UNIVERSITY OF
KWAZULU-NATAL

An analysis of experiences and meanings that community members have attached to the South African government's neoliberal and privatisation policies in historically disadvantaged suburbs

Nkgere Sharon Mashalane (214510754)

Supervisor: Mr Dean Isaacs, Ms. Shaida Bobat and Dr. Shanya Reuben

2022

A thesis submitted to the University of KwaZulu-Natal, South Africa, in partial fulfilment of the requirements for the award of the degree of Master of Social Sciences in Industrial & Organisational Psychology

DECLARATION

I declare that this dissertation is my own unaided work. All citations, references and borrowed ideas have been duly acknowledged. This work is under submission for the degree of Master of Social Sciences in the Faculty of Humanities, the school of Applied Human Sciences, at the University of KwaZulu-Natal, Durban, South Africa. None of the present work has been submitted previously for any degree or examination at any other university.

ACKNOWLEDGEMENTS

ABSTRACT

This research aimed to explore the experiences and meanings that community members have attached to the South African government's neoliberal and privatisation policies in historically disadvantaged suburbs. This study sought to understand how community members of Wentworth make sense of neoliberal and privatisation tactics. Using a qualitative research design, the study further sought to understand how the privatisation of basic services makes community members feel. Participants were community members of Wentworth, a suburb of the city of Durban, who have been residents in the community for more than ten years. Participants were selected using snowball sampling, and the researcher used semi-structured interviews to solicit points of view from the participants on their experiences of the privatisation of basic services in their area. Data was analysed using Interpretative Phenomenological Analysis. The analysis produced the following themes: unemployment, unsafe communities, poverty-stricken homes, government shortcomings, not having a place to call home, and dissatisfaction with life. The research revealed that the residents' understanding of these changes were strongly influenced by the injustices of the past, which now manifest as class instead of race. Recommendations for practical implications and future research were made.

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CHAPTER ONE: INTRODUCTION

1.1. Background to the study

The distribution of resources in South Africa is profoundly unequal. According to Ashman et al. (2011), South Africa is now officially the least equal country in the world, competing only with Brazil for the same title. In pre-democratic South Africa, the unequal distribution of resources was justified by the legislation at the time, which favoured one race over others, legalising the supremacy of Whites under the apartheid regime. The advent of the democratic constitution brought about equality between all race groups and peoples of South Africa. The constitution promised access to adequate housing as a basic human right (Pavelich, 2017), as well as naming other resources such as electricity and water as prerequisites for the optimum development of individuals, families and communities.

While all given socio-economic rights are important, the right to safe housing should be of priority, as inadequate housing leaves citizens in positions of danger where their lives may be at risk. When the privatisation of housing was introduced, residents who could not afford to pay for their housing underwent forced evictions. Forced evictions undermine the human rights of some impoverished citizens, leading courts to play an active role in enforcing housing as a human right. This is done through establishing a jurisprudence that invariably advances a social development agenda (Sobantu et al., 2019).

Privatising housing, as well as the privatisation of other basic needs, does not in any way benefit the poor and, within the South African context, cannot be expected to. Privatisation comes about as the result of a neoliberal agenda that seeks to increase citizen involvement in the provision of their own basic services. The neoliberal theory argues that opportunities for individual freedom and improved access to social goods inevitably increase as deregulation and globalisation work to free the market, and as the market's sphere of influence is enlarged to include public 'goods' areas such as the environment, water and medical care (Harvey, 2005).

Many people believe that governments utilise privatisation as an exit strategy, freeing themselves to be less and less involved in the provision of basic services by instead placing these responsibilities in the hands of the citizens, who must find a way to provide for

themselves. All these strategies are hidden under the guise that the government is empowering its citizens through these strategies and by involving them in the management of their state affairs.

As Harvey (2005, p. 2) has argued, "neoliberalism is in the first instance a theory of political economic practices that proposes that human wellbeing can best be advanced by liberating individual entrepreneurial freedoms and skills within an institutional framework characterized by strong private property rights, free markets and free trade". According to Barnett and Bagshaw (2020), some research suggests that there are positive outcomes to the neoliberal approach, standing on the belief that globalisation has removed many people around the world from poverty, and that the increased privatisation of state enterprises has resulted in efficient governance where the burden on governments was lessened. Others have instead argued that privatisation widens the gap between the rich and the poor, and does nothing to improve the livelihoods of the previously disadvantaged. Privatisation has its positives and negatives; however, according to the studies consulted, it seems as if the disadvantages might be more prevalent than the advantages.

1.2. Statement of the problem

Inequality in South Africa is rooted in the injustices of apartheid, which denied the majority of our people formal qualifications and access to basic infrastructure. These inequalities are now manifesting in the privatisation and deregulation of public services. The removal of housing subsidies is perhaps more damaging to poor people than it is beneficial. Mfuku et al., 2006, Ashman et. al., 2011 are among the researchers who have come to conclude that privatisation affects South Africans negatively, especially given the country's particular historical context.

According to Marais and his colleagues (2008), there have been very few studies focusing on the outcomes of housing privatisation in South Africa. They report that "in fact, apart from a few critical conceptual contributions, we were unable to trace any empirical work in this respect in South Africa" (p. 184). It is therefore imperative that research in this field is conducted to find out whether these privatisation strategies have been successful or not in the Township of Wentworth. This research will address the problem by exploring the experiences

and the meanings that residents have attached to the results of privatisation of their basic services.

1.3. Objectives

This study seeks to explore the experiences of community members/leaders in the suburb of Wentworth, examining the meanings they have ascribed to the government's conservative fiscal strategy and its privatisation of previously council-owned homes as part of an ongoing neoliberal economic agenda.

In order to meet this aim, the following objectives have been formulated to guide the research process:

1. To examine participants' experiences and perceptions of neoliberal privatisation in the suburb of Wentworth.
o How does privatisation make the participants feel?

2. To examine how neoliberal policies and the privatisation of homes have affected the lives of the participants.
o To interpret the meanings community members have attached to the outcomes of neoliberal policies in their community.

1.4. Research questions

1. How have community members experienced and perceived the effects of neoliberalism and of privatisation?
o How does privatisation make the participants feel?

2. What meanings have community members attached to the outcomes of the government's neoliberal trajectory?
o What impact has neoliberalism had on the subjectivity of community members and how they make sense of their lives?

1.5.   Rationale of the study

By any measure, South Africa is one of the least equal countries in the world (World Bank Group, 2018). In part, inequality is rooted in the injustices of apartheid. These inequalities are now manifesting in the privatisation and deregulation of public services.

Many studies in the South African context have argued against the privatisation of services (Mfuku et. al., 2006, Marais et. al., 2008, Bagshaw, 2020, Ashman et. al., 2011). Although other studies on privatisation have been conducted, no prior research has specifically focused on exploring how the privatisation of basic services has affected the residents of Wentworth, Durban. The results of this study will help shed some light on the lived experiences of these community members, detailing how they cope with the burden of having to pay for basic services on their own. These results might further be used as a basis to change some government policies, or at the very least highlight a need for change in order to better the lives of citizens in underprivileged communities.

1.6.   Study area and sample

The study was conducted at the Wentworth Organisation of Women in Wentworth, Durban, which is a township-based, non-profit community development organisation. The researcher obtained a gatekeeper's letter before recruiting members of this non-profit organisation for this study. The participants took part voluntarily and identified other members who they knew faced similar challenges. The researcher approached those members who were also identified as willing to partake in this research study.

The researcher explained the subject and goals of the study to each participant before their interview commenced, and also covered their rights during the interview. In the end, six participants were recruited and interviewed.

1.7.   Contribution of the study

This study will provide an in-depth exploration of the meanings that the Wentworth community members have attached to neoliberal strategies, detailing their experiences and

describing how privatisation has impacted them, shedding light on the extent of progress—or rather lack thereof—that privatisation strategies have brought to these community members. This study might further assist with ascertaining whether or not any changes are needed regarding the privatisation of basic services, or whether these existing strategies have been effective and beneficial to residents to a sufficient extent.

1.8. Overview of the dissertation

The first chapter of this paper will introduce the research by providing an overview of the research problem and the rationale of the study. The researcher will include the context within which the research took place. The research objectives will be provided for the reader, along with descriptions of the researcher's aims and targeted goals for the end of this research study.

The second chapter is the literature review. This chapter will provide a well-structured literature review discussing the current and past literature on privatisation, and will include an overview of the historical background of privatisation and how it has come into existence in South Africa. The benefits and disadvantages of privatisation and de-regulation will be looked at in depth. The researcher will illustrate why research in this context is important.

The third chapter illustrates the theoretical approach that was used in this study. The research will discuss how this given approach can be applied to address the current research problem.

The fourth chapter will provide an in-depth description of the research methodology used to answer the research questions. The chapter will cover the detailed operations which were performed by the researcher in terms of sampling, how the data was collected, and how it was analysed. It will also include the research design, a description of the participants and the organisation from which they were selected, and a description of the instruments employed by the researcher. Furthermore, this chapter will detail the procedures followed by the researcher to obtain ethical clearance as well as to secure permission from the organisation. Lastly, this chapter will briefly discuss the relevant ethical considerations.

The fifth chapter will provide the results and discussion of the findings. The researcher will link the themes found in the data to what has been discussed in the literature review. The researcher will also link the theoretical approach to the data.

The last chapter will summarise the research study in terms of the aims, desired outcomes, and the findings. The researcher will state limitations and draw conclusions from the results, and offer recommendations for further research on this topic.

CHAPTER TWO: LITERATURE REVIEW

2.1. Introduction

This chapter focuses on previous existing literature relevant to the privatisation and deregulation of services worldwide, and particularly in South Africa. The literature revealed how the privatisation of services—not just of housing, but also of electricity, security, water and other basic services—has affected community members. The literature further indicated some of the advantages of privatisation. Although there have been very few studies focusing on the outcomes of housing privatisation in South Africa (Marais et al., 2008), this chapter reviews similar past studies and their findings. To date, the researcher has not come across a study that researched privatisation and deregulation strategies in Wentworth, Durban.

2.2. A brief history of neoliberalism

Neoliberalism has become a controversial topic both internationally and domestically. Barnett and Bagshaw (2020) state that, starting from the 1970s, neoliberalism has become a hegemonic constellation of ideas dominating economic and political institutions at a global level. What has earned it more attention is the detrimental consequences it brings for those at the margins of society. The interpretation of neoliberalism via policy development has been carried out through different measures, among which are export-oriented, fiscal austerity and the privatisation of basic services (Narsiah, 2002). As Harvey (2005, p. 2) has argued, "neoliberalism is in the first instance a theory of political economic practices that proposes that human wellbeing can best be advanced by liberating individual entrepreneurial freedoms and skills within an institutional framework characterised by strong private property rights, free markets and free trade".

