school education for black children. The government has come up with Early Childhood Development programme for all children. Teachers have been trained and some are being trained to teach children in Grade- R. Grade-R is very important because it prepares children for the Foundation Phase. Earlier on in this chapter, it was stated that illiteracy rate is high in this country. The government before 1994 did not have a well-designed programme for fighting illiteracy. Today the government has a well-designed programme in its fight against illiteracy. The Adult Basic Education and Training programme has reached more people than was originally planned. There are many Adult

Basic Education and Training centres all over the country, even in rural areas like Siphofu(State of the Nation Address, 5 February 1999)..

The government introduced the school nutrition programme in primary schools in poor communities and this programme has led to the increase of children attending primary schools in rural areas such as Siphofu. The government intends extending this programme to secondary schools in 2007. The number of learners doing science subjects is growing even in rural areas like Siphofu. Although there are backlogs regarding provision of quality education, especially in rural areas, there is hope that the government will reach its target in the near future. What makes this government different from the apartheid government is that it has policies in place that are designed to improve the quality of education.

## **2.7. Social Welfare**

The apartheid government treated Blacks as second class beings. There was a great disparity in old age pensions among races before 1994. Black Africans received the lowest pensions. It was not easy for Blacks to get their old-age pensions and they used to wait for long periods before they received them. There was a large number of Blacks waiting for their pensions by 1994.

The government succeeded in ensuring that all pensioners receive equal pensions. The problem is that many people in rural areas like Siphofu have very limited access to the services of the Department of Social Welfare. Pensions are still difficult to get and barriers include ID card problems, lack of documentation of age of individuals, problems in cashing pension cheques, delays in obtaining a pension, non-payment of the pension even after it has been awarded (Mantzaris, 2005; May, 1997).

In improving the quality of life of all the people, the government needs to ensure that social grants reach all the 7, 7 million beneficiaries. The government will add



approximately 3, 2 million children who will be eligible for child support grants as the upper age-limit is raised to children turning 14. R166 billion will be allocated over three years for social security (State of the Nation Address, 21 May 2004).

The above information indicates the seriousness of the government in its fight against poverty. The government is also improving its fight against corruption in the Department of Social Welfare. It is also trying its level best to tackle the problem that makes it difficult for the people, especially in rural areas like Siphofu, to receive their pensions. The HIV/AIDS pandemic has left many children without parents. It is encouraging to see the government awarding child support grants to these children. However, it is important that the government do something in rural areas like Siphofu to make accessibility to the services of the Department of Social Welfare easier (Department of Social Development, 2005).

## **2.8 Telecommunications**

In 1994 approximately a quarter of homes in South Africa had telephones (State of the Nation Address, 5 February 1999). Very few homes had telephones in rural areas. Even those homes, in some of the rural areas, that had telephones, could not afford to pay for their use.

1,3 million homes had been linked to the telephone by February 1999 and that increased the number of homes that had telephones to 35% (State of the Nation address, 2000). Even today, most of the homes in rural areas do not have telephones. Even if they had telephones, it could be very difficult or impossible for them to pay for the use of these telephones because the rates are very high and quite a large number of people in the rural areas are unemployed.

The government has taken bold steps to liberalize the telecommunications industry. It believes that the unacceptable situation in which some of the fixed line rates are 10 times

those of developed countries will soon become a thing of the past. The government also hopes that the delays in setting up the Second National Operator arising from legal processes will be resolved as soon as possible (State of the Nation Address, 11 February 2005).

It is hoped that the competition between Telkom and the Second National Operator will lead to the decrease of rates which will make it easy for the poor people, especially in rural areas like Siphofu to afford. There are telephone cables throughout Siphofu but most of the homes do not have telephones and the reason is that most of them are unemployed and as a result they cannot afford to pay for the use of telephone.

Regarding cellphones, there is a problem of reception in some of the rural areas. There is no Vodacom tower at or near Siphofu. Vodacom and Cell C subscribers have a problem of reception at Siphofu and surrounding areas. Fortunately for MTN subscribers, MTN has recently erected a tower at Siphofu. As stated above, most of the people in rural areas like Siphofu, rely on pensions and other grants and they cannot afford to buy cellphones.

There is a serious problem of poverty in rural areas that makes it difficult for the communities in these areas to have telephones or cellphones because they cannot afford to pay for their use, as they are not cheap. This is a specific reality in Siphofu, where in fact the inhabitants are very poor to have even the cheapest cellular phone. This reality contradicts recent research undertaken by Mantzaris (2006). Telkom is doing a good job by supplying public telephones in both urban and rural areas although there are rural areas that do not have public telephones. The government is doing a good job in ensuring that there is telephone communication throughout the country. However, the government should ensure that there are public phones in all rural areas.



Photograph of cell phone tower taken by the researcher at Siphofu.

## **2.9 Road Infrastructure**

There was a serious problem of roads in rural areas before 1994. There were no roads at all in some of the rural areas. There were few fortunate rural areas that had tarred main roads, but most of the rural areas, like Siphofu, had gravel main roads that were in a terrible condition. There used to be no transport whenever it was raining because these roads were muddy and slippery and caused a lot of problems for the residents.

The Department of Transport in KwaZulu-Natal implemented a programme called Vukuzakhe programme as part of the “Roads for Rural Development Programme” in 1994. The programme encouraged local people, especially women in rural areas, to be involved in the road construction industry in their areas. The Vukuzakhe programme has grown from labour contracts to fully-fledged roads and bridge construction projects. (KZN Dept. of Transport, 2005).

Quite a big number of roads have been constructed in rural areas in KwaZulu-Natal through Vukuzakhe programme (KZN Department of Transport, 2005). Other provinces have their own programmes. However, the progress, regarding the construction of roads in the rural areas, in the whole country, is very slow. There are places where one finds that

people put their lives in danger by crossing rivers that do not have bridges. The government needs to speed up the construction of roads in rural areas like Siphofu. The condition of the main road at Siphofu is terrible. It is a different story in urban areas where you find that most of the roads are tarred and are in good condition.



Photograph of road taken at Siphofu by the researcher.

## **2.10 Conclusion**

During President Thabo Mbeki's campaign in the run up to 2004 general election, many people complained about poor service delivery by their municipalities. Protests over poor service delivery in the country are threatening to cause chaos. This is an indication that people in certain areas, especially informal settlements, townships and rural areas are not happy about service delivery by local government. It is therefore very important that a study of this nature be conducted with the aim of getting into the root of the problems.

It can be said that despite the fact that there have been protests and even ruptures in urban areas as the result of lack of service delivery, this is not the case in deep rural areas such as Siphofu. The reasons for such realities will hopefully become evident in the process of the study.

## **CHAPTER 3**

### **CHALLENGES AND OBSTACLES FACING SERVICE DELIVERY**

#### **3.1 Introduction**

Contrary to the government's claims that it has programmes whose aim is to enhance service delivery, people in most areas are vehemently expressing their dissatisfaction about the state of service delivery through protests. At least the government has conceded that it is failing to meet its targets in the delivery of some of the services. However it can be unfair to claim that the government has not delivered, but the problem is the 'snail pace' at which changes are occurring. In assessing the state of local government in 2005, as is the case in any comparable aspect of public life, there are some amazing successes, but equally stunning failures as municipalities grapple with a multiplicity of challenges (RSA Portfolio-Municipalities in South Africa, 2005).

This chapter will, therefore, focus on the challenges and obstacles that impact negatively on service delivery. Since the focus of this study is on service delivery at Siphofu, the focus will be on challenges and obstacles affecting specifically Ugu District Municipality and the researcher will refer to other rural local government entities in comparative terms.

#### **3.2 Lack of Differentiation among Local Governments**

Both comprehensive and limited decentralization programmes tend to treat all local governments (or classes-, large urban, small urban, rural, etc.) as if they were similar in capacity and needs. In fact, there are often serious differences among local governments, even those of a particular type. Devolving too many new responsibilities to weak local governments invites failure. Providing heavy technical assistance to capable local

governments that is not needed, is a waste of resources. The “all- local-government- are- more-or-less-the same” problem is manifested in highly standardized decentralization reform programme that have similar expectations of all or most local governments and tend to define performance very rigidly in terms of following specific technocratic steps. The circumstances, under which local government managers and staff are functioning, however, may differ widely among jurisdictions. Rigid standardization may prevent them from achieving target objectives rather than helping them do so. (Mantzaris, 2005:36; Smoke, 2000:2).

It is true that local governments here in South Africa are not similar in capacity and needs.

During the apartheid era, the government did not provide rural communities with clean water or electricity, as it did in most of the urban areas. Rural communities relied on the river system as the only source of water. Water from rivers is not clean and that is why, according to Inkosi Shinga of Siphofu, there was an outbreak of cholera in the area during the 1990s. Rural local governments, therefore, have a mammoth task of providing their communities with clean water. It must be born in mind that houses are scattered throughout rural areas and some of them are built on the hills. It is very difficult to reach some of these houses since there is no proper road infrastructure in most of these areas.

There is a serious problem of shortage of technical expertise among the staff in municipalities situated in rural areas. This problem is a result of the inferior education provided historically to African people. It is therefore not acceptable for the government to treat all local governments as if they are similar in capacity and need.

Lack of capacity especially in the rural areas has been mentioned as one of the stumbling blocks of the ‘better life for all’. It is incumbent upon the central government to capacitate civil servants and communities across the rural spectrum to be able to venture where government has failed. The problem of capacity is not unique to the rural areas; even

the urban local governments suffer from the ‘poor capacity syndrome’ that has sparked the recent urban unrest. A thorough assessment of capacity levels and the strengths of all local governments can lay a foundation for a better strategic intervention in the future (KwaZulu Natal Budget Votes, 2002-2003, 2004-2005).

The incapacity of human resources directly affects the capacity of government to implement its development programmes at local level. Lack of capacity is the greatest risk to municipal service provision over the medium term, and municipal human resources need to be improved (RSA Portfolio-Municipalities in South Africa, 2005). Many local municipalities have a serious problem when it comes to acquiring and retaining the skills of professionals, senior management and technicians. Priority skills that have been identified in this regard include the areas of management, technical skills, communication, ITC and financial management (ASGISA Founding Document, [www.polity.gov.za](http://www.polity.gov.za)). Geraldine Fraser-Moleketi, South Africa’s Minister of Public Service and Administration, said that government as a whole is experiencing certain critical skills shortages, which have the potential to slow down delivery. This also applies to local government. In a parliament briefing in February, 2005, she said:

“Human resource capability of municipalities directly and most visibly affects the capacity of government to implement its development programmes at a local level. Local government has critical problems in acquiring and retaining skills of professionals, senior management and technicians” (RSA Portfolio Municipalities in South Africa, 2005).

Fraser-Moleketi was referring to both urban and rural local governments. Human resource capability is one of the areas that need attention in the Ugu District Municipality. It is pleasing to discover that the Municipality has a programme in place that will focus on skills development (Ugu District Municipality IDP, 2004-5).

The capacity discourse is further exacerbated by the existence of two structures in rural local governments (democratically elected councillors and hereditary appointed traditional leaders). The two factions' role can be described as confusing for some people, as well as analysts in the sense that the latter has more power bestowed on them by tradition, customs and history and the elected councillors by democracy. As a result, conservative strata of the population see traditional leaders as their only legitimate leaders and other sections of the population support the councillors. The tension created makes it very difficult for the elected councillors to function effectively since they are also the subjects of the traditional leaders. Amakhosi are ex-officio members in rural local governments. In an interview with Inkosi Shinga of Siphofu, it was mentioned that councillors do not accept their (Amakhosi's) input in municipality meetings. He went on to explain that they, as Amakhosi, held regular Izimbizos (Traditional meetings) with their subjects, where the affairs of a clan were discussed. That is where concerns are usually raised regarding issues such as service delivery. The Amakhosi then take these concerns to the councils, only to find that the councillors feel that these concerns do not come from the people, but from the Amakhosi themselves with the aim of influencing the population to see the councillors as failures (Mathibela, 2005).

The above information clearly indicates that there are serious differences among local governments. The challenges facing urban and rural local governments are not similar. It therefore creates problems if different local governments are treated as if they were similar in all aspects.

### **3.3 Financial Muscle**

The Constitution has given local government entities significantly more responsibility and functions than was previously the case. If municipalities do not have



sufficient resources, however, they cannot perform their constitutional duties. Compared to provinces, local governments have a substantial tax base, major revenue sources being property rates, electricity, water and sewerage charges and regional services levies. Notwithstanding this, finance is probably the Achilles' heel of the new local government deal (Cameron, 1999).