The doctrine of neoliberalism therefore suggests that individuals have access to opportunities and are exposed to social goods increases, as the market operates freely as a result of deregulation and globalisation, and as the market influence is broadened to include public 'goods' areas such as water, the environment, and medical care (Harvey, 2005).

In their 2017 study 'The World Bank Improving Environmental and Natural Resource Policies: Power, Deregulation, and Privatisation in (Post-Soviet) Armenia', Burns et al. (2017) reach the conclusion that when international organisations like the World Bank intervene, it is usually done with the claim that they are there in aid of the common good. However, quite the opposite might occur: neoliberal privatisation and deregulation will further weaken state actors and their capacities (Burns et al., 2017).

When nations increase their economic ties with other countries, many potential benefits are likely to arise, such as making goods and services and work opportunities more easily available to people and communities. Harvey (as cited in Sterne, 2006), argues that in practice, neoliberalism usually goes against the core principles of democratic processes. This is why important neoliberal institutions like the International Monetary Fund and World Bank are not elected, nor are they representative bodies. As many people who are against globalisation have noted, their existence outside of traditional governmental or business channels also makes these institutions harder to resist. Since they operate outside of conventional government or business practices, they usually hold a lot of room for exploitation. Harvey (as cited in Sterne, 2006) further states that neoliberalism cannot be sustained, mainly for two reasons: firstly, the degree of economic concentration and mass deprivation cannot continue endlessly; and secondly, contradictions exist between neoliberalism's official dogma of free markets and its actual practice of concentrating wealth.

"The expansion of economic ties between nations has however resulted in the emergence of a neoliberal model of global capitalism that serves to enrich powerful corporations at the expense of workers and ordinary citizens, while increasing social, political, and economic inequalities between nations" (Aguirre et al., 2006, p. 1). There's also much debate over whether neoliberal economic strategies imposed by institutions such as the World Bank and IMF have reduced or worsened global poverty. "Although the neoliberal model has been embraced by political and economic elites in the global north and south, the International Monetary Fund (IMF) and World Bank have often externally imposed it in the south as a condition for obtaining a development loan" (Aguirre et al., 2006, p. 1).

In the South African context, perhaps this answers the valid question: "How did the African National Congress, a movement with socialist goals, shift so quickly to a neoliberal position?" (Narsiah, 2002). Peck and Tickell (2002) identify two interrelated phases or processes to help clarify how neoliberal policy has developed: 'roll-back neoliberalism' and 'roll-out neoliberalism' (cited in Aguirre et al., 2006). For the purposes of this research, we will look closely at roll-back neoliberalism. In roll-out neoliberalism, the rolling back of state intervention in the economy produces national variants of neoliberalism as each country seeks to position itself in relation to global economic circumstances. Roll-back neoliberalism, Aguirre and his colleagues (2006) report, actively destroys or discredits the Keynesian-welfarist and social-collectivist agendas. This process is said to focus on omitting the previous governmental control of resources and state regulations, as well as public services, nationalised industries, and labour and social rights, also known as privatisation. "Privatization takes many forms, including the sale of public assets, voucher programs, deregulation, cutbacks in public services, and the contracting out of those services for profit and non-profit agencies" (Aguirre et al., 2006, p. 2).

Addressing the crowd at the 2008 World Economic Forum, Bill Gates' underlying argument for the privatisation of markets was its potential effectiveness in coming up with systems where market incentives, which include profits and recognition, push to do more for the poor (Sedighikamal & Talebnia, 2014). He went on to state that this idea can also be termed 'creative capitalism', which is an approach whereby governments, businesses, and non-profits come together and work as a unit in an attempt to tap into market forces so as to reach more people, thereby enabling them to make a profit and also be recognised for doing work that lessens the world's inequalities (Sedighikamal & Talebnia, 2014). Despite the noticeable growth in world economic activity over the last few decades, many authors who research the impact of privatising state-funded services hold mixed opinions on its effectiveness. According to Barnett and Bagshaw (2020), some research suggests that there are positive outcomes, standing on the belief that globalisation has removed many people around the world from poverty, and that the increased privatisation of state enterprises has resulted in more efficient governance where the burden on governments has been decreased. "If privatization must of necessity bring forth the desired benefits, it has to be viewed not as an end itself, but as a means to get government interested in fostering a new division of labour between the public and private sectors in order to increase the efficiency and contribution to development of both sectors" (Sedighikamal & Talebnia, 2014, p. 90-91).

However, some research suggests that there have been poorer results for struggling economies, with many middle and low-income countries facing slow economic growth as compared with previous decades (Barnett & Bagshaw, 2020). With the privatisation of basic services, the means of production of services are in the hands of capitalists whose main goal is to maximise profit. These new initiatives are said to be operating under the guise of Black empowerment and entrepreneurship; however, these local partnerships are in fact controlled by multinational corporations (Narsiah, 2002).

According to van de Walle (as cited in Hentz J., 2000, p. 204), "privatisation in South Africa is defined as the process of deregulating and commercialising public organisations, rather than as the specific transfer of ownership and control from the public sector". This is well explained by the theorist Karl Marx in his views on capitalism, who sees this as a strategy for the bourgeoisie to maximise their profit at the expense of the proletariat. According to Karl Marx, a process of concentration occurs as new branches of capitalist production open up. A process of centralisation subsequently occurs as capital becomes concentrated from state-owned enterprises to the hands of fewer and fewer capitalists (Narsiah, 2002).

In Western Europe, the doing away with government assistance for citizens in need of housing was supported by an ideological turn to the right, and also served as an attempt to decrease the government's expenses by reducing its financial responsibilities. In Eastern Europe, the privatisation of housing was introduced some years later as a result of the changes brought about by the collapse of Communism (Broulikova & Montag, 2020). In Britain, the first steps to privatise housing occurred during the latter parts of 1970s, after Margaret Thatcher and her conservative party had risen to power (Marais et al., 2008).

In the South African context, the decision to privatise is said to also serve other goals of government, particularly that of Black Economic Empowerment (BEE). In theory, BEE is a brilliant concept intended to benefit previously disadvantaged individuals by remedying the injustices and inequalities of the past in its goal to redistribute wealth across broader society in different sectors (Shava, 2016). It has been argued, however, that this has not been the case in practice, and that BEE has instead caused further segregation—this time not along racial lines, but instead by deepening the divide between classes. "BEE comprised a varied set of regulatory initiatives and funding mechanisms aimed at redressing the country's legacy of systematic economic marginalisation of the Black majority" (Pitcher, 2012, para. 3). "Its goals were to reverse the long-standing patterns of racial discrimination with respect to

employment, land tenure, and ownership; to support small and medium-sized businesses belonging to historically disadvantaged groups; to encourage and finance the purchase by Black investors of equity stakes in existing companies; and to build a workforce that reflected the demographic make-up of the country" (Pitcher, 2012, para. 3). "Privatisation has occurred on a wide scale throughout South Africa; there have been water and sanitation concessions in Nelspruit, in the Mpumalanga Province, Queenstown, in the Eastern Cape Province and on the Dolphin Coast in KwaZulu Natal Province, whereas in Johannesburg, the water and electricity utilities have been" (Narsiah, 2002, p. 7). Furthermore, in many provinces—such as the Western Cape, KwaZulu Natal, and Gauteng—water and sanitation are in the process of being provided by multinational companies (Narsiah, 2002). According to Smith (1982), "In South Africa, state-driven housing was closely associated with apartheid planning, as the rental housing units were mostly constructed in the Black townships of urban areas in so-called White South Africa" (cited in Marais et al., 2008, p. 184). Marais et al. (2008) further assert that the state provision of rental houses was also a way by which the state controlled urban influx. Hentz (2000) opines that, considering South Africa's economic reality, privatisation should not have been a government priority. Reddy (as cited in Hentz, 2000) is of the view that privatisation on paper, and not in execution, seemed to align well with BEE's goals, as it increased opportunities for Black ownership. However, when it came to its execution, it is arguably clear that BEE has been doing more harm than good. It is concerning that the same neoliberal policies are in continuation here, just as they were under the apartheid regime.

In these post-apartheid times, the neoliberal government hides under voluntarism and empowerment, underpaying those who work providing municipal services in dangerous environments in disadvantaged, poor Black communities (Miraftab, 2004). Disguised as privatisation, here discrimination and marginalisation continue unchecked across class lines. This further impacts previously disadvantaged groups, given that they make up the majority of occupants living in township areas. Narsiah (2010) is of the view that there was nowhere else where the apartheid legacy was more evident than in the provision of basic services. This was one of the main difficulties faced by the post-apartheid administration: the delivery of basic services to those who were denied them in the past. Indeed, the problems faced by the democratic government were similar to those faced in the rest of sub-Saharan Africa, "of reconciling a commitment to universal provision with a market-oriented approach where all those served must pay full costs" (Jaglin, 2002, p. 231, cited in Narsiah, 2010).

2.3.　Outsourcing and privatisation as a result of neoliberalism

Privatisation is one of the main vehicles driving neoliberal philosophy, which is centred on the concept of free-market rule (Narsiah, 2010). "In the 1980s, growing frustration over the welfare state politics coupled with an economic crisis led to a revival of laissez-faire ideas, favouring free markets, and limited government (Scanlon and Whitehead, cited in Broulikova & Montag, 2020., p. 52). Broulikova & Montag (2020) further opine that "this political turnover shifted the perception of housing and housing policy: instead of a social good, which needs to be provided by the government and subsidised from the taxpayer's pocket, housing was to be seen as a private good provided mainly by the market" (Broulikova & Montag, 2020, p. 52). Locally, the outsourcing of service providers has undeniably brought harm to those who work in municipalities.

In February 2001, a company to which the Johannesburg City Council had privatised its fleet services and maintenance, reportedly fired around 150 employees (Narsiah, 2002). These employees attempted unsuccessfully to negotiate with their unions, resulting in them receiving contracts with minimal to zero benefits (Narsiah, 2002). This phenomenon of job loss and malfeasance where workers are subjected to mediocre earnings is well explained by Marx's anti-capitalist views concerning injustice and exploitation. Marx opined that "the capitalist system is based, independently of this or that economic policy, on the worker's unpaid surplus labour, source as 'surplus value', of all forms of rent and profit. The extreme manifestations of this social injustice are the exploitation of children, starvation wages, inhumane labour hours and miserable life conditions for the proletarians" (Lowy, 2007, p. 147). Those who live at the brunt end of the capitalist system are the vulnerable who are disadvantaged and likely could not access basic needs in the first place.

The outsourcing of 'non-core' services as a business strategy has been used by many South African organisations, as it allows the employer to focus on the fundamental business functions of the institution (Matlou, 2018). While this may be the initial concept, in the majority of cases businesses ultimately outsource services strictly because those services are strategically important to the business, and not because they are non-core. It is a fact that workers employed through agencies are paid significantly less compared to workers who are employed directly by the companies where they work, leaving the former with no security of employment. Matlou is further of the view that outsourcing negatively impacts workers'

salaries, their overall job security, and oftentimes results in the reduction of their benefits (Matlou, 2018).

The logic for privatisation is rooted, firstly, on the liberal argument for small government and the promotion of private property rights, and again stands on the argument that privatisation brings about economic efficiency. This casts the private sector in a better light economically than the public sector (Narsiah, 2010). According to Feigenbaum et al. (as cited in Narsiah, 2002), privatisation imperatives are driven by privatisation initiatives, suggesting a typology of privatisation that is pragmatic, tactical and systemic. Feigenbaum et al. further suggest that "pragmatic privatisation is frequently introduced as technical solutions to an immediate problem, while tactical privatisation is introduced solely for the purpose of achieving short-term political goals. Systemic privatisation is intended to reshape the entire society by fundamentally altering economic and political institutions and by transforming economic and political interest" (cited in Narsiah, 2002, p. 4). It is systemic privatisation that is in the forefront in South Africa. One further objective of privatisation is to open extra avenues for the government to reach more people in terms of service delivery. This argument is supported by Sedighikamal & Talebnia (2014), who state "a common argument is that privatisations remove obstacles to proper resource allocation posed by government control and facilitate the dismissal of poorly motivated government appointed managers whose objective function is vastly different from value maximisation. Thus, privatisation reforms can jumpstart performance improvements in formerly State-Owned Enterprises (SOEs)" (Sedighikamal & Talebnia, 2014, p. 84).

Many believe that governments utilise privatisation as an exit strategy, and this view is held by Hentz (2000) and Marais et al., (2013). Hentz (2000) argued that the privatisation policy used by the apartheid government during the 1980s was a political plan used to propel certain political agendas. Furthermore, the neoliberal approach places all the power in the individual. Here the freedom of choice by individuals is promoted, stressing that people must ensure their own individual quality of life and pay for their services by themselves, rather than be recipients of basic needs provided by a more welfare-oriented state (Painter & Mayo, as cited in Houghton, 2010). One can argue that, by this approach, the government aims to be less and less involved in the social welfare of its people by placing its responsibilities in the hands of these citizens. Marais and his colleagues (2013) are of the view that the privatisation of housing can be best discussed in terms of the political economy, from a neoliberal

perspective, where it is viewed as a way to cut down government spending and to shift housing responsibility to the individual or household (Marais, 2008; 2013).

Tipple et al. (2004) concur that "the basic reasons for privatisation in developing countries were related to government's realization of their inability to fulfil the demand, the inability to reach the poorer sections of the population, the role of international advisory organizations; and the role of structural adjustment programs" (cited in Marais et al., 2008, p. 187). Basically, the reasons to privatise had nothing to do with empowering the citizens, but rather resulted from the inability and failure of the government to provide for its citizens.

"In urban areas, public-private partnerships between municipal authorities and the private sector to provide service delivery have evolved into much more comprehensive and transformative models of restructuring that employ the language of neoliberalism such as efficiency, competition, rationalisation, deregulation, and de-centralisation to justify their growth" (Smith, 2004, p. 382).

2.4. Housing privatisation in South African townships

During the apartheid era, all non-White populations, as previously classified, faced discrimination based on their race, prohibiting them from accessing financial assistance when purchasing houses. Black people specifically did not have right to buy property in suburban areas until the mid-1980s, leaving it to government and municipalities to ensure the provision of rental accommodation for the Black, Coloured and Indian populations (Migozzi, 2020). With the ANC's rise to power at the end of apartheid, home ownership was promoted as a way of addressing previous housing inequalities. The government at the time began by successfully encouraging housing subsidy programmes, resulting in large scale housing which to date has brought over 3.5 million houses to the nation's poorest (Migozzi, 2020). However, according to Lynch (2012), the South African state—encouraged by the World Bank—later ceased to provide and support basic housing, and instead aimed to become an 'enabler of market forces'. This resulted in many South Africans living in squatter camps and impoverished areas, struggling to survive without basic services.

Throughout inception and implementation, neoliberal strategies have had far fewer positive effects than were anticipated. This is because "decades of informal settlement upgrading

projects and efforts to provide affordable private housing led to a situation where decent housing is unaffordable to the poorest, who are instead forced to live in shacks without basic amenities" (Lynch, 2012, p. 9).

After the city jurisdiction had been extended, the aim in Durban in the 1990s was for service delivery to be governed independently (Narsiah, 2010). The economic growth and redress initiatives that came into play post-apartheid were directed towards development in Durban, and remain part of the post-apartheid transition plan to ensure that South Africa plays its part in the global economy (Houghton, 2010).

"The impacts of the privatisation process and the effect of what is commonly known as 'housing transformation' in respect of the housing previously owned by the state, have been low on the agenda of housing researchers" (Marais et al., 2008, p. 184). Thus, not much research has been undertaken to determine the impact of housing privatisation. Processes of neoliberalisation, together with their transitions within the arena of urban development, are evident within public-private partnership activities in Durban. Even though these partnerships aren't explicitly involved in privatisation and marketisation processes, they are however engaged in neoliberalised forms of urban development (Houghton, 2010). One clear example is that of Chatsworth, Durban. Areas which are inhabited by the poorest people (mostly previously disadvantaged) are now targets for the withdrawal of basic services (Narsiah, 2002). This modus operandi of absorbing housing into the private sphere has neoliberalist characteristics. Flats which were previously owned and maintained by the municipality are now owned and maintained by residents. Removing these government-aided subsidies has resulted in tariffs increasing massively after privatisation. These price increases have limited the number and availability of basic services, which is unfair to poor people in South Africa. Private property is reinforced as a major factor of capitalism as people are forced to form body corporates in order to manage their housing needs (Narsiah, 2002).

Modern neoliberals in South Africa are still set on the belief that the free functioning of markets is a way of developing the country's economy and helping South Africa's previously disadvantaged populations (Schneider, 2003). In South Africa, the high rate of job loss, limited access to basic services, poor working conditions for employees, less accountability and responsibility from the state, and increased concentration of economic power, are all attributed to the consequences of privatisation (Ashman et. al., 2011). When private companies take over utility contracts, the prices sky-rocket, service delivery plummets, and

the poor lose out (Vogt, 2003). One can question how the privatisation of services benefits South Africans. Ever since the introduction of cost recovery by the South African government as part of the Growth Employment and Redistribution (GEAR) programme in 1996, over 10 million people have had their water cut off (Vogt, 2003). Vogt (2003) adds a further account of a multinational company by the name of Biwater, which signed a contract in agreement to supply the Nelspruit city with water. This resulted in rate increases, which surged by over 400% within the first five years. Taking South Africa's struggling economy into account, it is unimaginable to think how much more the percentage rates will continue to rise in the coming years.

One can confidently argue that placing service delivery responsibility in the hands of private companies is a purely capitalist action, and seems to not benefit the impacted residents at all. While South Africa's governing party, the African National Congress, advocates the mantra of a better life for all, GEAR's vision of development leans more toward a model that is reliant on a market-driven system which depends on growth as its driving force (Landman, 2006). "From the 1970s onward, with the emergence of neoliberal market ideologies, public housing increasingly came to be viewed as a burden on state finances; and most governments started to reassess the place of the public rental sector" (Sefika, 2012, p. 48).

According to Marais et al., (2013, p. 59), "Neo-Marxists argue that there are four main drawbacks to housing privatisation: Tenants are subjected to rigorous private sector lending rates and fall behind on their payments (see Burrows 1998); private sector repairs are more expensive than in the public domain; those failing to pay rent to housing associations are prone to eviction (Bramley and Morgan 1998); and privatisation leads to landlordism". Sefika (2008) adds that Neo-Marxists further describe the negative impacts privatisation has on residents, for example that it leads to eventual homelessness. Taking into cognisance the overall financial status of most South Africans, the majority of residents simply cannot afford to pay their housing bonds.

The primary issue with the views surrounding privatisation—whether political or economic—is that they turn a blind eye to other social theories, often entirely overlooking the historical factors which influence the current reality. This is especially true in the South African context (Sefika, 2012).

It is impossible to divorce present-day South Africa from the South Africa of the apartheid era, as most of the issues that exist today are remnants of the past segregation laws of the

then-government and its policies. However, at the same time, Sefika (2012) argues that Neo-Marxists do not consider the other side, which takes into account the fact that local job creation and architectural diversification are also brought about by privatisation. When locals own and transform houses, they hire other locals to extend or renovate their houses, creating employment within local areas. When the government was responsible for maintaining the rental houses it provided for its non-White population groups, it brought in its own labourers for the upkeep and maintenance of these buildings. Furthermore, "housing privatisation has increased the financial burden on households residing in original rental units, this problem was also identified as one of the possible problems associated with privatisation in South Africa" (Dewar, 1982; Mabin and Parnell, 1983, cited in Sefika, 2012, p. 182). Privatisation does bring with it some positives, however the number and extent of its disadvantages remain far greater.

According to Marais et al. (2013), those who advocate for privatisation argue that the provision of ownership allows households to have security of tenure, leading to increased housing investment and the occurrence of a secondary housing market which then becomes a source of income for homeowners who rent their properties out. Even though they concur with this, Sefika (2012) added that the above reasons are not always valid in supporting the use of housing as a source for income. In a study in Mangaung, Sefika (2012, p. 181) opines that "first, the dominant notion of housing stress overshadows economic reasons for housing extensions and the development of secondary markets, and furthermore it is my contention that this reality can be understood only against the historical exclusion of Black people from urban South Africa under apartheid".