Unfortunately the situation is different in rural areas. Cameron's analysis basically applies to urban areas only. There are no property rates, sewerage and regional services levies in rural areas. This situation makes it very difficult for the rural local governments to provide services to their communities. There are no property rates, sewerage charges and regional services in these areas. Cameron stated above that although local governments, i.e. urban local governments in this case, have substantial tax base, finance is a serious problem the (urban) local governments are faced with. The question that arises is: if urban local governments, having substantial tax base, still encounter financial problems, what about the rural local governments since they have very limited tax base? It is very difficult for rural local governments to render services due to limited resources. If one looks at the Ugu District Municipality, it can be realized that it is very difficult for the municipality to render services to its population because of limited resources. Ugu's population is 704 028, 16% of which is urban and 84% rural (Ugu District Municipality IDP, 2005).

The fact that 84% of Ugu District Municipality population is rural, makes it very difficult, if not impossible for this municipality to have financial resources that can make it capable of satisfying even some of the needs of its residents.

### **3.4 High Salaries for municipal officials and councillors**

The salaries of municipal councillors and officials in many of the municipalities are very high and infact unacceptable for a country such as South Africa. In the Ntambanana

local municipality, in KwaZulu Natal, for example it has been reported that a municipal manager is earning R500 000 a year, while the municipality allocates only 20c per resident for the delivery of services (Mail & Guardian in South Africa: General thoughts about SA by some among us, 2005, [www.mg.co.za/documents/local\\_government.html](http://www.mg.co.za/documents/local_government.html)).

Another example of a municipality where more money is spent on salaries than on services is the Ezingoleni local municipality in the Ugu District Municipality. It is said that Ezingoleni Local Municipality spent 34% on salaries and only 11% on services. Another example is Indaka local municipality where 40% of the budget is spent on salaries and only 12% is spent on services (Mail & Guardian in South Africa: General thoughts about SA by some among us, 2005, [www.mg.co.za/documents/local\\_government.html](http://www.mg.co.za/documents/local_government.html)).

It is unacceptable that there are municipalities that spend large amounts of money on salaries and very little on services. The worse part of it is that the examples given above are rural local governments. During election campaigns, political parties promise people that they will get everything. People are invited to take part in discussions regarding the IDP's. They are not told that they will not get some of the services because money will be spent on salaries and not on services. This is one of the reasons why there is poor service delivery in some of the local governments.

The Ugu District Municipality is one of the culprits when it comes to the imbalance between money spent on salaries and money spent on services. 29% of the total budget goes to salaries whereas only 9% is allocated to services in the Municipality. It is also said that the municipal manager pockets R714 000 a year, whereas of 161 000 households in Ugu, 155 000 and 79 000 do not have electricity and water respectively (Mail & Guardian in South Africa: General thoughts about SA by some among us, 2005).

It is sad that in a place like Ugu, whose population is predominantly rural and poor, money is not spent on the upliftment of the lives of the poor, but is spent on the enrichment of the already rich elite. If one looks at 29% of the budget that goes to salaries and 9% that

goes to services, one is tempted to believe that Ugu District Municipality is more obsessed with salaries than services. It is high time that something is done about this reality. However, there is always the argument that has been advanced that high salaries to municipal officials are justifiable because talented officials need to be retained so that delivery can be achieved.

### **3.5 Neo-liberalism**

The classic neo-liberal scenario has already fully unfolded in South Africa, not only in terms of the standard set of policies adopted, but, more importantly, in terms of the typical social and economic effects of these policies. It has become a common belief at present that the early critics of GEAR, such as Lehurere (no date ) were justified in their analysis on the structural weaknesses of the GEAR programme that replaced the RDP in 1996 and opened the way for the JIPSA and ASGISA of the present, both led by the country's Vice President. Lehurere's predictions have been empirically substantiated by subsequent work of Marais (1998) and Bond (2000). It has been widely acknowledged that with a few exceptions, GEAR has not done well even by its own objectives and targets (Desai, 2005). It has, for example, not come near its projected economic growth and export growth rates, and "sustained inflows of direct foreign investment, which many predicted or hoped would follow democratic change, have not materialized". Tighter fiscal constraints have generally led to slower delivery of social and physical infrastructure to disadvantaged communities (Desai, 2005).

According to Sikwebu (*Sowetan*, 18 November 1998), in GEAR, the government decided to reduce consumption spending with the hope that in doing that, it would be able to reduce its debt. Sikwebu argues that that step meant that budgets for social services such as education, health and welfare would be ultimately cut. This cut of budgets for social

services will inevitably impact negatively on service delivery especially in rural areas where there are unacceptable backlogs.

Since the introduction of the macro-economic policy, GEAR, in 1996, the poverty level has grown from bad to worse. Where there is some delivery of basic services such as water and electricity, they are no longer affordable to many poor families. This is attributable to the privatization of basic services by the government, which deepens poverty (Mafumadi, 2002 quoted in Mantzaris and Ngcongo, 2004).

Close to 10 million people have had their water cut off for non-payment of service bills, with the same number having experienced electricity cut-off. More than two million people have been evicted from their homes for the same reason. [And although] it is low-income African households that bear the brunt of these service cut-offs; lower middle income families are also being affected (Desai, 2004:14).

Apart from the few who have benefited from economic liberalization- mainly the upper classes of all racial groups, and in particular, the Black political, economic and professional elite who are the primary beneficiaries of affirmative action policies and Black economic empowerment deals- GEAR has had a devastating effect on the lives of millions of poor and low-income families (Mantzaris and Ngcongo, 2004:12).

Although most of the problems mentioned above mainly affect urban areas, it is important to note that rural areas are also affected. A good example is what is happening in areas under the Ilembe District Municipality where you find that there is a serious problem of water cut-offs. Quite a big number of households have had their water cut off. Of course it needs to be said that these cut-offs are a direct result of neo-liberal measures, but they are applicable to areas where water services have been delivered to the people.

Thus, it is clear that neo-liberalism has negative effects on the lives of poor people. It is sad that it has even negatively affected the provision of service delivery. Although it is understandable and acceptable that the government wants to see the economy growing and

that it wants to cut its debt, it is unfortunate that it wants to attain these goals at the expense of the poor by cutting expenditure on services such as education and health care.

### **3.6 Party Politics**

The presence of party politics in local government is something that arouses misgivings, even downright hostility, in some quarters (Gyford, 1976). Although it is inevitable to have such political infighting, the spirit and objectives of BATHO PELE (PEOPLE FIRST) seem to take the back seat.

There is the complaint that channeling candidates through party organizations leaves the choice in the hands of a few active members, discourages the right people from putting their names forward, and encourages the selection of candidates solely on the basis of their record of party loyalty and service. On the council itself, it is claimed, the existence of party groups stifles free discussion and renders council debates meaningless since all decisions are effectively taken at private group and party caucus meetings. In terms of policy making the argument is made that doctrinaire party policies are liable to be adopted regardless of individual local circumstances and flying in the face of technical advice from officers. It is also alleged that parties promote conflict within the local community and that this is harmful and unacceptable (CMLG, 1967, vol. 1:109-110 in Gyford, 1976; Mantzaris, 2005a).

In South Africa, there are communities that are not happy with the way political parties conduct themselves. Rural people are the ones who most of the times, express their dissatisfaction regarding the way political parties operate in the sphere of local government. They are frustrated and angry at the highhanded manner in which politicians of all political persuasions deal with their rural constituencies. It would appear that a lack of consultation with rural people is a common problem. Thus, rural people believe that they have not been

engaged in a process of debate about local structures in the Province (KwaZulu-Natal). They believe that there is an urgent need to depoliticise rural local government and that people should be elected on the basis of the contribution they could make to development, rather than on basis of political party affiliation (Zungu, 1997; Mantzaris, 2005a).

Recently a group of ANC members in Chesterville, near Durban, questioned the selection of the candidates for the forthcoming local government elections by the regional leaders of the ANC. They claimed that the candidates chosen by the regional leaders would fail to deliver. They also claimed that these candidates do not have the qualities of leadership. It is surprising that, in this instance, people were not given an opportunity to elect people they think will lead them (the people) in bringing development in their area ([www.iol.co.za/local/governmentelections/documents.html](http://www.iol.co.za/local/governmentelections/documents.html))

The question that arises is where is democracy if people are not allowed to exercise their political rights through their active political participation and choice of their political leaders. It goes back to what has been discussed above that the political parties sometimes appoint people to high positions not because of their expertise, but because of their loyalty to the party. This is also happening in rural areas and it is not done by the ANC only, other parties like IFP are also culprits.

This has a negative impact on service delivery when you find that these appointed leaders, because of their loyalty to their parties, are failing to deliver to the people that elected them (Mathibela, 2005:25). Viewers have recently witnessed this SABC Sunday talk show where there were ANC and IFP supporters debating the issue of the Abaqulusi Municipality that has recently been dissolved by the KwaZulu-Natal MEC: Local Government & Traditional Affairs, M. Mabuyakhulu. The ANC supporters supported the MEC for dissolving the Municipality and they claimed that this municipality has failed to deliver services. On the other hand the IFP supporters were against the dissolution of the

Municipality. If one looks closely at this, there is no doubt that either of the ANC or IFP is putting itself first at the expense of the poor that need services.

Although political parties sometimes cause problems in local government, there is no democracy if there are no political parties. What needs to be done is to educate the South African nation about the importance of patriotism. Leaders, especially, at local government level must be developed so that they will realize that, as they are in high positions, they occupy these positions to serve all the people, regardless of their affiliation. There is little appreciation of local democracy and seemingly, in many cases, little commitment to building it. Party political loyalties largely override institutional loyalties. The calibre of councillors right across the political spectrum is generally very weak. The quality of political leadership is often non-existent (Mantzaris, 2006a; Cameron, 1999).

### **3.7. Complexity**

The complexity of the system is perhaps beyond smaller, rural local government entities. Some municipalities have interpreted the 'sphere of government' as meaning that local government has complete autonomy from other spheres of government. When the Western Cape was under the NP, some ANC controlled municipalities had refused to provide the NP controlled province with nationally required financial statistics, and in one celebrated case a municipality refused to co-operate with a provincial committee set up to investigate possible irregularities and wanted to negotiate over the composition of the investigating committee and its terms of reference (Marais, 1997 in Cameron, 1999; Ndlovu, 2006:34).

The Nongoma local municipality has experienced the same problem. This municipality is under the control of the IFP and has not submitted financial books for

auditing. It claims that the MEC for Local Government and Traditional Affairs, Mr M. Mabuyakhulu, is harassing them just because they are an IFP led municipality.

The track record of highly autonomous local governments in the Third World has not been particularly encouraging (Cameron, 1999; Mantzaris, 2005a). For example, highly autonomous local government personnel systems led to corruption in Brazil and Kenya (United Nations in Cameroon, 1999). Attempts to empower local government in Nigeria in the 1950s proved too sophisticated (McIntosh, 1966:216 in Cameron, 1999; Mathibela, 2005).

When the KwaZulu Natal provincial government dissolved the Abaqulusi Municipality because of serious financial irregularities, this municipality tried to prevent the provincial government from sending the administrator who had been appointed to administer the municipality. It looks like this municipality feels that it has powers to disobey the laws of the country. This creates problems because such municipalities forget that they are accountable to the people who elected them and they do not care about the needs of people.

### **3.8. Bureaucracy**

Decentralisation initiatives can generally be classified into two basic types. The first type has often been unworkably comprehensive, possesses overwhelming technical capacity at both the central and local level, and has too heavily threatening bureaucratic and political tolerance at the centre. The second type has focused on very specific, limited (often technical), and rigidly defined activities that are not part of a broader decentralisation and intergovernmental fiscal reform agenda. While such limited reforms are often critical to support broader goals and may occasionally serve as a catalyst for



decentralisation, they can rarely take a system very far on their own (Mantzaris 2006a; Smoke, 2000).

Looking at the first type, bureaucracy is a serious problem when it comes to the provision of services. Let us take an example of the situation in this country, where due to apartheid policies and illiteracy, there is an unbelievably high number of people who do not have identity documents. When these citizens apply for identity documents, they have to wait for long periods before they receive them. Even when people apply for pensions or grants, it takes months or even years for their applications to be processed. Bureaucracy, in most cases, is the cause of these delays (Mathibela, 2005; Smoke, 2000).

The local government bureaucracy is directly and indirectly responsible for the lack of service delivery, because the lack of capacity on the part of municipal employees as well as the systems of running the municipal offices in terms of customer care and service excellence do not allow growth and development to take place. Bureaucracy has direct negative effects on the area's development, as there is no alliance or synergy between local and provincial government employees and leadership.