With regards to housing privatisation leading to increased housing investments, Southall (p. 11, as cited in Pitcher, 2012) added that "aided by empowerment legislation, the share of Black South Africans in private-sector management has climbed from 18.5% in 2000 to 32.5% in 2008". This benefits citizens, as it includes participation in economic activities. However, in a paper titled 'Was privatisation necessary, and did it work? The case of South Africa' Pitcher (2012) quotes Chalmers Johnson's depiction of Japan after World War II. According to Johnson's now-classic analysis, Japan's phenomenal post-World War II growth can be ascribed to "conscious and consistent governmental policies dating at least from the 1920s" (1999, p. 37). Pitcher (2012) reported that, "to accomplish these objectives, as Johnson argued, it required first 'a small, inexpensive, but elite state bureaucracy staffed by the best managerial talent in the system'" (1999, p. 38). Second, "this bureaucracy must be

sufficiently insulated from politics and given latitude to perform its duties without interference" (Pitcher, 2012, p. 38). Third, "the state must have control over a number of 'market-conforming methods' such as financial institutions, parastatals (of the public-private variety), and a tax regime". They further add that the state must be in support of research and development initiatives, and foster discussions to evaluate these initiatives and ways forward. Fourth, "the Japanese model included an agency within the state that essentially spearheaded, controlled, and managed the process and it had its own budget and possessed 'internal democracy'" (Pitcher, 2012, p. 38). Pitcher goes on to state that, as Johnson pointed out, this kind of a model cannot be simply copied and pasted. Instead, there must be indications with respect to the ways in which the South African approach is different from that of a Japanese model. Firstly, according to Pitcher, not enough efforts are directed towards engaging consumers to empower the economy by buying locally produced products. This reduces South Africa's integration into the global economy as, again, the bureaucracy has serious skill shortages and not many people are experienced (Pitcher, 2012).

Turner (1976) questioned state rentals from another angle, making a comparison between state-owned houses and houses in informal settlements (cited in Marais et al., 2008). According to Turner (1976) "the process of providing rental housing, as driven by the public sector, was oppressive, did not consider the needs of prospective residents, and focused too much on the formal nature of building structures" (cited in Marais et al., 2008, p. 186). According to Marais and his colleagues (2008), there have been very few studies focusing on the outcomes of housing privatisation in South Africa. They report that "in fact, apart from a few critical conceptual contributions, we were unable to trace any empirical work in this respect in South Africa" (p. 184). However, even with the limited magnitude of research in this field, it is quite evident that South Africans who are on the receiving end of these policies are the ones suffering the consequences of these practices. Even though the privatisation of houses was advocated for in a positive light, research is yet to be produced indicating how this has been the case. At the time of finalization of this dissertation, the writer did not come across any literature that previously investigated the privatisation of houses in South Africa and its effects on citizens.

CHAPTER THREE: CONCEPTUAL FRAMEWORK

3.1. Introduction

This chapter discusses the conceptual framework which underpins this study. Maxwell (2013) describes the conceptual framework as hypotheses, ideas, beliefs, and theories supporting and informing the research conducted. The researcher will use critical theory to clarify epistemological dispositions, and constructionist theory to explore the participants' experiences. The perspectives from these two theories posit that people become empowered when they are conscious of the issues that concern them, and are able to address and make sense of their experiences. The experiences considered here concern the effects of privatisation on the provision and efficacy of basic services in disadvantaged suburbs.

3.2. Critical theory

Critical theory, drawing from the enlightenment tradition, considers social science to be tasked with liberation from "unnecessary restrictive traditions, ideologies, assumptions, power relations, identity formations, and so forth, that inhibit or distort opportunities for autonomy, clarification of genuine needs and wants" (Alvesson & Willmott as cited in Callaghan, 2016). This theory is relevant to this study as it explores the power dynamics that permeate the neoliberal perspective, mapping the area between the powerful elites and the poor majority who have their 'basic rights' taken away from them. Power in this context is seen as a tool for exploitation, regardless of what the bill of rights stipulates every citizen has rights to access. According to Kincheloe and McLaren (1994), "all thought is fundamentally mediated by power relations that are social and historically constituted; that facts can never be isolated from the domain of values or removed from some form of ideological inscription; that language is central to the formation of subjectivity and that certain groups in any society are privileged over others" (p. 140, as cited in Karataş-Özkan & Murphy, 2010).

Paolo Frere (1970) used the term 'critical consciousness' to refer to the effects political, social, and economic influence have on one's current experiences of oppression and social

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inequity. Thus, how the residents of Wentworth view their positionality shapes how they experience oppression and being denied access to basic services. An emerging body of psychological research has investigated consciousness-raising as a catalyst for socio-political action. When community members are conscious of their surroundings, only then can they move towards initiating change and change strategies—or at the very least, attempt to initiate change in their communities.

3.3.　Social constructionist theory

According to Karataş-Özkan & Murphy (2010), social constructionism places an emphasis on how reality is constructed—for example, how meanings are shared and negotiated between groups and individuals. In the social constructionist perspective, the use of social inquiry changes from structures and outcomes to processes (Karataş-Özkan & Murphy, 2010). This means the focus is on how community members make sense of the government's privatisation plan, and what meanings they attach to the outcomes of these plans. Gergen (1995) views social constructionism as a "critical stance towards taken-for-granted knowledge, historical and cultural specificity, a focus on processes, specifically on interaction and social practices and, finally, language as a form of social action" (as cited in Karataş-Özkan & Murphy, 2010, para. 20). Social constructionists view reality as something constructed by people over the course of their daily social interactions (Karataş-Özkan & Murphy, 2010). Social constructionism is highly influenced by language discourse. Community members utilise language to describe the reality they experience and to share the meanings they have attached to those experiences. They use language as a way of making sense of the realities around them. The researcher will therefore use this theory to better understand what meanings the community members of Wentworth have drawn from the government's privatisation plan.

CHAPTER FOUR: METHODOLOGY

4.1.   Introduction

The aim of the current research is to explore the experiences of community members and their leaders, and examine the meanings they've attached to the government's conservative fiscal strategy and its privatisation of homes which were previously council-owned as part of its ongoing neoliberal economic agenda. The study adopted a qualitative research approach, as this is best suited to exploring the experiences of participants. A snowball sampling method was used. The resulting data was analysed using Interpretative Phenomenological Analysis (IPA). The researcher observed various ethical codes used in research, as explained in section 4.4 of this chapter.

4.2.   Research design

A qualitative research approach attempts to understand the meaning of phenomena (privatisation strategy of basic services) to the community members of Wentworth in the social and cultural context in which they live (Terre Blanche, 2006). Research in recent times is faced with epistemological and ontological challenges. Epistemology deals with theories of knowledge, questions such as what knowledge is and what justified what knowledge is (Ejnavarzala, 2019). On the other hand, ontology is concerned with the existential conditions related to material, social, cultural and political contexts (Ejnavarzala, 2019).

A phenomenological (hermeneutic) design was used. Creswell (2012, p. 76) stated that "a phenomenological study describes the common meaning for several individuals of their lived experiences of a concept or phenomenon". They further stated that "Phenomenologists focus on describing what all participants have in common as they experience a phenomenon" (p. 76). Qualitative methods were employed, as they allow for greater in-depth understanding of the experiences and perceptions of research participants. The researcher used snowball sampling.

4.3.   Table 1 Participants biographical data

The participants' basic biographical data is given in the table below. The writer gave participants pseudonyms to protect their identity.

Participant	Sex	Age	Race	Resident
Mary	Female	51	Coloured	Yes
Rose	Female	53	Coloured	Yes
Jack	Male	48	Coloured	Yes
Jane	Female	29	African	Yes
Samantha	Female	33	Coloured	Yes
Hope	Female	31	Indian	Yes

4.4.   Sampling

The researcher used a snowballing sampling method to select the six participants who volunteered to take part in this study. Some participants were part of the Wentworth Organisation of Women. Some participants weren't part of the organisation, however, were contacted by the researcher telephonically after being identified by the initial participants. A snowball sampling is a well-known, non-probability method of survey sample selection commonly used to locate hidden populations (Johnson, 2014). Johnson describes how this method relies on referrals from respondents in the initial sample to identify other persons believed to have characteristic of interest to the study. This study aimed at including community members from diverse backgrounds who were affected by the privatisation of housing and other basic services in the community of Wentworth. The researcher gained access from the gatekeeper (see Annexure E) at Wentworth Organisation of Women, where the participants were selected, and three face-to-face interviews were subsequently planned

and conducted. The researcher also gained ethical clearance from the University of KwaZulu Natal Humanities and Social Sciences Research Ethics Committee. It is of importance to note that the researcher observed all Covid-19 protocols. In addition to the face-to-face interviews, three other interviews were conducted telephonically.

Participants were selected based on the following criteria:

(a) The participant had to have been a permanent resident in Wentworth for more than ten years.

(b) The participant had to be over 25 years of age (assuming that by this age, they would have insight or knowledge of their community with regards to housing issues and other matters).

(c) The participant had to be directly affected by the privatisation of basic services in Wentworth.

(d) The participant had to be willing to voluntarily participate in the study.

The following criteria was used to exclude participants from the study:

(a) Community members who did not wish to participate in the study.

(b) Individuals who were not members of the Wentworth township community.

(c) Community members who had no knowledge of the matter concerning homes which had previously been owned and overseen by the council.

The researcher arranged a meeting telephonically and later in person to brief the participants on the purpose of the interviews and explain how these interviews would be conducted, together with an explanation of their rights pertaining to this study. Three participants chose telephonic interviews, while the other three opted for face-to-face interviews. The interested participants then signed the informed consent form (see Annexure A). During the face-to-face interviews, the researcher observed all Covid-19 protocols for the safety of every person involved.

4.5. Data collection

Since research involves collecting data involving details about people's lives, approval from the ethics research committee is imperative (Terre Blanche et al., 2006). Ethical clearance was obtained from the University of KwaZulu Natal Humanities and Social Sciences Research Ethics Committee (see Annexure F). Only once this ethical clearance had been obtained did the researcher proceed with identifying suitable respondents. After suitable participants were identified, they were asked to offer other potentially suitable participants. Creswell (2013) stated that, "It is essential that all participants have [similar lived] experience of the phenomenon being studied" (p. 155). In this case, all interviewees were residents of Wentworth, and all had been affected by the privatisation and de-regulation process.

The research purpose as well as plans for what will be done with the research findings were shared with the potential participants as an initial step in the process. The possible expected benefits of the study were also outlined (Terre Blanche et al., 2006).

The researcher used in-depth, semi-structured interviews with members of the Wentworth community who met the inclusion criteria. According to Creswell and Clarke (2017), an in-depth interview is a qualitative data collection method which allows the researcher to pose questions to research participants with the aim of learning more about their views, opinions, and beliefs about a specific phenomenon. Interviews are treasured sources of data which allow for clarification and consideration of participants' responses to specific enquiries (Creswell and Clarke, 2017).

One of the advantages of semi-structured interviews is that they allow participants to truly express themselves in their own words, and share their lived experiences as they would wish for them to be understood. This adds a degree of authenticity to the data that is collected. A semi-structured interview schedule prepared around themes relevant to the experiences and meanings attached to the privatisation of previously council-owned homes was produced. Before conducting the interviews, the researcher arranged a meeting with individual participants via telephone, and gave the participants the option to participate telephonically, over WhatsApp audio, or in face-to-face meetings, depending on participants' preferences.

Each interview was conducted over a duration of 30-45 minutes. Three participants opted for telephonic interviews, while the other three opted for face-to-face interviews. The face-to-face interviews were conducted at Wentworth Organisation of Women. All interviews were

recorded electronically on a recording device (phone) with the permission of the research participants. The researcher transcribed each of the recorded six interviews. Interviews are transcribed, as this assists the researcher in coding the data and organising illustrative examples of code pieces (Creswell & Clarke 2017).

According to Creswell and Poth (2017), the advantage of interviews is that participants are capable of offering historical data, and the investigator has influence over the track of enquiry. On the other hand, the main challenge for researchers using this methodology is that data is compromised by the opinions of participants. In as much as the opinions of the participants are objective, they might be blurred by their personal feelings and biases towards certain issues. In this study, the researcher reinforced the interview advantages by guiding the participants to focus on the research issues, and by probing for more relevant information.

Research instruments

According to Creswell & Clarke (2017) research instruments are data collection tools (for example, questionnaires or scales, or interview questions) designed to obtain data on a topic of interest from research subjects. This study made use of semi-structured interviews to collect data from the research subjects. Semi-structured interviews involve conducting intensive individual interviews with a small number of respondents to explore their perspectives on a particular idea, programme, or situation (Boyce & Neale, 2006). These semi-structured interviews were based on a flexible topic guide that provided a loose structure of open-ended questions to explore experiences and meanings. The topic guide (interview schedule) consists of five key questions (see Annexure A). Semi-structured interviews were selected because of their flexibility. Creswell and Poth (2017) stressed that semi-structured interviews have the benefit of flexibility, and can allow the researcher to develop rapport with participants, thereby producing richer data. The researcher also made side notes during the interview, where any emotions or actions by the participants were noted.

As pointed out by Boyce & Neale (2006), another advantage of in-depth interviews is that they provide much more detailed information than what is available through other data collection methods, such as surveys. This gives a fuller, more detailed understanding of the phenomenon in question. Again, in-depth interviews may provide a more relaxed atmosphere in which to collect information—people may feel more at ease having a direct conversation with the interviewer than they would in a group setting, or when filling out a survey (Boyce & Neale, 2006). People may feel more at ease because the interviews are treated as a

conversation between two people, with the researcher probing and asking questions that will answer the research questions. This communicates to the participant that the researcher has real interest in them and what they have to share, and that the researcher sees value in their experience.

4.6. Data analysis

The researcher used individual interviews to gather data and gain insights, as interviews are particularly useful in uncovering the story behind participants' experiences (Doody & Noonan, 2013). These interviews took place over the telephone and face-to-face, at a time convenient for the participants. The researcher secured a total of six participants (one per interview). Holding individual interviews allowed participants to be themselves, and to express themselves without fear of judgement from others. This made participants feel safe, and they were able to be vulnerable with their stories and truly express themselves. Again, ethical consideration relating to their participation was thoroughly explained. This allowed the research participants the freedom to withdraw from the study at any time they felt compromised by the process, without any repercussions or judgement.

The data was recorded with a recording device, and this will be kept safely locked away where individuals outside of the research community will not be able to access it. The researcher used the recorded interviews to identify themes (analyse the data). Data analysis is done to reduce, organise and give meaning to the data, thereby facilitating interpretation and comparison with previous literature.

The interviews were analysed using Interpretative Phenomenological Analysis. The importance of IPA as a qualitative research approach is its ability to examine and interpret the 'lived experiences' of research participants (Alase, 2017). Smith et al. (as cited in Alase, 2017, p. 11) argued that the bottom line with IPA, as a tradition that is 'participant-oriented', is that its approach is more concerned with the "human lived experience and posits that experience can be understood via an examination of the meanings which people impress upon it". Alase further stated that for a phenomenological researcher to have these understandings of the 'lived experiences' of the research participants, it is important for the researcher to put themselves in the shoes of the participants (Alase, 2017). Where analysis of data is concerned, Creswell (2013) advised researchers to start by describing their own personal

experience with the phenomenon under study. This is so that the researcher is cognisant of what statements resonate with them, and does not over-emphasise the importance of such themes. Additionally, Creswell (2013) suggested that researchers should "develop a list of prevalent statements" as a foundation for their understanding of the phenomenon. According to Creswell (2013, p. 193), researchers should "treat each statement as having equal worth, and work to develop a list of non-repetitive, non-overlapping statements". This is to ensure that all statements are given enough credit, and their individual relevance is not undervalued. In this way, each statement holds relevance because it is the lived experience of the participant. It is important that the researcher treats each statement as significant and having value. According to Creswell (2013), after the development of these statements, researchers should "take the significant statements and then group them into larger units of information, called 'meaning units' or 'themes'" (p. 193). This is to create larger themes under which all the statements fall. This helps to identify themes that are dominant or statements that stand out, as they are repeatedly and independently mentioned by multiple participants. Lastly, Creswell (2013) advised researchers to describe the phenomenon incorporating the textural and structural descriptions.

An interpretive phenomenological analysis was used to examine and interpret the interview data. The process of analysis involved six phases (Smith and Osborn, 2008):

Phase 1: Familiarising yourself with data

Smith and Osborn (2008) opine that this step is important because it helps the researcher to understand the data they have collected. This step is all about immersing oneself in the data as the researcher.

The researcher listened to all six of the recorded interviews multiple times. Going through the recordings also helped the researcher to recall the tone and atmosphere felt on the day of the recording. This further enabled the researcher to once again step into the shoes of the participants.

Phase 2: A free text analysis

The researcher transcribed all six interviews verbatim using Microsoft Word. This step was the longest to complete. In this step, the researcher played the audio multiple times while pausing and rewinding the audio to type out the exact words. The researcher wrote down personal summary notes during all the interviews.

Phase 3: Allocating notes/transcripts into themes

When analysing the transcripts and going through notes and personal summaries, themes emerged. The writer added notes about the participants pausing, sighing, or when their tone of voice increased or decreased. This illustrated how the participants felt when talking about certain subjects, revealing their emotions around these topics.

Phase 4: Connecting the themes

The transcripts allowed for clustered themes to emerge, and the analysis revealed subordinate themes as well as superordinate themes. In total six superordinate themes emerged, from which multiple subordinate themes were also revealed. These below themes emerged in all six participants' interviews.

Theme 1:   Unemployment

Theme 2:   Residing in an unsafe community

Theme 3:   Poverty-stricken homes

Theme 4:   Government shortcomings

Theme 5:   Not having a place to call home

Theme 6:   Dissatisfaction with life

Phase 5 and 6: Repeat analysis process and identify convergent and divergent themes

Here, the researcher goes over the transcript again and groups together similar and different themes. The researcher was able to spot any information or themes which were initially overlooked, and was confident enough to identify converging and diverging themes.

Phase 7: Finalise superordinate and subordinate themes

After going over the themes several times, the researcher decided on the superordinate themes and subordinate themes. The subordinate themes make up the superordinate themes in that when put together, they form part of the bigger theme.

4.7. Data trustworthiness methods

The credibility and veracity of the data is of extreme importance in qualitative research. Where the data collection method is more interactive, the researcher is required to be fully present and to immerse themselves in the process. To ensure its reliability, the research needs to be credible, transferable and dependable. The researcher also needs to be reflexive.

Credibility

According to Cope, credibility "refers to the truth of the data or the participants' views and the interpretation and representation of them by the researcher" (Cope, 2014, p. 89). A study is credible if the descriptions of the participants' experiences resonate with the experiences of others who have been in similar circumstances. This means that the participants will have similar lived experiences and will likely share similar sentiments.

Dependability

A study would be deemed dependable if, through the researcher's process and descriptions, the study findings yielded were the same with similar participants in similar conditions (Koch, 2006). As cited by Cope in 2014: "Dependability, also known as reliability or consistency-strategy, refers to the constancy of the data over similar conditions" (Cope, 2014, p. 89).

Transferability

Transferability is when we provide rich, thick descriptions in an attempt to obtain external validity, or transferability (Creswell, 2016). "It requires the researcher to give sufficient details about settings, inclusion/exclusion criteria, sample characteristics, and data collection and analysis methods, so that the reader can evaluate the extent to which the conclusions made by the authors are transferable to other settings, situations, and populations" (Houghton, 2013, para. 13).

Reflexivity

During data analysis, the researcher must ensure that their views/beliefs do not in any way influence the findings of the study. By doing this, a researcher must clearly describe the existing contextual intersecting relationships (for example race, socio-economic status, age, cultural background) between themselves and their participants. This not only increases the creditability of the findings (Berger, 2015) as cited in (Dodgson, 2019), but also deepens our understanding of the work as the academic community. It is important for the researcher to be cognisant of these similarities and differences, and to make them known to readers (Dodgson, 2019). The quality of the work is highly dependent on the ability of the researcher to articulate these similarities and differences to themselves, the participants, and to later readers (Dodgson, 2019). When being reflexive, I had to dig deep and confront any issues that could've led to me being biased, such as any similar lived experience I might have had with regards to being treated unfairly by the government, or where I felt the government had fallen short. This self-awareness and degree of personal contextual clarity assists in giving the participants their own voice, and avoids the researcher's voice from being heard over that of the participants when gathering, analysing and presenting data.

CHAPTER FIVE: DATA ANALYSIS, PRESENTATION AND DISCUSSION

5.1. Introduction

This chapter reports on the findings from the data collected during the interviews. The data was analysed using themes which were identified over the course of the interviews. Analysing data using IPA is usually inductive; this means it is a bottom-up approach, and themes are generated over the course of this process (McLeod, 2011). The researcher included direct extracts from participants' interviews as evidence in support of the interpretation of the data. "Analysis generally comprises a set of processes that move from the particular (account-specific themes) to the shared (common themes generated through cross-analysis) and from description to interpretation (by using empathetic and questioning hermeneutics)" (Rajasinghe, 2020, p. 184). The participants' responses are interpreted through the theories and research that was consulted during the literature review.

5.2. Emerging themes

The data collected produced six superordinate themes. Each theme contained multiple subordinate themes within it. Below, the researcher will indicate the themes that emerged.