### **3.9. Inaccessibility of councillors**

The accessibility of councillors depends on a number of factors. For example not all councillors live in the wards they represent (Gyford, 1976; Mathibela, 2005). This is exactly the case in some of the wards in KwaZulu Natal and the country in general. There are wards in the townships whose councillors live in suburbs, outside the townships. This is also happening in some of the rural areas. One can find that a councillor whose ward is in a rural area works in town and he/she stays there. This councillor comes back at the end of the month only. It is like the constituents of this councillor do not have a councillor. There

are complaints about councillors who work in towns and come back to their constituents once a month in areas like Vulamehlo, Umzumbe and Umuziwabantu in Ugu area.

It is important to state that it is important that councillors are close to their constituents most of the time. Let us take an example of areas that have a problem of regular power failure. If the councillor does not live in his\her ward, he\she will not feel exactly what his\her constituents are feeling. Helping the residents solve their problems, for an example, helping people to get their pensions, is part of service delivery on the part of councillors.

It is disturbing that some of the councillors do not even convene ward meetings so that the residents will have an opportunity of discussing their problems with them. When these people are asked in some of the wards to tell you who their councilor is, they are ignorant of even his/her name. In the rural areas there is a problem caused by the migratory labour system. Poverty drives rural people to towns. They go to urban areas with the aim of looking for jobs. When they do find jobs, they stay near their workplaces because, in most cases, their homes in rural areas are very far from towns. Most of them stay in informal settlements and municipalities under which those informal settlements are, are forced to provide them with services, including state subsidized low-income houses. Back at home (in rural areas) the very same people have the same services they have in towns. This duplication of services has negative effects on the state fiscal situation (Mantzaris, 2006a).

This is one of the reasons why the National Government always complains about the shortage of funds. Migrant workers somehow contribute in the economic development in towns where they work. They contribute by providing labour and also by spending their money in towns. In cases like this, rural areas provide urban areas with both labour and finance. It is sad because as rural people contribute (although indirect) in the development of urban areas, nothing comes from these urban areas to rural areas in terms of development (Ndlovu, 2006:41).

Something needs to be done to encourage people to stay in rural areas because it is impossible for urban areas to have the infrastructure that can cater for the huge population. As noted above, poverty is what pushes rural people to towns. The government in conjunction with businesses should create a programme that will encourage rural people to use land in terms of farming. If rural people can be provided with equipment and be educated about modern farming methods, quite a big number of them can remain in rural areas. This can bring a notable relief to towns and it can also reduce poverty in rural areas. Poverty is blocking development in rural areas.

People elect councillors so that they will help them in solving some of their problems. It is therefore important that councillors are always accessible to their constituents. It is also important that councillors convene ward meetings from time to time so that they will know what is happening in their wards.

### **3.10. Problems Associated with Individual Departments**

It is a known fact that Ugu District Municipality, like other local governments, is failing to meet its targets regarding service delivery. One of the aims of this study is to investigate the problems that contribute to the slow pace of service delivery in Ugu District Municipality and the focus is on Siphofu area. An assessment of Ugu District Municipality Integrated Development Plan (IDP) will assist the researcher in this investigation.

The Ugu District Municipality has a total population of 704 028 and there are 150 000 households. The rural population makes 84% of Ugu population whereas the urban population makes only 16%. The female population makes 54% and the male population makes 46%. There are 38 traditional authorities in the whole district. There are six local municipalities under Ugu District Municipality (Umdoni, Vulamehlo, Hibiscus Coast,

Umuziwabantu, Ezinqoleni and Umzumbe.) Siphofu is under Umzumbe local municipality (Ugu District Municipality IDP, 2004/2005).

Although the focus of this study is on only four departments, viz. water, electricity, transport and health, this chapter will focus on all of them. As stated above, most of the information will be taken from Ugu District Municipality IDP, 2004/2005.

### **3.10.1. Water**

Access to clean drinking water is one of the key basic services all the municipalities must provide. The State President, in his State of the Nation address specified that by the year 2009 there should be 100% access to water facilities to all households in South Africa (State of the Nation Address, 21 May 2004).

In the 2001-2002 financial year, 48% of the total population within the Ugu district area had access to water. A total number of 308 866 people therefore had access to water which relates to approximately 51 478 households. 60% of the total Ugu population had access to water as at March 2004. This means that approximately 67 007 households had access to water as at March 2004. These statistics show that the water backlog is reduced by approximately 6% per annum through water provision initiatives and projects (Ugu District Municipality IDP, 2004/2005).

It is unbelievable that 10 years after the first democratic elections in this country, 40% of Ugu population did not have access to clean water. It is claimed that approximately 34% of Ugu population did not have access to clean water as at December 2005. As stated above, in his State of the Nation Address, President Mbeki indicated that all people in South Africa should have access to clean water. Ugu District Municipality has indicated that it will not be able to provide all its citizens with clean water by 2005. The reason Ugu

is giving for its failure to reach the target set by the State President is lack of funds (Ugu IDP, 2004/2005).

### **3.10.2 Sanitation**

Statistics show that only 40% of the Ugu population had access to sanitation services in March 2004. It means that only 44 043 households had access to sanitation services. The sanitation backlog is reduced at a very slow of 2% per year in Ugu district area. Ugu District Municipality does not hide the fact that it will not reach the target set by the State President that all people in South Africa should have access to adequate sanitation services by 2009. The Ugu District states that for every rural household to have access to adequate sanitation services by 2009, the funding for 2005/2006 and 2006/2007 financial years will have to be at least doubled and the same figures be used for ensuing years (Ugu District IDP, 2004/2005).

### **3.10.3. Electricity**

The majority of households is not electrified and is reliant upon other sources of fuel in the Ugu area. The fact that the majority of rural households still live in a dispersed settlement format, makes the provision of electricity more difficult for service providers such as Eskom. Rural electricity backlog in Ugu was 74% of the total rural population as at the end of 2003. The following figures depict electricity backlogs in Ugu rural areas: Vulamehlo (94%), Umuziwabantu (85%) and Umzumbe (73%) as at this year (2006). These figures are very high if one considers that the State President has a target of 2012 by which all households in South Africa should be electrified. The Ugu district is concerned about funds. It is evidently very difficult for Ugu to reach the State President's target (Ugu IDP, 2004/2005).

### **3.10.4. Roads**

Accessibility problems, together with the poor condition of the roads, have come up strongly from all local municipal IDPs within the Ugu area. The costs associated with road construction and repairs make it difficult for municipalities to undertake such projects. Only a limited number of access roads have been constructed by the local municipalities. The KwaZulu-Natal Department of Transport as the major role player is still experiencing some difficulties in aligning its programmes with those of the municipalities (Ugu IDP, 2004/2005).

It is clear that local municipalities under the Ugu District Municipality are failing to construct new roads and to repair those that are in bad condition because of the lack of funds. This backlog of roads makes it difficult for these local municipalities to implement other projects that aim at improving service delivery.

### **3.10.5 Health facilities**

According to the national government, there must be 1 clinic for 10 000 people in this country. The Ugu district qualifies for 70 clinics. Ugu had 55 clinics as at the end 2003 and this means that Ugu had a backlog of 15 clinics. Ugu had planned to build 5 more clinics during the 2004-2005 financial year and this would reduce the shortfall from 15 to 10 clinics. The Ugu district has a reasonable number of health facilities (Ugu IDP, 2004-2005).

The backlog regarding health facilities in South Africa has been decreased. The problem is with staffing and the provision of medicine. There is a serious problem of shortage of the personnel and medicine in public hospitals and clinics. A good example is Siphofu where each clinic is visited by one doctor in a week and sometimes there is a severe shortage of medicines. According to the Department of Health, the shortage of the

personnel is caused by lack of people with the required qualifications to take up employment in these institutions. Health facilities without staff and medicine are indeed useless. The government in association with the private sector needs to double its effort in alleviating this problem.

### **3.11. Conclusion**

The information above clearly shows that human resource capability is very important for the municipalities to be able to implement their development programmes. It is evident that the problem municipalities face is acquiring and retaining the skills of professionals, senior management and technicians. Skills that have been identified as essential for local government to be effective and efficient include the areas of management, technical skills, communication, ICT and financial management. Other challenges and obstacles faced by local governments have been identified above, but skills shortages and the shortage of funds appear to be the most serious problems faced by local government and even the central government.

Looking at the challenges and problems impacting negatively on service delivery in Ugu District Municipality, it is clear that it has severe shortage of funds as the most serious challenge facing the municipality. There cannot be efficient and effective service delivery without adequate funding.

## **CHAPTER 4**

### **RESEARCH METHODOLOGY**

#### **4.1 Introduction**

This chapter focuses on the methodology used in this thesis. The chapter deals with instruments and sampling that were utilized in the context of the project and the reasons behind the choices undertaken in this exercise.

Qualitative and quantitative data collection techniques were used in this thesis. Bowling (1997: 227-229 in SPP 2001, File 121a) has written that quantitative research deals with quantities and relationships between attributes, while the qualitative method is mainly appropriate to the study of those attitudes best understood within their natural settings as opposed to the mainly artificial settings of experiments and surveys (Neuman, 1997:270 in SPP 2001, File 121a). The researcher in the qualitative milieu then should attempt to become more than a participants' observer in the natural setting, being investigated.

#### **4.2. Sampling**

Population consists of people, events, or things of interest that the research wishes to investigate (Sakaran, 1992:266). Sampling is the process of selecting a number of elements from the population. An element is a single member of the population (Spence et al, 1983).

A sample was selected using the purposive method that is non-probability sampling frame. Systematic sampling is simple random sampling with a short cut for random selection. Purposive sampling is utilised when the researcher identifies a number of elements in the population that suite the purpose of his/her project. In this case the researcher wished to include in the sampling all social groupings in the area under



investigation in terms of age, occupation and other social variables identified as key elements that would help him have a clear picture of the circumstances in which these people lived ( Kerlinger, 1973).

Hence the researcher sought the help of the traditional leader who has a very clear picture of the area because of his involvement with the community on a day-to-day basis. It was the traditional leader together with his headmen (Indunas) who undertook to help the researcher in identifying and selecting these subjects of the research.

The selection of 17 people was the decision of the researcher as this number was manageable, both in terms of quantity and quality research as the people selected were separated into two focus groups. The people were conveniently available in one place. This method was the easiest method and quickest in developing the sample for the purpose of the study.

### **4.3 Research Instruments**

The research instrument was the questionnaire. This is a pre-formulated written set to which respondents record their answers, in a variety of ways. The researcher used a questionnaire because it was seen as a solid data collection tool for the study (Sakaran, 1992:228-9)

The questionnaire was administered personally to the respondents in the focus groups and then the focus groups were in full swing. The process was clear to the participants, and it was designed to get the attention and understanding of the participants. There was an explanation of the overall research and the questionnaire was presented to the research participants before the overall discussion started.

The questionnaire comprised of demographic details of the participants as well as questions pertaining to the realities of service delivery, their attitudes, feelings and

aspirations, suggestions and recommendations on all aspects of service delivery as identified in the first chapter of the thesis.

A pilot study is a research conducted with a sample of research participants drawn from the study population (Creswell, 1994:121). Such a study was conducted with five prospective participants two weeks before the main study took place. This exercise was very vital for the researcher as he was able to identify the various parameters and variables evident in the conditions facing the people in the area under investigation. There were problems encountered in the pilot study in regard to attitudes of people considered very similar to those who were selected for the main study. Some of the questions were to be reformulated so the prospective interviewees would be more at ease to respond and become involved in debates and discussion in terms of service delivery, the weaknesses of the municipality, attitudes and feelings of people regarding the various facets of service delivery and the like.

The questionnaire was in both English and isiZulu during the pilot study. Some problems were identified during the pilot study. The respondents were free to choose the language they preferred. The researcher simplified the questions whenever the respondents appeared to be lost.

Several tasks took participants more time to complete than expected. This was also rectified and became easier in the process of the discussions of the focus groups. Open-ended questions were created and simplified so that it would be easy for participants to respond to these questions.

The standardized order of questions, and the wording, its standardized instructions guaranteed uniformity of responses. The respondents had greater confidence in their anonymity, and felt free to express their views. This was also reinforced by the use of focus groups where the participants were open in their feelings and ideas about the realities of their area (Mitchell and Jolly, 1988:23).

In fact the focus groups that took place in the research process were a very important supplementing element of the exercise. This because the participants had the freedom to express their honest feelings about what is happening in their area, in their own words and openly, without interference. The focus groups thus, proved to be a very essential and important component of the research process, especially the qualitative aspect of it (Bailey, 1996:233).

#### **4.4 Conclusion**

One of the evident aspects of this research was the importance of a pilot study that took place before the research starts. During the pilot study there were lacunae of that were identified by the researcher. Those were rectified after the pilot study.

The chapter identified the key methodological foundations of the present study, especially the sampling frame and the data collection techniques.