Theme	Sub-theme	Content	Excerpts
1. Unemployment The participants indicated how unemployment partially caused by historical injustices has hindered them from according their basic needs.	Historical injustices	Injustices refer to the unfair treatment of people. In South Africa, this unfairness was visible through the ill treatment of Black people. One blatant injustice during the pre-	*"Before it was okay, like it was good at like, at those days because, they provided water for us, shelter, like everything was good. So now, like we*

		democracy era was that of the racially segregated urban settlement patterns resulting from the spatially segregated urban development laws enforced along racial lines (Strauss, 2019). The Land Act and other legislation, and the apartheid regime at large, supported the separation of residential areas according to racial order. The effects of this separation are still evident, as it is common for townships like Wentworth—unlike urban areas—to go for many days without running water. It is no secret that the remnants of the pre-democratic South Africa are still visible today, and continue to impact South	*have to like fend for ourselves, we, we have to pay for electricity, like we don't even have proper housing here, we don't have jobs, we, even paying for all these things you know, like things are just like very bad like and it's like the government is not even doing anything like to assist us* nje, abasizi nga lutho *(they're not helping with anything),* like bayazi ukuthi nje *(they know that),* the counsellors are not doing anything, there's ward counsellors, sometimes it's

		Africans negatively. The townships/locations remain poorly maintained and underdeveloped, and residents still do not have access to proper facilities as compared to urban areas that were previously reserved for White people. The participants in this study indicated how being underprivileged and lacking resources is still very much their day-to-day reality, just as it was pre-democracy. "We need to have conversations around 'redress', as many people continue to live in poverty with minimal access to resources" (Segalo, 2015, p. 79). Limited access to proper resources	*like we don't even know who to complain to* uyabona *(you see), yah, like it's very bad* nje.*"* (Rose) *"We cannot get jobs because we're uneducated, and the reason we're uneducated is because like education is so expensive, we can't afford it, we cant like afford to take our kids to proper schools"* (Samantha)

		like clean running water may then result in poorer health among residents. According to critical theory, people in powerful positions use their status to oppress those who are less powerful than them, and often will pursue their own goals against the best interests of those who are less powerful. In this instance, the powerful officials in government make decisions that negatively impact those without a voice. The residents of Wentworth are disadvantaged due to their positionality and class, and it is these two intersecting factors that render the residents of Wentworth less	

		powerful. People use language to challenge the realities around them, and how people make sense of their lack of access to basic resources contributes to how they actively experience these shortfalls. Just like social constructivism, how experiences are expressed influences their lived reality. Participants reported negative experiences of neoliberal policies, as they do not deem these policies to be beneficial to them in any way. If anything, participants understand these strategies as the government ridding itself of its responsibility to	

		take care of its citizens and ensure that all population groups have access to the basic services needed for their welfare.	
2. Unsafe community The participants indicated the high rate of gun violence and drug abuse, making their communities unsafe.	• Gunshots, violence and drugs • High rate of school leavers	All research participants mentioned that Wentworth is not a safe community. Each of them stressed that at some point they had witnessed physical violence, or lost someone due to gun or knife assaults (shootings and stabbings). This left them with a deep fear of being in their own community. Feeling unsafe can lead to prolonged levels of anxiety, which could result in health issues. The crime rate in the area is also extremely high, and	*"Ohh, yes yes no, it's also like, you know the crime rate is very high, because, you know, like, as I said, the conditions are very bad, so like most people, myself included, we not very educated, so it's difficult to get jobs, like most people just end up going into crime as a means of survival coz there's no other way like, they, they can get money. So, like*

		many community members fear for their lives as a general fact over the course of their daily existence. It is understandable why the residents of Wentworth might feel unsafe, as they don't have proper housing where they can reside or take secure refuge, and where they feel protected from the outside world. Education is undervalued, as residents don't realise its importance. They see getting educated as a waste of time, and they instead pursue other means of 'bettering their lives'. This is also the norm, as mentioned by one participant who explained that no one in her	*they, even from a very young age, the kids join gangs, so they can get money to feed their families. Like they really just look into crime, even the young girls, they are prostituting themselves so that they can uhmm, so that their little cousins, their little sisters can just eat, so like the crime rate is very high, that's the only way that they know, if they not getting any grants, because some of them just get pregnant, because they tryna get this money from the government."*

		community has made it to university.	(Jane)
		The privatisation strategies that the government has employed seem to have been doing more harm than good. Residents have huge electricity and water bills, and they do not have money to pay them off. They live in constant fear that their water and electricity will be disconnected if they do not pay, and some residents have faced evictions due to non-payment of rent. Their reasons for not being able to pay tie back to poverty, and not having the means to cover their basic needs. Each time they receive money or work odd jobs, they first have to	*"This place my sister is very dangerous, you see even young kids carrying guns, just going around with guns. They don't even go to school, like school is just not important to them"* (Rose) *"My sister Wentworth is not safe, any day here, like, you can just hear gunshots, it's really scary hey. People just shoot one another, the police work with the drug dealers, we don't know who to report to"* (Jack)

		pay a large amount of money toward bills before they can think of other necessities like food and clothing. The residents live at the bitter end of government privatisation strategies. By enforcing the neoliberal model, the government has employed capitalist strategies to maximise profits by minimising its own involvement and culpability.	
3. Poverty and lack of affordability The residents indicated that they cannot afford basic necessities due to poverty	Poverty cycle continues from generation to generation	Even though some residents work, they are frequently underpaid, and a large number of residents are not employed at all. Even those with steady employment barely make ends meet. Community members are	*"It's like things keep getting worse instead of getting better. Like, it's like they getting worse, we are not seeing progress, instead of us moving forward it feels like*

		discouraged, and live below the poverty line. As a result of not having their basic needs met, teenagers in the area turn to crime. These activities in turn affect the likelihood of them going to school, inhibiting their chances of securing employment in adulthood. This leads to a cycle of poverty, which then repeats itself from generation to generation. One participant indicated that instead of things getting better, they are getting worse. The poverty rate is high in Wentworth township. Residents indicate how the lack of jobs and education has turned poverty into a	*we're moving backwards."* (Jane) *"I just started working at another lady's house, she was giving me R50 every day, but I told her to give me per month because now I always finish it, I don't see where it goes. So, she will give me the money month end, but (sigh)… it's still not enough, I must take care of my son, I must pay for his school things and get him uniform, it's really difficult for me."* (Mary) *"We live in a 2-bedroom rented flat, the flat was*

| | | vicious and continuous cross-generational cycle. Residents also describe how their households are often overcrowded, with families of 7-10 individuals often sharing two-bedroom flats. This leaves no room for privacy. Parents frequently share a bedroom with their teenage daughters and sons. These residents do not have faith in the government, nor do they hold much hope of their conditions improving. | *rented out by my father-in-law. But he passed away. So, the house is now rented by my husband and his brother. We pay R450 to the Department of Human Settlements. We pay it every month. It's difficult not working. My husband pays it. But it's tough living there because there's many of us and the place is small."* (Mary) *"The problems are arising from the fact that uhmmm, there's bad living conditions at home and nobody's working, so like* |

			these kids are like just trying to make ends meet, by committing crime, or uhmm, asking sugar daddies, and they don't even have proper education, so like if we could educate them and maybe make the living conditions at home better, then would help stop or engage in things that would not be helpful in their futures." (Samantha)
4. Government's class discrimination According to the residents, government's discrimination has moved from race to	• Lack of accountability, corruption, greed • Selfish leaders (council members) • No trust in the	Another theme to emerge was the government's failure to fulfil its duties providing for the needy, creating safe communities, empowering communities, and	*"The government has failed us very much; we deserve to be offered basic living needs and not have to suffer so much."* (Mary) *"This is where the residents feel like the*

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class, as they are expected to pay for basic services just like residents who can afford to.	government system	bettering the lives of community members. As discussed earlier in the literature review, the doctrine of neoliberalism suggests that deregulation and globalisation allow markets to operate freely, granting individuals access to opportunities and increased exposure to social goods as the market influence is broadened to include public goods like water, the environment, and medical care (Harvey, 2005). This strategy seems to be ineffective for a number of reasons, as per the data collected: 1) Residents mentioned that very few of them are educated,	*government is failing them, as everyone cannot be expected to pay the same rates, taxes, accommodation and so forth."* (Hope) *"The environment is not conducive, there's no water, like uhmm, even the place, there's no proper infrastructure in the schools, like everything is just, we, the government doesn't even know there's a place called Wentworth because I don't think there's a budget for us, because everything is in such a bad condition."* (Jack) *"So, like most people, myself included, we not very educated."* (Rose)

		therefore being active in the economy proves difficult as they are only eligible for unskilled jobs. 2) The distribution of resources in South Africa is remarkably unequal, creating an imbalance where the rich have plenty and the poor live in destitution. Freeing the markets therefore means different classes do not start on equal	

		footing.	
		3) Thirdly, there are corrupt officials in leadership positions who do not assist citizens in a fair or equal manner. As one participant mentioned, residents receive assistance from the council based on how well they know council officials. This leaves many residents without assistance from the government.	
		Wentworth	

		community members indicated experiencing a strong sense of discrimination according to social classes. This sentiment was also revealed in the literature, when discussing the aims and failings of BEE. BEE's aim was to redistribute wealth across the broader society and in within different sectors of the government (Shava, 2016). However, in reality, it benefits only the elite few who are educated, who have access to information on how to access tenders, and who know the relevant people to assist them with obtaining these tenders. Meanwhile, the government has taken a step back	

		and does not get involved in the delivery of goods and services. The concern for Wentworth residents is that they are unable to pay for utilities, or cover rent, or afford basic services as other working classes do, as they do no not have stable employment or other means of earning a living to cover these expenses. The residents of Wentworth feel that discrimination has now changed faces—it is no longer enacted on the basis of colour, but now manifests on the basis of class. Unlike the pre-democratic South Africa where the government discriminated	

		against people of colour, discrimination is now based on whether or not one is able to afford basic necessities. It makes no sense for the government to privatise even basic services by assuming that all of its citizens will have the means to pay for those services. This then creates a clear line of separation between the 'haves' and the 'have-nots'. Wentworth residents feel let down by the government and have essentially lost hope. It became clear to the researcher that the residents feel unrecognised by their government, as if they do not exist or are otherwise invisible, because	

		nothing is done to better their lives. The impression among residents was that they are not included in government budgets/plans to improve the lives and living conditions of the South African people. Marais and his colleagues (2013) are of the view that the privatisation of houses can be best discussed in terms of the political economy, from a neoliberal perspective, where it is viewed as a way to cut down government spending and to shift housing responsibility away from itself and over to the individual or household (Marais, 2008; 2013). In	

		simpler terms, the government uses this as an exit strategy to be less and less involved in the wellbeing of its citizens. The residents echoed the views of Marais and his colleagues, indicating that the government does not want to be held accountable for its citizens, and instead expects them to fend for themselves while being well aware of the inequality that persists in South Africa. Some participants felt that these government strategies have brought the discrimination of the past back in full force, only this time under a different guise. One interesting comment made by the residents was	

		that this is a vicious cycle. Their parents struggled through poverty, they are struggling through poverty, and the likelihood is strong that their offspring will also be poor, because they are already out of school and working odd jobs like washing cars just to make a living. This hopeless situation is discouraging to the residents, who struggle to find the will to push for a better tomorrow. It seems to them that the odds against them are insurmountable, and that they are in this alone.	
		School conditions in the area are not conducive to learning, because the building and learning facilities	

		are in such bad condition. The few learners who still go to school are demotivated, attending almost without interest, and a high number of them do not perform well academically. It is more common in Wentworth to be a school dropout than it is to complete school and go on to further studies. The state of so many schools not being conducive to learning can be tied back to the government failing to do its part, as even projects that are put in place to maintain the schools are now outsourced, and private companies bid for these tenders. This has clearly led to large amounts of	

		money being misused or companies doing subpar work to maintain schools, leaving the community with schools where their children cannot receive a proper education.	
		This is one example where privatisation benefits only the elite few: namely, those who are knowledgeable in applying for tenders, those with registered companies, and again those who have people they 'know' in government places ready to help them with their tender bids. This excludes the many South Africans who are not educated, who are not equipped or otherwise able to apply for these	

		tenders, and those who by virtue of circumstances cannot provide for themselves. The result of this form of exclusion is further division in wealth and access to basic services, damaging any opportunities the offspring of the poor may otherwise have to gain equal footing by accessing proper education. The discrimination cycle is perpetuated and repeats itself vividly in many different spheres.	
5. Not having a place to call home The residents indicated that they are overcrowded in their homes and there is no privacy. Some have no homes and have to	• No privacy at home • Crowded homes, not having enough space in family homes • Children sharing bedrooms with parents of the opposite sex	The participants indicated that they are overcrowded in their homes. Many of them live in small flats, and others occupy freestanding homes. Some participants indicated that they	*"It's really hard living there, my sister and her daughter, we don't get along very well, and now my son is growing, but we must share a bedroom and the house is just*

stay in shelters with their children.		have undergone forced evictions, leaving them to move in with family members or stay in shelters. Other residents mentioned times when they have had to live with strangers who felt sorry for them. According to Sobantu et al. (2019), forced evictions undermine citizens' human rights. This incites the courts to play an active role in enforcing housing and human rights through establishing a jurisprudence that invariably advances a social development agenda. The participants described the lack of privacy in their own homes and how this strips them of their dignity, as parents	*very small. You see, I live together with them, and we are just crowded."* (Jane) *"We got evicted because we could not pay rent and the water bill was thousands of rands and we couldn't pay, so now we were given this one room to live in here at Wentworth Organisation of Women. We've been fed by (the director of Wentworth Organisation of Women) because she knows my situation and my grandkids' situation."* (Mary)

		share their bedrooms with children who may be older and who sometimes are of the opposite gender. "Many households are asset-poor for historical reasons, many have high levels of indebtedness and/or impaired credit records and generally have low levels of income" (McGaffin, 2018). For these reasons, young adults end up being crowded in with their own children while still dwelling in the homes of their parents. Family conflict over scarce resources (space, water, food) causes unhappiness and disrupts the peace within households. One participant mentioned that	*"We are made to pay for the flats, which is unfair because now, how will we pay if we're not working, so we are forced to stay in one house while there's like many of us. And that also leads to many fights between family members"* (Jack)

		many generations end up living together under one roof as, without the means to survive financially on their own, the younger generation is unable to leave home and establish their independence.	
6. Life dissatisfaction The residents indicated that they are generally unhappy about their lives and have no hope of a better tomorrow.	• Not able to secure employment • Not able to afford any basic needs	According to the participants interviewed, many of them are dissatisfied and feel 'stuck', as they do not have the resources or support to make their lives meaningful. They direct their frustrations towards the government, which they blame for not taking the responsibility of providing for its citizens. These views are also shared by Marais and his colleagues,	*"Like I really don't see where my life is going, it's almost like I'm just living, I don't know for what"* (Samantha) *"Our lives are becoming worse, its like there's just no progress at all"* (Rose) *"The government is like another thief, instead of providing for us, we are left with high bills that we cant afford to pay because we do not have jobs and we live in, we are, we are poor you see"* (Jack)

		as indicated in the literature describing how privatisation in developing countries is related to a government's realisation that it is unable to fulfil the citizen's demand. Citizens in this reality live with no hope of their situation improving. They have witnessed poverty, lack, violence and injustice throughout their lives. This is evidently the case in Wentworth as well, where many of the participants of this study remember vividly the events of apartheid and how it affected themselves or their loved ones. Concluding that the South African government does nothing to better their lives, participants	

		expressed a belief that the government is trying to take more away from them by selling them basic services which they cannot afford. They associate this approach by the government as another form of oppression, not any different from the apartheid regime. Four out of the six participants put forward that the privatisation strategy is questionable and is not working for any of them, because it leaves them in debt with high electricity and water bills which they will never be able to pay considering their economic status. They have further concluded that their lives will continue	

		to be a vicious cycle of poverty, dissatisfaction, crime, violence, and struggle.	
		The inability of the participants to obtain proper employment has demoralised them to an incomprehensible degree. An added harmful effect of unemployment is the psychological toll it takes on citizens, especially young adults. They live in dire poverty, which sometimes leads to them entering into and remaining in abusive relationships as they cannot provide for themselves alone. This further increases the already alarming number of Gender-Based Violence (GBV) cases found in these	

		areas and seen in the country overall. When the nation's youth feel as if there is no hope of improving their lives, there is the added danger that they will pass this mentality down to their offspring. Young people who cannot better their lives in any way may seek resolution through crime and/or by using or selling drugs.	
		These activities by default endanger their lives, as involvement with gangs, drugs and prostitution is inherently unsafe and unstable, creating scenarios which frequently turn fatal.	
		The government needs to reconsider its privatisation strategies, especially	

		in the community of Wentworth and like areas, as they are clearly not working.	

5.3. Conclusion

This chapter analysed the responses from all six participants and how they make sense of the privatisation of basic services. Similar responses from the participants were grouped into six superordinate themes, which when combined created eleven sub-themes. It became clear that all participants experienced privatisation strategies negatively and could not see how it helps their lives in any way. Residents are expected to do everything for themselves and have lost all hope in today's government. They asserted the belief that they are on their own, and expressed fears that the situation of living through struggle and poverty is continuing unchecked down the generations.

CHAPTER SIX: SUMMARY, CONCLUSION AND RECOMMENDATIONS

6.1. Introduction

This research aimed to explore the meanings the residents of Wentworth have attached to the South African government's privatisation of basic services, and the impacts these strategies have had on their lives. The research revealed that the residents' understanding of these changes were strongly influenced by the injustices of the past, following the belief that discrimination remains an ongoing issue now perpetuated on the basis of class instead of race. The researcher used IPA to analyse the data. This research explored the meanings participants attached to the government's privatisation policies. Semi-structured interviews were used to collect the data, and six superordinate themes then emerged: unemployment, unsafe communities, poverty and lack of affordability, government's class discrimination, not having a place to call home, and life dissatisfaction. Eleven subordinate themes also emerged. This chapter will provide a brief summary of the study's main findings. It will also provide the contributions this study sought to add to the existing literature, and then discuss any limitations encountered during this study.

6.2. Study overview

Looking closely at the analysis section in Chapter Five, it is clear that factors such as class, unemployment, government discrimination, and poverty, intersected and influenced the meanings participants attached to government's privatisation strategies. This section provides an overview of the main findings of the study.

A key finding of this study concerned the roles unemployment, discrimination, poverty and other societal issues played in influencing participants' experiences of privatisation. These societal issues, which have long been a hindrance to the development of this community, were frequently shown to be the reason why the privatisation of basic services is failing in the Wentworth suburb.

In the next section, the researcher will look at the objectives of this study and discuss whether each of these has been met.

6.3. Conclusion

In this section, the researcher provides the conclusions of this research study in light of its findings.

Objective 1: To examine the experiences and perceptions of neoliberal privatisation in the suburb of Wentworth

The participants revealed in their interviews that they had all had negative experiences of neoliberal policies, leaving them with antipathetic views on policies such as privatisation. The participants associate these types of strategies with class discrimination and the denial of access to basic services. Some participants related the effects of these strategies to their experiences in pre-democratic South Africa, and mentioned that nothing has changed for them since those times. Following the introduction of the privatisation of services, participants have struggled to make ends meet. Some have faced forced eviction, leaving them to squat in other family members' homes. Some lived with total strangers who took pity on them, and some found refuge at shelters nearby. Given the unemployment and poverty rate in this area, it is not possible for these residents to pay their electricity and water bills. They experienced the government as a capitalist entity whose main aim is to make profits and enrich the few who are connected either politically or otherwise to people in management positions. As revealed in the participants' responses, residents had negative experiences of privatisation, and reported that they gained zero benefit from these strategies. In their opinion, these strategies should not and cannot work as a blanket approach to all South Africans, as some citizens can afford to pay for these government services while others evidently cannot. In this study, no participant indicated that they had benefited from these privatisation strategies.

Sub-objective: How the participants feel about privatisation

According to the data gathered, participants view neoliberal privatisation strategies as ways for the government to become less and less involved in the provision of services, effectively removing itself from its duty to ensure that citizens receive the minimal basic services needed for survival. Residents feel that the government does not care for their wellbeing, and in fact works against their progress.

The meaning they attach to these strategies resonates with the findings in the literature review, where the government seeks to rid itself of its responsibility to take care of those among its citizens who are less able to take care of themselves. In simple terms, the government expects everyone to afford housing, water and electricity, without considering the employment status or financial resources available to residents in Wentworth.

Objective 2: To examine how neoliberal policies and the privatisation of homes have affected the lives of the participants

According to the data collected, being made responsible for their own basic services has negatively affected participants. They have been forced to vacate flats due to the inability to pay rent; their water and electricity have been switched off because they could not cover the bills. Homelessness and destitution have led to drastic increases in crime and violent incidents. One participant added that young girls are prostituting themselves in the effort to make ends meet. Corrupt officials in leadership positions have worsened the situation by assisting only those individuals who they personally know or like, overlooking and ignoring other citizens who are left frustrated and hopeless about their living conditions. The school dropout rate was also described as high, as learners abandon their studies in order to seek employment or means to provide for themselves and their families. As a result, the poverty cycle is never ending, instead continuing from generation to generation with seemingly no end.