## **CHAPTER 5**

### **ANALYSIS OF DATA**

The chapter is based on the analysis of data obtained during the empirical exercise undertaken for the thesis. As has been already mentioned, a combination of qualitative and quantitative methods were utilized through a questionnaire which was distributed to two focus groups representing all social groups living in the area. It needs to be stated that due to the small number of respondents cross tabulations of variables such as age or other biographical data with aspects of service delivery is not significant and thus was not undertaken. Valid and cumulative percentages were used throughout the following pages as a part of the analysis.

Several issues need to be tackled and ironed out before the actual analysis takes place. It needs to be said that such an analysis would be a serious contribution to knowledge if comparable research findings were utilized in at least such instances. However, there is a great scarcity of such research and this reality makes comparisons very difficult in the context of a mini dissertation. The limitations of space are also important to consider in terms of the length. In the case of the open ended questions and the responses obtained in the focus groups, there could be contradictory statements on the part of different respondents. Ethical and moral obligation of the researcher dictates that such statements need to be recorded as an integral part of the analysis that follows (Vithal and Jansen, 1997).

The first part of the questionnaire was devoted to the respondents' demographic details.

**TABLE 1****AGE**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<20	1	5.9	6.3	6.3
	20-29	1	5.9	6.3	12.5
	30-39	3	17.6	18.8	31.3
	40-49	5	29.4	31.3	62.5
	50-59	4	23.5	25.0	87.5
	60+	2	11.8	12.5	100.0
	Total	16	94.1	100.0	
Missing	System	1	5.9		
Total		17	100.0		

It can be seen that in terms of age all social groups are represented in the sample.

**TABLE 2****GENDER**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	5	29.4	29.4	29.4
	Female	12	70.6	70.6	100.0
	Total	17	100.0	100.0	

In terms of gender the majority of respondents were females, as according to the Inkosi a large number of the households are headed by women. This is due to the fact that

large numbers of the males are either working in the cities and come only during the various holidays or are dead.

**TABLE 3**  
**MARITAL STATUS**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Single	5	29.4	29.4	29.4
Married	12	70.6	70.6	100.0
Total	17	100.0	100.0	

The majority of respondents were married.

**TABLE 4**  
**EDUCATIONAL LEVEL**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid None	6	35.3	35.3	35.3
Primary	7	41.2	41.2	76.5
Secondary	4	23.5	23.5	100.0
Total	17	100.0	100.0	

It can be seen that the majority of respondents had very low level of education. This was related by the respondents to the fact that there were not really many opportunities to educate themselves or expand the education for a variety of reasons such as the long distance of their homestead/hut to existing schools, lack of financial resources, family problems and general lack of educational opportunities in the area. Cultural and traditional traits were also very instrumental in this process.

As Mrs. R. Dlamini, a 63-year-old widow said in the focus group:

*“In our lives we had no opportunities to go to school, because of many reasons. In our time, when we were young there was no possibility for us to go to school, because things were not like today. Today everyone goes to school, including the young girls, because education can help young people to get jobs. In my time my family had no money and in Zulu culture women should stay at home and wait to get married. Most of us had to accept the situation as we had no chance to change it, because we were obedient, we had to listen to what our family had to say. Most of the families living here were also very poor, we did not have the money to go to school. I remember those days only two girls went to school, the daughter of the induna and another one. None of them finished school. One of them fell pregnant. It was very difficult to go to school those days even for the boys, because most of them did not have money. Those days, schools were not as expensive as they are today, but one had to buy at least the books. To buy the books, you had to travel to Durban and this was expensive, people did not have money. Then there was the need for extra food and cloths, especially shoes, because young people had to walk long distances to the school”.*

**TABLE 5**  
**OCCUPATION**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Farming	2	11.8	11.8	11.8
	Informal trading	1	5.9	5.9	17.6
	Registered business	1	5.9	5.9	23.5
	Farm worker	3	17.6	17.6	41.2
	Casual	3	17.6	17.6	58.8
	Pensioner	6	35.3	35.3	94.1
	No source of income	1	5.9	5.9	100.0
	Total	17	100.0	100.0	

The relatively large number of pensioners in the sample indicates the social realities in the area, whereby young people find their way to the urban centres in search of job opportunities, such as casual, permanent work, domestic work, or prostitution. It can be seen that there is an equal number of casual workers and farm workers who earn between R350-R500 and R600, which is occasionally supplemented with children or old age grants. This is the only income generated for this group, as the high rate of unemployment has hit the area hard over all these years.

There is also a large number of potential pensioners and children who do not receive the required social grants described above, and there were bitter complaints about the state departments responsible for these social benefits. As one of the younger females in the group explained:

“I have a three year old child and I was told that I must apply for social grants. I traveled all the way to Pietermaritzburg to OPERATION PHOTULA\* to



register for the grant. Then the Department of Welfare told me that I had to have an ID first, then I joined the queue in the Department that gives ID - Home Affairs. There were over 500 people there. I was waiting in the sun for 6 hours then I got my papers and they took fingerprints, then they told me that it will take 6 weeks to have the ID and I can get the grant. After 8 months I'm still waiting for the ID. I go to Durban with my own money once a month. They say they cannot find my ID and I must apply again, and pay more money for the new application. I have no money. Then I went to welfare and they told me I must have an ID. I tried to explain, but they do not understand, they do not want to help".

\* OPERATION PHOTULA was an initiative of the KwaZulu Natal Welfare Department to register potential beneficiaries for social grants.

Although no question was set regarding social grants in the questionnaire per se it became very obvious that this type of social and economic aid to the most vulnerable groups became a topic of the conversation in the focus groups, where it was obvious that there were families who were recipients of the grants, while their neighbours were not. This is a reality that needs to be looked at seriously by state authorities in many ways as it is a very important means of survival for large sections of the rural population in the country.

**TABLE 6****DESCRIPTION OF THE AREA**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Like other areas	1	5.9	5.9	5.9
The worst area	1	5.9	5.9	11.8
No development	1	5.9	5.9	17.6
Wish there was development	14	82.4	82.4	100.0
Total	17	100.0	100.0	

The responses obtained from the above question can only be described as a cry for help on the part of all concerned. Although there is strong evidence of a deep love and affection for Siphofu from the respondents/participants, the lack of development is simply too evident, and this social reality makes the participants bitter and somehow angry about the lack of delivery and development. The young woman who stated that her area is the worst that there is, had this to say in trying to justify such a poignant statement:

“From the time I was born 22 years ago I live in the same place, and I can say I have no problem with my family and neighbours, but I must say that I had to drop from school when I was 13 because we had no money. Where I live there are no roads, electricity and water, I have to walk 4 kilometres a day two times a day to carry water, I am young and I can do it, what about all the gogos (“old women”/grand mothers) who have to do it everyday and the children?

“The government does nothing for us, the ANC and the IFP are the same, they cannot be trusted and the councillors are worse. They come here before the elections, and they say there is no money for development, and they come with

big cars. We ask them why this and that area have development and we do not, they say these areas have money for these things and the municipality here has no money, then we tell them look at the roads and the lack of water and electricity, they say all these things will come right, they will deliver and we must give them a chance. We tell them we gave them a chance for 12 years, nothing happened, and then they come up with more excuses. The Inkosi cares for us, he talks to us nicely, he talks to all the people in the government, we see these things, we are not blind, but the Inkosi has no money, the council has the money, but they do nothing. We are not blind we can see the difference of how the councillors and the Inkosi treat us. The Inkosi treats us with respect, the councillors do not respect us, they think we are fools, but we are not fools, we are not blind, we know what is happening”.

**TABLE 7**  
**AVAILABILITY OF ELECTRICITY**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	9	52.9	52.9	52.9
No	8	47.1	47.1	100.0
Total	17	100.0	100.0	

It is interesting to note that the availability of electricity in the area is available to half of the participants, while the other half is still without it. Geographical location is one of the most important factors for such a reality, the deeper areas being the ones that are really suffering the most. The areas closer to the urban vicinity are the ones that have electricity, a fact that has created a certain degree of bitterness and resentment among the population.

The groups were almost unanimous in their understanding of the situation as being perpetrated by the municipality and the councillors who were accused of lacking compassion, understanding and respect for the communities. As one of the respondents said:

“ When I travel to see my sister who lives 10 kilometres away I feel very bad because her son bought her a TV and she can spend her nights watching, and when I see the neighbours also coming to visit I feel sorry for all of us in our area because we have nothing, no electricity and water. I say that this is very unfair because their vote seems to be better than mine. In 1994 we walked 10 kilometres to vote, not because we hoped for electricity, but because we were told that we are now free. How free can you be when you don't have things like electricity and water? Why some people are more free than others? When we meet our leaders we tell them all these things and they shake their heads and tell us things will become better, but when we ask them when, they keep on promising. The best thing they can do is to tell us and give us reasons why people in some areas of Siphofu have electricity and water and most have not. They cannot answer this question, then they say there are people who have first choice, but when we ask them why they are not honest with us, this is why people here have lost interest in voting, they feel that politicians do not tell us the truth of what's really happening. Electricity is important for us, but we do not have it”.

It is well known that electrification provides many and important prerequisites for a better life for all citizens of our country, as education, for example, becomes better in electrified areas. Electrification provides opportunities for schools to be opened early and gives the chance to learners to spend more time at school, especially those in higher grades,

it gives impetus to audio visual aids and enables children to work at home. Under the present circumstances children are obliged to study with candles and other means.

**TABLE 8**  
**AVAILABILITY OF PIPED WATER**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	17	100.0	100.0	100.0

It was the first President of our country, Dr. Nelson Mandela who, in the opening of Parliament in 1999, had this to say about the water service delivery in the first five years of the ANC government:

“In 1994 some 30% of South Africans lacked access to a safe supply of water near their homes: today after three million people have benefited from the government’s water supply system, that has been reduced to 20%”.

It is true that water provision has been recognized in our country’s Constitution as a fundamental human right and has been a priority for government since 1994. However, research by the Human Sciences Research Council (Hemson, 2006) has shown that the provision of water schemes is not sustainable for a variety of reasons. In Siphofu there is no provision of water at all, showing conclusively that even rural areas near urban centres still suffer from this chronic problem. It is thus understandable that there is anxiety and anger amongst residents regarding this reality. As one of the participants in the focus group said:

“For us to walk so many kilometres to get water is very bad, because we feel that we are really ignored by our leaders in the municipality. Our family and relatives in Durban and Johannesburg tell us that all the African townships have water and we are angry, why must we suffer? What have we done wrong? Why

everyone has forgotten us as human beings and Africans? We see the small children and the old people carrying the buckets every day, two or three times a day many kilometres from home and we all agree that this is not the way we expected our country and our area to operate, because we feel that there is a lot of injustice in the way we are treated. For us nothing has really changed in the way we are treated”.

**TABLE 9**  
**AVAILABILITY OF TELEPHONE**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	1	5.9	5.9	5.9
No	16	94.1	94.1	100.0
Total	17	100.0	100.0	

The stark reality that only one person in the sample has access to a telephone really tells the sad story of Siphofu and the levels of delivery in the area. The focus group’s general feeling on the subject of telecommunication was not as strong as bitter as the one expressed on the lack of more basic needs, but the mere fact that the majority of residents in the area have loved ones living far away makes the telephone almost a human necessity:

“Because there are no telephones and we have our family and relatives in Durban and Johannesburg, we must have cellphones, these are expensive and then when we need little airtime we have to go to town, in the end these expenses are too much for most of us. All my children are in Durban and Johannesburg and send me some money every month, to get this money I must go to town, these are more expenses. If you have a telephone you can receive calls cheaper than the cellphone, then most of the time the network is down and

we suffer, we do not know what has happened to our children and relatives. TELKOM does not look after rural and poor people they only talk too much so many people have telephones, so many public telephones in the areas, then when you go to use the public telephones in town they are all damaged, then you must buy airtime to use your cellphone”.

**TABLE 10**  
**AVAILABILITY OF GOOD ROADS**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	17	100.0	100.0	100.0

In the first chapter the researcher expressed his feelings of shock when he traveled to Siphofu after several years of absence from the area. It is roads, especially in the historically disadvantaged and dispossessed areas that can play a very crucial role in the invoking of the principles and implementation of the Reconstruction and Development Programme, the Growth, Employment and Redistribution or ASGISA. Roads are vital in transporting goods and people, having positive effects on the rural economy and improve the quality of life of the citizens. The lack of tarred roads was described by one of the municipal councillors as follows:

“The Integrated Development Programme (IDP) of the Ugu Municipality is very clear about infrastructure of such a nature. We all accept that areas like Siphofu have suffered for many years and its local economy has suffered because there are no proper roads. This is one of the most urgent priorities we have, in conjunction with the Expanded Public Works Programmes. The Municipality is very aware of the priorities, but the question is how we can convince the national cluster Ministries about these problems. In our meetings

the ministries and their officials make us understand that they know what is to be done and we have promises of all sorts, that there will be job creation, people will have more money to spend, the local economy will be again on the up. The problem we find to realise these objectives is the funds available, because the human resources are here, and this is very clear in the rural programmes by Sbu Ndebele when he was Minister of Transport. Many rural roads were built and hundreds of women made a living, but one must understand that these programmes are good, but they are seasonal, not sustainable. Now we must have cooperation and synergy for the expanded public works programmes, because these rural communities need urgent service delivery. Roads are very important infrastructure for all the people, and it is our priority. The UGU IDP is very clear about that”.

**TABLE 11**  
**AVAILABILITY OF TOILETS**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	6	35.3	35.3	35.3
No	11	64.7	64.7	100.0
Total	17	100.0	100.0	

The existence of toilets in the area is directly related to the availability of water at close proximity. The reality that surfaced in earlier responses that there was no water in most households makes the existence of toilets problematic. This is how one of the respondents reacted to this situation:



“If there is no water, it is difficult to have a proper toilet, even if you have the money to build one. Older people, even those who are not very educated know the importance of a toilet for health reasons. In my area we have a lot of children, small children who do not understand the importance of the toilet, and most of them are also very naughty, because they have nothing to do the whole day, especially if they do not go to school. Quite a number of children who must be at school are not there because they have no money and the principals do not take them to school. The older people have talked to the children about the toilet, and they have made them understand all these things, but children are children”.

**TABLE 12**  
**AVAILABILITY OF SPORTS GROUNDS**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	17	100.0	100.0	100.0

It is evident that there are no sports grounds in the whole area, which means that the young people, the vast majority of who are unemployed have no opportunities to indulge in sports like soccer, thus they congregate in groups and indulge in consuming alcohol and smoking cannabis (“dagga”). This reality creates problems between them and their families as some of them indulge in petty theft, stock theft and other crimes. Such instances have destabilizing effects on the families and the community at large. The Inkosi of the area had this to say on the matter:

“We are not asking for a fully fledged sports ground, because we know that the community’s and the municipality’s priorities are different, like water, electricity etc. We want, however, to look after the youth who are still here,

because it is women and youth that will really drive our development. We only hear about all these youth organisations, like the Youth Commission and so on, but we see nothing. This is why our young people do all the wrong things. They drink alcohol and smoke dagga the whole day, then they go around and harass the young girls and women, they create problems for themselves, the community and us. We have some very talented young soccer players here who can do a lot of things in their lives, but we just see them playing in the bush. The grounds here are very uneven and we have spoken to the municipality to do something about it, because this kind of infrastructure we cannot do it ourselves, because of the conditions of the soil and the ground. Thus we have youth who go around and steal cattle and they sell or slaughter them, they are very bored with life and they do all the wrong things because they have nothing to do “.

**TABLE 13**  
**AVAILABILITY OF CLINICS**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	3	17.6	17.6	17.6
No	14	82.4	82.4	100.0
Total	17	100.0	100.0	

Health as a basic human right is stipulated in the country’s constitution, especially the continuous improvement of accessibility to health services, free health care for children and pregnant mothers, which was introduced in the country as early as June 1994. This was then extended to free Primary Health Care to all citizens of the country in 1996 and the

decentralisation of the health system meant that the DHS (District Health System) was introduced. The legislation has stipulated the creation of 180 in the country, whose first priority is the building of clinics or the provision of mobile clinics to service the population, especially in the rural areas (Department of Health, 1997:5-7).

It has been reported extensively that the implementation of free health provision has improved service delivery in the health sector as clinic attendance has increased throughout the years, and there was a strong feeling amongst health workers that the system has improved the health lives of large numbers of people (Health Trust, 2005).

Dearth of health facilities for the majority of African people is one of the most insidious legacies of the apartheid regime. Hence it is understandable that one of the cornerstones of the Reconstruction and Development Programme was the building of clinics. It is evident that successive ANC led governments have spent vast amounts of resources, both financial and human in improving the lives of the rural masses. Unfortunately this is not evident for the people in Siphofu.

The existence of a clinic at one of the areas has created a mixed feeling of happiness and resentment amongst the majority of the people interviewed as one of them said:

“We all live in the same area, called Siphofu. It is a very large area. Now it is understandable that those who are near the clinic, or they have said that they are serviced by the clinic, this is for one reason only. These people are not really near the clinic, but the area they stay in is near the taxis, then they pay the taxis and go to the clinic. Those of us who said we do not have a clinic tell the truth, because we do not really have one, it is 20 kilometres away, even more and then we are not near the road to take the taxis, like the other people who say they have a clinic, this is the difference. We have children and old people, most of us have no cars, there are no taxis, when someone falls sick she or he has no help, we die like this, then people say there is a mobile clinic coming on Tuesdays, but

we have not seen it with our eyes, we don't know where it goes, and no one seems to know. The inkosi has informed us that it suppose to come on Tuesdays but I have not seen it".

**TABLE 14**  
**AVAILABILITY OF HOSPITALS**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	17	100.0	100.0	100.0

The non-existence of hospitals in the vicinity is not seen as a major impediment by the respondents as they understand that if they have not even the luxury of a mobile clinic it is impossible to build a hospital in the area. However one of the councillors, who wished to remain anonymous for obvious reasons had this to say:

“We all understand the priorities of the different levels of government and especially the Health Department which is a very busy and under-staffed department. However, on our side we have made it very clear in our communication with the provincial department that there are inequalities between areas and municipalities, even in KZN, especially in this province. It is very difficult to compare our situation with Limpopo or Mpumalaga provinces for example, because these are very much ANC provinces, the ANC has a large majority there, KwaZulu Natal is very different because politically it is a very divided province, and various politicians have their own preferred areas for delivery, we say we do not care who is voting what in our municipality, when it comes to delivery all communities are equal, because this is the spirit of BATHO PELE. Then they build this massive hospital in Hlabisa, they say this is a very neglected area, which we agree, but then what about Siphofu, it is even more neglected, why there is not even a clinic here?”

These are unfair situations for the people, if this situation was in a city area then they would be a serious trouble for the government, the people here are quiet, peaceful, but the truth is that they lose patience, because they ask, why them and not us? I think it is a fair question, because there is no proper service delivery in this area”.

**TABLE 15**  
**AVAILABILITY OF PUBLIC TRANSPORT**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	4	23.5	23.5	23.5
No	13	76.5	76.5	100.0
Total	17	100.0	100.0	

It became evident that those participants who lived near travel taxi routes were the ones that indicated that there was indeed public transport. In this sense the focus groups participants obviously confused the taxis, the only transport available to the population of Siphofu with public transport. Public transport is not available to the people of the whole area, including those near taxi routes.

One of the focus group participants had this to say regarding the state of transport in the area:

“The taxis come and go very irregularly and the drivers refuse to take passengers through the route they want. The drivers are rude many times, although some of them are from our area. During the weekends they mix with us and are very nice they drink with us, but when they drive they are different people. They refuse to wait for the old people even for five minutes during the days of the pensions. The old people have to be in the queue very early in the morning, but the drivers refuse to wait for them. They do the same for the school children, those who have money to take the taxi. Most people live far away from the

taxi routes and the taxis refuse to pick up people from their places, but if I were a taxi driver I would have done the same perhaps. There is really no public transport for 80% of the people, because people and homes are scattered”.

**TABLE 16**  
**AVAILABILITY OF HOUSING**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	1	5.9	5.9	5.9
No	16	94.1	94.1	100.0
Total	17	100.0	100.0	

During the 1994 election campaign, the ANC, which was destined to win the first democratic elections solidly promised to deliver 1 000 000 houses in five years. This seemed to be a highly ambitious plan, which was endorsed in simple terms in the 1996 country’s constitution Republic of South Africa 1996, chapter 2, Section 22, Sub-section 1 (for comparisons on housing over 10 years, see S.A.I.R.R. Annual Review, 1988-1998).

By 1999 the liberal Institute of Race Relations indicated that the 1 million mark would be fulfilled by March 2000 (SA Institute of Race Relations, 1999: 318). Since then subsequent State of the Nation addresses by the president of the country have confirmed the millions of new houses built for the homeless and the poor (State of the Nation Addresses 2005; 2006).

Of course there have been serious criticisms regarding the quality of a large number of these houses, named “RDP houses” (Bond, 2000).

The reality remains that in terms of housing according to the dictates of the Constitution and the laws of the country it is evident that not much has been delivered to the people of Siphofu. They feel aggrieved about this reality as one of them said:

“My house, a hut was burnt in 1997 and then I rebuilt a mud house because we had no money, those days it cost me R80. Since then I went to the Housing Department in Durban and the Municipality, they told me to do a lot of things, which I did, then they sent me to the police to make affidavits, then they had two affidavits from neighbours. They told me that I was on the waiting list as I am unemployed, then my three cows died and one was stolen, I did not have money even to travel to town. I spoke to the Inkosi, he took up the case for me, nothing happened. Then I hear about all the money that the government gives to the people who have no proper house, R 38 000, then I ask how can I get this money, people tell me I must be in the queue, I tell the municipality I am in the queue for 8 years, nothing happens. I have not lost hope, I still believe something will happen to me so I can get the house”.

**TABLE 17**  
**AVAILABILITY OF SCHOOLS**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	15	88.2	88.2	88.2
No	2	11.8	11.8	100.0
Total	17	100.0	100.0	

There is a general agreement that there are enough schools in the area to cater for the needs of the learners. This was one the most positive responses from the group who, however, had other problems relating to schooling as one 38-year-old mother explained:

“We are very happy that unlike us, our children have an opportunity to study and this is a very good thing the government has done for us. On the other hand, however, the money we have to pay for uniforms and even the fees are too

much for many of us. The school fees are not expensive, but there are families who cannot pay, then the principals do not allow the children to go to school. The Inkosi has done a lot of good by talking to the principals, then the principals say that the family must write a letter to the school that they have no money and to explain a lot of things why the family cannot pay, then the school will make a decision, but the problem is that there are many children that have no money. Then most children have to walk very long distances to reach the school and when they arrive 5 or 6 minutes late the principal does not allow them to go to school and the teachers can do nothing about this. Then the children are very tired and cannot perform well and there are serious problems with electricity, people have no electricity and the schools have no electricity and toilets. Some of the schools are better, because they have feeding schemes, but most of them collapsed, because there is too much corruption. Then the children cannot perform because they are hungry, and the schools have nothing, no libraries, desks, chairs, etc. The situation is very bad. But we are still happy because we have schools”.

**TABLE 18**  
**AVAILABILITY OF PARKS**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	17	100.0	100.0	100.0

There are no parks in the area, but this does not seem to be a major impediment in the lives of the people as the area is wide and geographically expanded.



**TABLE 19**

**AVAILABILITY OF COMMUNITY HALLS**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	17	100.0	100.0	100.0

There is a community hall that is centrally situated in the area and it is used for a variety of functions. As one of the focus groups participants said:

“This is one thing that makes our life a little better, because now when we need a place to meet and discuss things it is there. Before it was built some years ago we had to meet in the open in winter when it was very cold or summer when it was very hot. Now if there is something bad like a disaster the hall can be used for us to have a shelter. The community uses the hall for many purposes”.

**TABLE 20**

**AVAILABILITY OF OTHER SERVICES**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	17	100.0	100.0	100.0

There were no other services evident in the community.

**TABLE 21**  
**TYPE OF WATER SUPPLY**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Piped water	1	5.9	5.9	5.9
Spring water	10	58.8	58.8	64.7
Water from river	3	17.6	17.6	82.4
Borehole water	1	5.9	5.9	88.2
Rain water	2	11.8	11.8	100.0
Total	17	100.0	100.0	

It can be seen that most of the respondents used spring water for their daily shores. They are aware of the dangers emanating from this use as one of them indicated in the focus group:

“We know that when we take water from the spring or the river we face health problems. We also know that until we have proper piped water we have to do with whatever we have. We know that in order to drink the water we must boil it, this is what our parents taught us. We always ask ourselves when we will have some taps with piped water like other areas, because we do not deserve this treatment.

When we visit our relatives in other areas we see the government giving water to the poor in the rural areas and the cities, even my sister who lives in a squatter camp in Durban has water, because the municipality has given them taps, this is good for the health because previously they used to steal water from the Indians there, and some of them were caught by the police.

We have said to the Inkosi and the councilor that the situation is not good here with the water because there are many children who suffer and they have not caught disease yet, but if we leave them without attention we do not know what will happen. Sometimes the mothers and the older children go to have their grants and they leave their children at home. These children know what to do when they drink water, but they are children, we are worried what will happen if they drink water before they boil it, it is bad for their health”.

There were several instances in the focus group related to the researcher, where it surfaced that young children and some adults drank contaminated and spring water and had serious health problems and had to be hospitalised. These situations were not forgotten by the respondents. They felt very strongly that such situations were unnecessary as many areas around them had already had piped water and saw no reason why Siphofu was not provided with such essential services.

**TABLE 22**  
**WHICH SUPPLY IS BEST?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Piped	16	94.1	94.1	94.1
Water from the river	1	5.9	5.9	100.0
Total	17	100.0	100.0	

There was an almost unanimous decision that piped water was the best, the safest and the healthiest for the people in the area. The reasons were the same provided in response to the previous question.

**TABLE 23****WHAT IS THE SOURCE OF ENERGY USED?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Electricity	1	5.9	5.9	5.9
	Wood	15	88.2	88.2	94.1
	Generator	1	5.9	5.9	100.0
	Total	17	100.0	100.0	

There is only one person who has access to electricity, while one is using a generator, the rest use wood as a source of energy. The participants were disappointed with the fact that the government has not provided the area with electricity, while there were many other areas in the municipality that had received this basic service. They also had strong feelings of anger towards the authorities, but significantly no resentment towards people living in areas where this basic necessity was provided.

**TABLE 24****WHICH ONE DO YOU THINK IS THE BEST ENERGY?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Electricity	17	100.00	100.00	100.00

All respondents felt that electricity was the best form of energy.

**TABLE 25****ROLE OF LOCAL GOVERNMENT IN SERVICE DELIVERY**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	1	5.9	5.9	5.9
	Neutral	2	11.8	11.8	17.6
	Disagree	2	11.8	11.8	29.4
	Strongly disagree	12	70.6	70.6	100.0
	Total	17	100.0	100.0	

The vast majority of people felt that the role of the municipality and its officials to provide effective and efficient service delivery were not fulfilled, and thus it was the people in the area who suffered as the result. The reasons for such attitudes were articulated by one of the participants in the focus groups. What she said exemplifies the general feeling of all participants:

“The councillors and all the managers do not care for the people, especially for us in Siphofu. Once or twice a year they come here and have a meeting and they tell us this and that will happen, but it does not happen, then we get angry. These people take us for fools, because they think they are very clever, they come before the elections, or when a Minister comes here and they tell us that it is our turn now to get electricity and water and all these things and then nothing happens. Then when we question them about their promises they tell us that the Inkosi does not cooperate, but this is a lie, we know the Inkosi for many years, but we just met these people now, they are new to us, they don't know us. This politics is too much for us, politicians in the different parties fight and we pay in the end because we do not receive service delivery. Then we hear about all this

corruption, how the councillors steal the money that suppose to come to us and they give jobs to their families and friends and in the end it is us who suffer. If the government came to us and told us this is the money for delivery and these are the people who know about water and electricity and they will help you, then we can do things on our own with the help of the municipality and the Inkosi. We will have jobs, our young people will stay in the area and we will be responsible for our own development. But if this thing happens how will the councillors and the mayor and all these people steal our money? We will not steal our own money that will give us development, we are not stupid, we are also not blind not to see what's happening with these incompetent and corrupt politicians and councillors, the mayor and all these people. It does not matter to us what party they belong to, the IFP or the ANC, we know and they know that they have let us down. They must allow us to lead our own development. We are not children and we know how to do these things with the advice of people who know what they are doing”.

**TABLE 26**

**INEFFICIENCY IN DELIVERY OF BASIC SERVICES**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	6	35.3	35.3	35.3
	Agree	3	17.6	17.6	52.9
	Neutral	6	35.3	35.3	88.2
	Disagree	2	11.8	11.8	100.0
	Total	17	100.0	100.0	

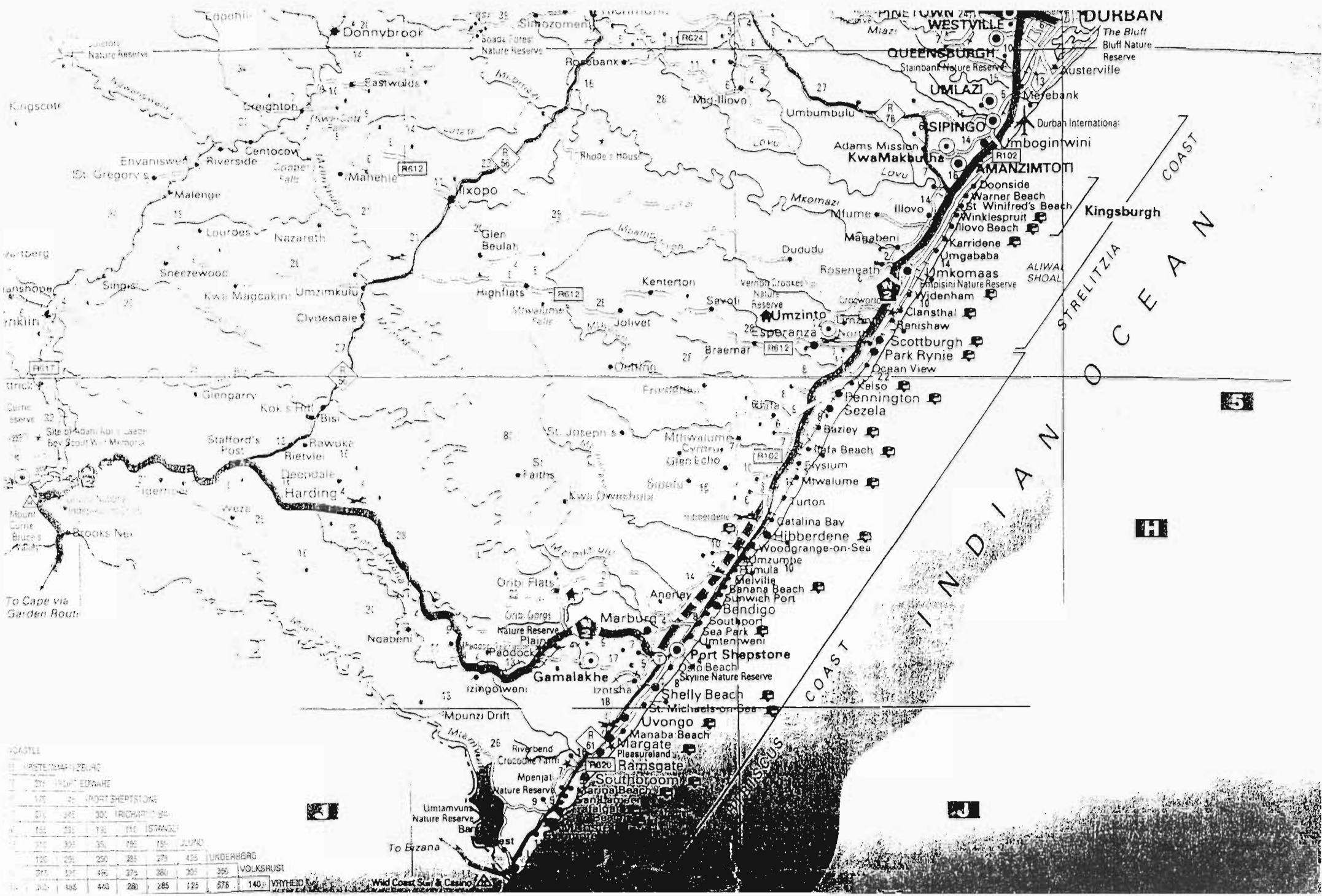
There is a strong agreement on the part of the respondents regarding inefficiency in the delivery of basic services to the people. In fact there is a very strong feeling of disappointment amongst them as they feel that there have been areas that have witnessed development while their own is seemingly neglected. This sentiment of neglect was articulated as follows by one of the participants in the focus group:

“When we see and discuss what happens in other areas, where there is development. It is not great development, but it is in front of us and we can see it. We all ask how much it costs to have some water taps installed in our area, because the situation especially for water is not good. We can do without electricity because we have been living without electricity all these years, but water taps, even for the whole community will be very good for us. Every time we see the people from the municipality we tell them what our needs are, they say they have their plans to bring us this and that, but in the end nothing happens. Then we see on TV the government gives water and other things to this community and that community and we feel that we are completely forgotten “.

**TABLE 27**  
**MUNICIPALITY ENCOURAGING COMMUNITY TO PARTICIPATE IN**  
**PROGRAMMES AFFECTING THEM:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	15	88.2	88.2	88.2
	Agree	2	11.8	11.8	100.0
	Total	17	100.0	100.0	

There is a strong feeling of agreement relating to the question whether the municipality encourages the community to participate in programmes that directly affect



ROADS

1	215	150	EDENBURGH						
2	170	25	PORT SHEPSTONE						
3	210	285	300	RICHARDS BAY					
4	150	200	130	110	ISTANBUL				
5	210	300	35	150	100	JURONG			
6	120	200	250	380	270	430	LUNDERBERG		
7	210	300	450	370	280	300	350	VOLKSRUST	
8	130	400	400	280	285	125	570	140	VRYHEID

To Cape via Garden Route

To Ezana

Wild Coast Surf & Casino



them. The problem, however, was raised that these meetings and participation were not instrumental in securing service delivery and development to the people in Siphofu.

**TABLE 28**  
**COUNCILLOR CONVENES MEETINGS FOR LOCALS**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	16	94.1	94.1	94.1
	Disagree	1	5.9	5.9	100.0
	Total	17	100.0	100.0	

There is a strong agreement with the statement that the local councilor convenes meetings with the community. The context and content of these meetings were described by one of the participants as follows:

“He comes to talk to us about the IDP (Integrated Development Plan) of the municipality and encourages us to participate because he says without us there is no IDP and there is no development. He says that we are the people who will bring development to ourselves. We tell him that we are here and ready to help in development, but we do not see development. Then he tells us we must wait for development, because it takes time. We tell him that we are tired of waiting, because for all these years we hear the same things, but he tells us that the development is coming and we must trust him. Then he tries to tell us to pay rates, we tell him that we have no money for rates and that we can only pay rates if they give us what we want, we want development to start in this place, because we are sick and tired. Then we tell him about the graveyard and the problems we have with it”.

**TABLE 30****MUNICIPALITY’S ROLE IN SPORTS AND ENTERTAINMENT**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	5	29.4	29.4	29.4
	Agree	9	52.9	52.9	82.4
	Neutral	2	11.8	11.8	94.1
	Disagree	1	5.9	5.9	100.0
	Total	17	100.0	100.0	

The responses regarding the provision of sports and entertainment on the part of the municipality can be described as positive as the respondents felt that the clearing up of the area’s ground had a very good effect on the lives of the young people who now had the opportunity to indulge in soccer and training and not stand outside the shops drinking. This was seen as one of the few positive measures undertaken by the municipality as there were fears regarding the future of the young people in the area who had nothing to do in their spare time and were thus indulging in drinking alcohol and smoking “dagga” all the time in the bush or outside the local shops. This was rectified with the development of the ground that gave the opportunity to the young people to do something positive in their spare time.

**TABLE 31****INKOSI AND HIS COUNCIL CAN DO BETTER**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	14	82.4	82.4	82.4
	Neutral	2	11.8	11.8	94.1
	Disagree	1	5.9	5.9	100.0
	Total	17	100.0	100.0	

The overwhelming agreement towards the statement that the Inkosi and his council can do better in delivering development and growth to the people in the area can be interpreted as a vote of confidence in his leadership, that is rooted in the historical and present circumstances of the population in the area and their evolution throughout the years. The main reasons advanced for such an overwhelming support of the traditional leader and his council are based on the following, as expressed by the respondents in the focus groups:

- The Inkosi was known to all people in the area - something that was not true of the elected representatives.
- The Inkosi is rooted in the area, he was born and bred there, and this was his place of birth and residence, unlike most of the councillors who were outside the area.
- Hence it was perceived as natural that the Inkosi had the development and growth in the area as his first priority, unlike the councillors.
- The Inkosi has shown through his actions and wisdom that he cared for the area and did his best to alleviate poverty, unlike the councillors.
- Historically and at present the Inkosi intervened and judged fairly all cases and disputes amongst his people.

- Through his deeds and actions the Inkosi has shown that he cares for his people, their development, growth and prosperity at all levels.
- This has not shown in the case of the councillors and the municipality at large.

**TABLE 32**

**MUNICIPALITY DOES KEEP ITS PROMISES**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	14	82.4	82.4	82.4
	Disagree	1	5.9	5.9	88.2
	Strongly disagree	2	11.8	11.8	100.0
	Total	17	100.0	100.0	

The neutrality expressed so strongly in relation to this statement shows that the majority of respondents, who represent the population of the area are basically ignorant of how the municipality operates, what they do for the people, how they do it and the like. Such a position ties up with the belief and reality that the municipality, its leadership and councillors on the ground have failed in communicating basic issues of delivery to the population in the area, hence the ignorance and neutrality expressed in relation to the statement. How respondents can positively identify the municipality's promises when they are indeed ignorant of what these promises are? This attitude indicates the lack of communication and public participation of the people in Siphofu in their own affairs. The truth is that the population in the area is very eager to participate in all effort that will be instrumental in shaping their lives for the better, but they are aware that the initiatives must first and foremost emanate from the municipal leadership who need to organize and galvanise the local population. For this to occur the key issue is that of communication and the opening and maintaining communication channels. Unless this happens the

relationships between elected, traditional leadership and the local people cannot be cordial and fruitful.

**TABLE 33**  
**INSUFFICIENT FUNDS FOR MUNICIPALITY AND ITS IMPACT ON THE**  
**NEEDS OF COMMUNITY**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	1	5.9	5.9	5.9
	Neutral	13	76.5	76.5	82.4
	Strongly disagree	3	17.6	17.6	100.0
	Total	17	100.0	100.0	

The explanation for such an attitude can be found in the explanation provided by the respondents in regard to TABLE 32. Inevitably the lack of communication is very important, as the local people have not been given the information regarding the availability of funds to be spent for the improvement of their lives in terms of service delivery. Such an omission needs to be blamed squarely on the councillors and the municipal leadership, who are obliged by the municipal laws to inform the people about what is happening in their area in regard to service delivery, growth, service and delivery. It is incumbent, thus, on this leadership to inform the local people regarding the plans for the area as identified and elaborated upon in the IDP core documents. This has not been done, hence the neutrality of the people regarding this issue.

**TABLE 34**  
**MOST URGENT NEED**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Electricity	6	35.3	35.3	35.3
Jobs	9	52.9	52.9	88.2
Toilets	1	5.9	5.9	94.1
Water	1	5.9	5.9	100.0
Total	17	100.0	100.0	

Jobs was classified as the most urgent need by the people, as it was felt strongly that employment and income of those unemployed would have positive effects for their families, the community and the economy of the area. It was felt that the lack of jobs forced young and other people to migrate and indulge in sex and continuous drinking that had very negative effects on their self esteem, retention and maintenance of their families and the disintegration of their community lives. Some of the women became visibly moved and emotional in regard to this issue as they explained in very strong terms their harsh life conditions due too the lack of employment that increased their unfulfilled human needs. One said that even the poorest of the poor had the right to three meals a day, even if they had bread and milk, but the situation in the area was so bad that many people did not even have two meals and because of that they became sick and could not cope with the hardships of life. Another woman said that people did not deserve such a life because they believed that freedom of the country should mean that everyone should have at least something to eat before they die a peaceful death, this was not happening and the people were very sad and angry. Electricity was the second most quoted priority in the area, as people felt

strongly that if electricity delivery became a reality, things could change radically, especially for learners at the schools and other social groups who suffered due to the lack of such a basic human need.

**TABLE 35**  
**LOCAL PEOPLE PROUD OF THE MUNICIPALITY**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	4	23.5	23.5	23.5
	Disagree	10	58.8	58.8	82.4
	Strongly disagree	3	17.6	17.6	100.0
	Total	17	100.0	100.0	

Bearing in mind the previous respondents that confirm the burning reality of the lack of delivery, such strong disagreement with the statement was to be expected. Local people at Siphofu are not proud of the municipality because they strongly feel that they have been left out from the process of service delivery on the part of the municipality. In fact they feel bitter, angry and sad to what they perceive as a complete lack of service delivery and ignorance of the basic needs of the people in the area. As one of the angrier participants said:

“The municipality and the councilor have done nothing for us, even he comes here to talk to us. They only tell us stories that development will come and we must be alert and that we need to be patient, and that it takes time to have development. When we tell them that there are other areas that have seen development, they tell us that the municipality has priorities, we tell them why we are not a priority as we are the poorest and the less developed area, they tell

us that there are areas that are worse than us and they are given priority. We tell them that this is not true because we are the poorest and the least developed, they say the municipality knows its priorities, and they tell us that we are not the poorest. We are tired of waiting, and tired of fighting, but we have been treated as second class citizens in our own country. We ask ourselves for how long can we tolerate this situation, because as one can see the people here are suffering from the lack of service delivery”.

**TABLE 36**

**IS THERE ANY NEED TO CELEBRATE 10 YEARS OF DEMOCRACY IN THIS COUNTRY?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	17	100.0	100.0	100.0

The overwhelming negative feelings of the people participating in the focus group regarding the need to celebrate 10 years of democracy in South Africa, sums up the expressed persistent feeling of the local people towards the complete service delivery in the area. They feel bitter, angry, disillusioned and indeed betrayed by local government, the provincial government and their national counterpart.

The chapter was dedicated to the empirical analysis of this thesis both at qualitative and quantitative levels. It hopefully provided the reader with a clear picture of the feelings, attitudes, ideas and opinions of the people of Siphofu towards service delivery, the council and municipality as well as the role of the Inkosi at present and in the future.



## CHAPTER 6

### CONCLUSIONS AND RECOMMENDATIONS

This was a thesis that attempted to explore empirically the feelings, attitudes, ideas and opinions of a scientifically selected sample of Siphofu residents, a deep rural area situated in the Ugu Municipality in the Province of KwaZulu Natal.

Following a literature review and an empirically based examination of different levels and patterns of service delivery, a pilot study was conducted so that possible lacunae in the empirical planning of the research could be identified. Following this process two focus groups were established and presented with a questionnaire which they were required to fill and discussion on the various aspects of service delivery included in the research instrument. Hence both qualitative and quantitative methods were used in the research process.

A set of hypotheses was set, which were to be confirmed or rejected. The empirical study produced the following outcomes:

- \* There is widespread disillusionment with the role of the Ugu Municipality and local councillors in terms of poor service delivery in Siphofu.
- \* **The responses indicated that the hypothesis was confirmed in its entirety.**
- \* The Inkosi of the area is considered more capable in delivering social delivery in the area than the elected representatives.
- \* **The hypothesis has been confirmed in its entirety.**
- \* Local people have lost faith and trust in local municipalities in regard to service delivery.
- \* **The hypothesis has been confirmed in its entirety.**
- \* There is a strong belief that there is no valid reason for local people to celebrate 10 years of democracy.

\* **The hypothesis was confirmed in its entirety.**

These feelings of anger, indeed border on the feeling of betrayal, as the vast majority of respondents felt that the local municipality were not be trust with growth and development. On the contrary they trusted the local Inkosi to be instrumental in service delivery. Such sentiments pose a number of fundamental questions directly related to the role of the municipality, coordination and synergy between different layers of government, the spirit, principles and implementation of BATHO PELE and above all the fundamental tenets of leadership, effectiveness, efficiency and inter-governmental collaboration.

From what has been stated above, it is evident that there is a considerable amount of groundwork that needs to be done in order to establish viable rural local government in the province. It is also very important for communities who reside in such areas to co-operate with the authorities in order to find solutions to problems that lie ahead. The establishment and development of rural local government structures in the province is a significant development given the historical and political legacy of the province. It is an undeniable fact that the rural areas were neglected during the apartheid era.

Regional Councils have made and now District Councils are making concerted efforts to improve the quality of life of the local communities in the rural areas. However, there are some serious challenges that will have to be addressed in relation to governance, financing, and sustainability.

\* The **financing** of District Councils and rural development in KwaZulu-Natal should become a priority.

\* The **capacitation** of District Councils politically, managerially, and financially should be high on the agenda of the Provincial Government. In the final analysis, the strengthening and capacitation of District Councils would empower the local citizenry, and ultimately improve their quality of life in the rural areas.

- \* The implementation of the BATHO PELE principles can only be achieved through the cooperation, coordination and synergy between all levels of government.
- \* Above all it is felt that it is very important for the government to devote substantial amounts of money for economic development in rural areas. Local economic development will stimulate the economy of rural areas and provide job opportunities for the majority of the unemployed rural communities.
- \* It is also important to note that the maximum utilization of land through agriculture, more especially in areas under the jurisdiction of traditional authorities, may contribute to the provision of job opportunities.
- \* Traditional communities are also important custodians of rich culture which, when passed on, could contribute substantially to tourism development in the rural areas, could attract tourists to rural areas, and thus create job opportunities.
- \* It is important that the communication channels between local authorities and communities improve substantially, as the case of Siphofu has shown that communication links between these two key role players and stakeholders in growth and development are very weak if existent at all.
- \* It is important that public participation of the community becomes one of the main priorities of both elected and traditional leadership in the area.

It is suggested, in all honesty, that in the case of Siphofu, a three member representative liaison committee comprising of the local councilor, the Inkosi or his representative and an elected local resident / community leader be set up with a clear mandate and time frame in order to assess the following realities of the area.

- \* Access the local situation -
  - o the resources and their limits
  - o the opportunities for increasing sustained exploitation of local resources (land, water, mining, tourism)

- Carry out needs analysis among all, but especially the poorest, groups in the community
- Negotiate with all groups in the community
- Prioritize improvements in service delivery
- Examine the priorities for human resource development
- Prioritize infrastructural development
- Create partnership in a plan for the next few years
- Examine funding options
- Create the conditions for local economic development
- \* the opportunities to increase local employment
- \* the opportunities to promote small, medium and micro enterprise
- \* be instrumental in liaising with all authorities dealing with service delivery and convince them of the imperatives of basic needs facing the locals in the area.

Inevitably these might sound as idealistic, much talked about suggestions and recommendations, but it is their practical application and implementation that can provide a glimpse of hope to many people who have seemingly lost it.

END

**LESSONS OF THE FIRST 10 YEARS OF DEMOCRACY: A CASE STUDY OF SERVICE DELIVERY AND INFRASTRUCTURAL DEVELOPMENT AT SIPHOFU**

1. Please encircle the code of the answer you think is correct.
2. Please use the space provided to answer open-ended questions.

**SECTION A**

**Respondent's background**

1. Age

< 20	20 – 29	30 – 39	40 – 49	50 – 59	60+
1	2	3	4	5	6

2. Gender

Male	1
Female	2

3. Marital Status

Single	Married	Divorced	Widowed
1	2	3	4

4. Level of Education

None	1
Primary	2
Secondary	3
Tertiary	4

5. How do you earn a living?

Welfare grant	1
Pension	2
Self-employed	3
Farm worker	4
Casual Worker	5
Skilled worker	6
Farming	7
Other	8

6. Can you tell us what developments have taken place in your area in the last 5 years?  
i.e. electricity, water, job creation etc. WHAT HAS THE GOVERNMENT DONE  
FOR YOUR COMMUNITY IN THE LAST 5 YEARS?

6.1 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. How would you describe your area?

The best area to live at	01
It is like other areas	02
The worst area to live at	03
There is no development here	04
I wish I could leave	05
I wish there was development	06
I wish there were jobs	07
DON'T KNOW	08

**(YOU CAN GIVE MORE THAN ONE ANSWER)**

7.1 Give reason(s) for the description you chose above:

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**SECTION B:**

**Service Delivery and Infrastructural Development**

1. Encircle the services that are available in your area.

Electricity	01
Piped water	02
Telephone	03
Good roads	04
Toilets	05
Sports grounds	06
Clinics	07
Hospitals	08
Public transport	09
Housing	10
Schools	11
Parks	12
Community halls	13
Other (specify below)	14

1. What type of water supply does your community have?

Piped water	01
Spring water	02
Water from river	03
Borehole water	04
Rain water (in tanks or drums)	05
Other (please specify below)	06

1.1 Which type of water supply do you think is the best?

Piped water	01
Spring water	02
Water from river	03
Borehole water	04
Rain water (in tanks or drums)	05
Other (please specify below)	06

2.2 Why do you think the type of water supply you chose above is the best?

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3. WHEN WAS WATER/ ELECTRICITY/SANITATION INSTALLED IN YOUR AREA?

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4. What do you use as the source of energy in your household?

Electricity	01
Wood	02
Paraffin	03
Coal	04
Gas	05
Solar system	06
Other (please specify below)	07

4.1 Which source of energy do you think is the best?

Electricity	01
Wood	02
Paraffin	03
Coal	04
Gas	05
Solar system	06
Other (please specify below)	07

4.2 Why do you think the type of energy supply you chose above is the best?

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5 What type of sanitation system is used in your community?

Flushed	01
Pit	02
Bush	03
Other (please specify below)	04

5.1 What type of sanitation system do you think is the best?

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5.2 Why do you think the type of sanitation system you chose above is the best?

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**SECTION C:**

**Role of the Municipality in Service Delivery and Infrastructural Development**

1. The Municipality is efficient in the delivery of services such as water, electricity, sanitation, housing and road maintenance and construction to the community.

Strongly agree	01
Agree	02
Neither agree nor disagree	03
Disagree	04
Strongly disagree	05

2. The Municipality is inefficient in the delivery of basic services such as water, sanitation and electricity because people cannot afford to pay for them

Strongly agree	01
Agree	02
Neither agree nor disagree	03
Disagree	04
Strongly disagree	05

3. What type of Government development programmes do you know of in your area?

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4. The Municipality encourages the community to participate in matters that affect them (programmes)

Strongly agree	01
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Agree	02
Neither agree nor disagree	03
Disagree	04
Strongly disagree	05

4.1 If STRONGLY AGREE / AGREE can you tell us how this participation took place?

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5 The councilor in charge of this area convenes meetings regularly where local people voice their concerns

Strongly agree	01
Agree	02
Neither agree nor disagree	03
Disagree	04
Strongly disagree	05

5.1 If STRONGLY AGREE / AGREE, can you please give an example of some of the issues that are raised?

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6. Our Municipality plays an important role in the provision of sport and entertainment facilities in this area

Strongly agree	01
Agree	02
Neither agree nor disagree	03
Disagree	04
Strongly disagree	05

7. Inkosi and his council can do better than the Municipality in this area.

Strongly agree	01
Agree	02
Neither agree nor disagree	03
Disagree	04
Strongly disagree	05

7.1 If STRONGLY AGREE / DISAGREE please give reasons.

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8. This Municipality does keep its promises.

Strongly agree	01
Agree	02
Neither agree nor disagree	03
Disagree	04
Strongly disagree	05

8.1 If STRONGLY AGREE / AGREE can you tell us what promises were kept?

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9. Insufficient funds make it impossible for this Municipality to satisfy the needs of the local people.

Strongly agree	01
Agree	02
Neither agree nor disagree	03
Disagree	04
Strongly disagree	05

10. Can you please suggest the best ways and means in which the Municipality and traditional leadership can improve service delivery?

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11. What is the most urgent need for development in your area, e.g. water, electricity, sanitation, jobs, etc.? State in terms of priority.

1	
2	

3	
4	
5	
6	
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8	

12. The local people are proud of the Municipality.

Strongly agree	01
Agree	02
Neither agree nor disagree	03
Disagree	04
Strongly disagree	05

**SECTION D**

1. Is there any need for your community to celebrate 10 years of democracy in this country?

Yes	01
No	02

1.1 If your answer above is ‘yes’, why do you think there is a need for your community to celebrate 10 years of democracy in this country?

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1.2 If your answer to question 1 is ‘no’, why do you think there is no need for your community to celebrate 10 years of democracy in this country?

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**THANK YOU FOR YOUR PATIENCE AND KINDNESS.**

**SIPHO MDLULI (M.A. STUDENT)**

**PROF. EA MANTZARIS (SUPERVISOR)**



**LESSONS OF THE FIRST 10 YEARS OF DEMOCRACY: A CASE STUDY OF SERVICE DELIVERY AND INFRASTRUCTURAL DEVELOPMENT AT SIPHOFU.**

- 1. Kokelezela inombolo ocabanga ukuthi iqondene nempendulo okuyiyona.**
- 2. Uyacelwa ukuthi uphendule imibuzo evulekile esikhaleni osinikeziwe.**

**Isiqephu A**

**Imininingwane yophendulayo**

1. Iminyaka yobudala

<20	20 - 29	30 - 39	40 - 49	50 -59	60+
1	2	3	4	5	6

2. Ubulili

Owesifazane	1
Owesilisa	2

3. Isimo Somshado

Angishadile	Ngishadile	Ngahlukanisa	Ngashonelwa
1	2	3	4

4. Izinga lemfundo

Angifundanga	1
Amabanga aphansi	2
Amabanga aphezulu	3
Imfundo ephakeme	4

5. Indlela okutholakala ngayo imali emndenini

Isibonelelo sika-Hulumeni	1
Impesheni	2
Siyazisebenza	3
Umsebenzi waseplazini	4
Itoho	5
Umsebenzi ofundelwe	6
Siyalima	7
Okunye	8

6. Iyiphi intuthuko eyenzeke kulendawo eminyakeni eyisihlanu eyedlule? Intuthuko enjengale: ugesi, amanzi, imisebenzi, nokunye. Uhulumeni wenzeni kulendawo eminyakeni emihlanu edlule?

6.1 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

7. Ungayichaza njengendawo enjani lendawo?

Indawo okumnandi ukuhlala kuyo	1
Ifana nezinye izindawo	2
Indawo engingakujabuleli ukuhlala kuyo	3
Ayibonwa intuthuko lapha	4
Ngiyafisa ukuyishiya lendawo	5
Ngiyafisa ukuthi kube nentuthuko lapha	6
Ngiyafisa ukuthi kube namathuba emisebenzi	7
Angazi ukuthi ngingathini	8

Uganikeza izimpendulo ezingaphezu kweyodwa

7.1 Nika isizathu / izizathu ezenze wakhetha lencazelo engenhla.

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## Isiqephu B

Ukunikezwa kwezidingo zomphakathi nokuthuthukiswa kwengqalasizinda.

1. Kokelezela izidingo ezitholakala kulendawo.

Ugesi	1
Amanzi asemapayipini	2
Utheleloni	3
Imigwaqo enetiyela	4
Izindlu zangasese	5
Izinkundla zemidlalo	6
Amakliniki	7
Izibhedlela	8
Izinto zokuthutha umphakathi	9
Izindlu	10
Izikole	11
Amapaki	12
Amahholo omphakathi	13
Okunye ( chaza ngezansi )	14

2. Niwatholaphi amanzi kulendawo?

Amanzi asemapayipini	1
Amanzi esiphethu	2
Amanzi esiphethu	3
Amanzi agwedlwayo	4
Amanzi emvula ( emathankini )	5
Enye inhlobo yamanzi (chaza ngezansi)	6

## 2.1 Uluphi uhlobo olungcono kunazo zonke?

Amanzi asemapayipini	1
Amanzi esiphethu	2
Amanzi asemfuleni	3
Amanzi agwedlwayo	4
Amanzi emvula (emathankini)	5
Enye inhlobo yamanzi (chaza ngezansi)	6

2.2 Yini edala ukuthi ucabange ukuthi loluhlobo lwamanzi olukhethe ngenhla yilona olungcono?

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## 3. Nazithola nini lezizidingo zomphakathi ezilandelayo kulendawo?

Amanzi

Ugesi

Izindlu zangasese?

4. Nisebenzisani ekhaya lakho uma nipeka noma uma kukhona enifuna ukukufudumeza?

Ugesi	1
Izinkuni	2
Upharafini	3
Amalahle	4
Igesi	5
Isola	6
Okunye (chaza ngezansi)	7

4.1 Yikuphi enikusebenzisa uma nipheka noma nifudumeza ocabanga ukuthi kungcono kakhulu?

Ugesi	1
Izinkuni	2
Upharafini	3
Amalahle	4
Igesi	5
Isola	6
Okunye (chaza ngezansi)	7

4.2 Yini edala ukuthi lokho okukhethwe ngenhla ucabange ukuthi kungcono kunakho konke okunye?

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5. Nizikhulula laphi kulendawo?

Izindlu ezincane ezishaywayo (flushed)	1
Izindlu ezincane ezinemigodi (pit)	2
Emahlathini	3
Okunye (chaza ngezansi)	4

5.1 Iyiphi indawo yokuzikhulula ocabanga ukuthi ingcono kunezinye?

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5.2 Yini edala ukuthi ucabange ukuthi lendawo yokuzikhulula oyikhethe ngenhla yiyona engcono kunezinye?

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### Isiqephu C

Iqhaza elibanjwe uhulumeni wasekhaya wakulendawo ekulethweni kwezidingo zomphakathi nokuthuthukiswa kwengqalasizinda.

1. Uhulumeni wasekhaya wakulendawo uziletha ngendlela efanele izidingo zomphakathi ezifana namanzi, ugesi, ukuthuthwa kwetshe lentaba, izindlu kanye nokulungiswa nokwakhiwa kwemigwaqo.

<u>Ngivuma ngokugcwele</u>	01
<u>Ngiyavuma</u>	02
<u>Angivumi angiphiki</u>	03
<u>Angivumi</u>	04
<u>Angivumi nhlobo</u>	05

2. Uhulumeni wasekhaya wakulendawo uyahluleka ukuletha izidingo zomphakathi ezinjengamanzi, izindlu zangasese nogesi ngoba abantu bayehluleka ukuzikhokhela lezidingo.

<u>Ngivuma ngokugcwele</u>	01
<u>Ngiyavuma</u>	02
<u>Angivumi angiphiki</u>	03
<u>Angivumi</u>	04
<u>Angivumi nhlobo</u>	05

3. Uluphi uhlobo lwentuthuko olwaziyo olwenzeke kulendawo?

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4. Uhulumeni wasekhaya kulendawo uyabagqugquzela abantu ukuba babe nezwi ezintweni ezithinta izimpilo zabo.

Ngivuma ngokugcwele	01
Ngiyavuma	02
Angivumi angiphiki	03
Angivumi	04
Angivumi nhlobo	05

4.1 Uma kuwukuthi uvuma ngokugcwele / uyavuma ngenhla, chaza ukuthi abantu balithola kuphi noma kanjani ithuba lokuphawula ngezinto ezithinta izimpilo zabo.

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5. Ikhansela lalendawo livamisile ukubiza imihlangano lapho abantu bethola khona ithuba lokuphawula ngezinto ezithinta izimpilo zabo.

Ngivuma ngokugcwele	01
Ngiyavuma	02
Angivumi angiphiki	03
Angivumi angiphiki	04
Angivumi nhlobo	05

5.1 Uma kuwukuthi uvuma ngokugcwele / uyavuma ngenhla, nikeza isibonelo sezinto ezivamise ukuphakanyiswa ngumphakathi.

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6. Uhulumeni wasekhaya walapha ubambe iqhaza elikhulu ekuletheni izidingo zezemidlalo kanye nokungcebeleka.

Ngivuma ngokugcwele	01
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Ngiyavuma	02
Angivumi angiphiki	03
Angivumi	04
Angivumi nhlobo	05

7. Inkosi nomkhandlu wayo bangenza kangcono kunohulumeni wasekhaya walapha.

Ngivuma ngokugcwele	01
Ngiyavuma	02
Angivumi angiphiki	03
Angivumi	04
Angivumi nhlobo	05

7.1 Uma uvuma ngokugcwele noma ungavumi nhlobo, nikeza izizathu.

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8. Uhulumeni wasekhaya walapha uyazigcna izithembiso.

Ngivuma ngokugcwele	01
Ngiyavuma	02
Angivumi angiphiki	03
Angivumi	04
Angivumi nhlobo	05

8.1 Uma uvuma ngokugcwele / uvuma, nikeza izithembiso azigcinile.

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9. Ukusweleka kwezimali kudala ukuthi kubenzima ukuba uhulumeni wasekhaya walapha akwazi ukufeza izidingo zomphakathi.

Ngivuma ngokugcwele	01
Ngiyavuma	02
Angivumi angiphiki	03
Angivumi	04
Angivumi nhlobo	05

10. Ngokubona kwakho kungenzeka kanjani ukuthi uhulumeni wasekhaya nabaholi bendabuko benze ngcono ukulethwa kwezidingo zomphakathi?

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11. Yiziphi izidingo zentuthuko ezidingekakakhulu kulendawo, njengamanzi, ugesi, ukuthuthwa kwetshe lentaba, amathuba emisebenzi, nokunye?

1	
2	
3	
4	
5	
6	
7	
8	

12. Umphakathi walapha uyaziqhenya ngohulumeni wasekhaya walapha.

Ngivuma ngokugcwele	01
Ngiyavuma	02
Angivumi angiphiki	03
Angivumi	04
Angivumi nhlobo	05

## Isiqephu D

1.Kungabe sikhona isidingo sokuba umphakathi walapha ubhiyozele ukuphela kweminyaka eyishumi lelizwe laba nohulumeni wentando yeningi?

Yebo	01
Cha	02

1.1 Uma impendulo yakho ngenhla kungu 'Yebo', yingani ubona ukuthi kunesidingo sokuthi umphakathi walapha ubhiyozele ukuphela kweminyaka eyishumi lelizwe laba nohulumeni wentando yeningi?

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1.2 Uma impendulo yakho kungu 'cha', yingani ubona ukuthi asikho isidingo sokuthi umphakathi walapha ubhiyozele ukuphela kweminyaka eyishumi lelizwe laba nohulumeni wentando yeningi?

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NGIYABONGA NGESINEKE OSIKHOMBISILE

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