Sub-objective: To interpret the meanings community members have attached to the outcomes of neoliberal policies in their community

The residents of Wentworth attached frustration, anger and disappointment to the outcomes of neoliberal policies. They mentioned that, from the outset, they were never once considered when these strategies were rolled over. The government did not analyse their situation

accurately to interpret what would be best for these residents. The residents further consider these neoliberal policies as perpetuating greed and corruption, as council officials distribute resources only to who they know or like. One participant mentioned that if you do not have connections, your electricity and water will be disconnected.

Those fortunate enough to know people in leadership positions have it much easier in life, and this is no different from the old apartheid policies which likewise favoured one people over others.

6.4.   Recommendations

Based on the above conclusions, the researcher suggested the following recommendations:

The government must revise its privatisation strategies: The government must revise the neoliberal policies it rolled out in its attempt to free the markets, a move intended to liberate citizens and include everyone in the global economy. These strategies have clearly failed for communities like Wentworth, of which there are many in South Africa. While these strategies may perhaps be successful in other communities, they have not brought any effective value to previously disadvantaged townships where poverty, crime and unemployment are high.

The government must take responsibility for providing for its citizens: The government must acknowledge that not everyone is in a position to provide basic services for themselves. Privatising basic services cannot be used as a blanket approach, as this works on the erroneous assumption that all citizens are able to afford their rent, water and electricity. Those citizens who cannot afford to pay for these basic services should receive government assistance. The government must also recognise the knock-on effects these neoliberal policies have had on its citizens, such as crime increases, homelessness, forced evictions, and the rising number of girls and women who turn to prostitution to provide for their families, not forgetting the high GBV cases as well. All these are a result of neoliberal policies, and each in turn contributes to the high violence rate in the community of Wentworth.

6.5. Limitations

The writer experienced limitations with the three interviews which were held over the phone. For the researcher to fully connect with the participants, it would have been better if all interviews were conducted face-to-face. However, this decision was made in order to limit human contact as per the Covid-19 regulations still in effect at the time.

Another limitation is the limited sample of participants that the writer could accommodate within the time frame of the enrolment of this course. Other studies could perhaps attempt to cover a broader sample of residents, thereby gathering more of their experiences and capturing a wider and deeper scope of data useful to this area of research.

Annexures

Annexure A: Informed consent form

Informed Consent Document

Dear Participant,

My name is Nkgere Sharon Mashalane (214510754). I am a Masters' candidate studying at the University of KwaZulu-Natal, Howard College Campus. The title of my research is: An analysis of experiences and meanings that community members have attached to government's Neoliberal and Privatisation policies in historically disadvantaged suburbs. I am interested in interviewing you so as to share your experiences and observations on the subject matter.

Please note that:

- The information that you provide will be used for scholarly research only.
- Your participation is entirely voluntary. You have a choice to participate, not to participate or stop participating in the research. You will not be penalized for taking such an action.
- Your views in this interview will be presented anonymously. Neither your name nor identity will be disclosed in any form in the study.
- The interview will take about 30 minutes to an hour long.
- The record as well as other items associated with the interview will be held in a password-protected file accessible only to myself and my supervisors. After a period of 5 years, in line with the rules of the university, it will be disposed by shredding and burning.
- If you agree to participate, please sign the declaration attached to this statement (a separate sheet will be provided for signatures)

burning.

- If you agree to participate, please sign the declaration attached to this statement (a separate sheet will be provided for signatures)

I can be contacted at: School of Social Sciences, University of KwaZulu-Natal, Howard College Campus, Durban. Email: 214510754@stu.ukzn.ac.za
Cell: 071 6122 398
My supervisor is Mr. Dean Isaacs who is located at the School of Social Sciences, Howard College Campus, Durban of the University of KwaZulu-Natal. Contact details:
Email : isaacsd1@ukzn.ac.za
Phone number: 082 619 6747 / 031 260 1547.
The Humanities and Social Sciences Research Ethics Committee contact details are as follows:
Ms. Phumelele Ximba, University of KwaZulu-Natal, Research Office, Email: ximbap@ukzn.ac.za, Phone number +2731260 8350/ 4557/ 3587.

Thank you for your contribution to this research.

DECLARATION

I Nonkonzo Shandu hereby confirm that I understand the contents of this document and the nature of the research project, and I consent to participating in the research project.

I understand that I am at liberty to withdraw from the project at any time, should I so desire. I understand the intention of the research. I hereby agree to participate.

I consent / do not consent to have this interview recorded (if applicable)
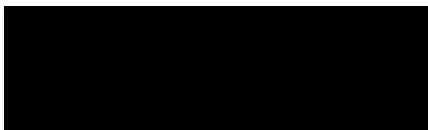
SIGNATURE OF PARTICIPANT

DATE

09 March 2022
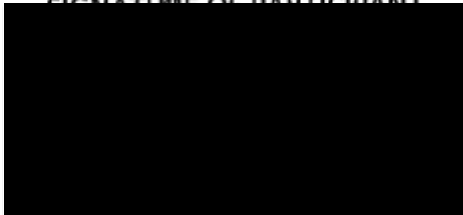
DECLARATION

I..........Nokwanda Khanyile.......... hereby confirm that I understand the contents of this document and the nature of the research project, and I consent to participating in the research project.

I understand that I am at liberty to withdraw from the project at any time, should I so desire. I understand the intention of the research. I hereby agree to participate.

I consent / do not consent to have this interview recorded (if applicable)

SIGNATURE OF PARTICIPANT

DATE

...........1 April 2022.....................................

DECLARATION

I...Mamoya   Tubatuba...... hereby confirm that I understand the contents of this document and the nature of the research project, and I consent to participating in the research project.

I understand that I am at liberty to withdraw from the project at any time, should I so desire. I understand the intention of the research. I hereby agree to participate.

I consent / do not consent to have this interview recorded (if applicable)

SIGNATURE OF PARTICIPANT

DATE

15 March 2022

Annexure B: Interview Schedule

Focus area	Examples of questions and probes
Study and participant introduction	- What do you understand the study to be about? (Researcher will give examples to give the participants a broader understanding of the topic)
Privatisation strategies in the Wentworth community	- How have community members experienced and perceived the effects of neoliberalism and of privatisation? - How does privatisation make the participants feel?
Perceptions and meaning of privatisation to residents	- What meanings have community members attached to the outcomes of governments neoliberal trajectory? - What impact has neoliberalism had on the subjectivity of community members and how they make sense of their lives?

Annexure C: Information Form/Study Description

UNIVERSITY OF KWAZULU-NATAL

SCHOOL OF SOCIAL SCIENCES

Dear Participant,

Researcher: Sharon Mashalane

Supervisor: Mr. Dean Isaacs

Research Office: Isaacsd1@ukzn.ac.za; 031 260 1546; MTB Room 02-010

I, Sharon Mashalane, a Master's student at the University of KwaZulu-Natal wish to invite you to participate in a research project titled: An interpretive phenomenological analysis of the experiences of community members of historically disadvantaged suburbs, and meanings they've attached to governments Neoliberal policies and tactical privatisation: The Case of Wentworth and Wentworth Organisation of Women. The aim of this study is to examine the experiences and perception of community members of neoliberal privatisation in the suburb of Wentworth.

You have been chosen because you are a meet the following criteria: you are a permanent resident of Wentworth for the previous 10 years and you have knowledge of the housing privatization strategy that has been taking place at Wentworth area. Your participation in this project is voluntary. You may choose to withdraw from participating from the study at any point or choose not to answer any question that you do not feel comfortable answering and no penalty will be attached to any of such actions. The information that will be gathered from this study will be used in my thesis and may be published in academic journals and presented orally. However, your identity will be protected at all times and will only be made known if you so wish. Unfortunately, I will not be able to afford you any payment for your participating in this study; as such there will be no financial benefits. This interview will be semi-structured and will last for 45 minutes but can be more or less, depending on your availability and willingness. These will be held over Zoom platform or face to face or anywhere at your convenience. I hope you will take the time to participate. If you have any

questions or concerns about participating in this study, you may contact me, my supervisor, or the University's research office through the numbers listed above.

Yours Sincerely,

Sharon Mashalane

Annexure D: Consent to audio record

Dear Participant,

Researcher: Sharon Mashalane

Supervisor: Mr. Dean Isaacs

Research Office: <u>Isaacsd1@ukzn.ac.za</u>; 031 260 1546; MTB Room 02-010

I, Sharon Mashalane, a master's student at the University of KwaZulu-Natal wish to invite you to participate in a research project titled: An interpretive phenomenological analysis of the experiences of community members of historically disadvantaged suburbs, and meanings they've attached to governments Neoliberal policies and tactical privatisation: The Case of Wentworth and Wentworth Organisation of Women. The aim of this study is to examine the experiences and perception of community members of neoliberal privatisation in the suburb of Wentworth.

Please note that this interview will be recorded using a recording device. You are assured that this recording will not be accessible to the general public, however it might be requested for presentation of this thesis and where my supervisor/ other markers deem fit. I _____ am aware that the interview will be recorded and I hereby give consent to the interview being recorded for this research project.

_____

_____

Sharon Mashalane (Researcher)

………………………….(Participant)

Annexure E: Gate keeper's permission

RE: *"An analysis of experiences and meanings that community members have attached to government's Neoliberal and Privatisation policies in historically disadvantaged suburbs".*

1. The research proposal of Ms. Sharon Mashalane pertaining to the above-mentioned topic refers.

2. The research will be focusing on how community members of Wentworth perceive and experience the responsibility of taking care of their own basic needs, such as paying for their water, their housing and electricity. This will help us understand the broader issues that affect the community members of Wentworth.

3. The research will be conducted at Wentworth Organisation of Women and approximately five or six (6) voluntary participants will take part in the study.

4. This study has no monetary or any other benefits to the participants or the researcher. This study is not funded, it is in accordance with the requirements of an Industrial PsychologyMaster's degree dissertation.

5. The Wentworth Organisation of Womengrants the researcher permission to access their facilities and conduct research with any willing participant.

Kind regards   Company Stamp

WENTWORTH ORG OF WOMEN
21 Austerville Drive Kzn
NPO No: 020-200
063 977 0217

Annexure F: Ethical clearance

UNIVERSITY OF
KWAZULU-NATAL
INYUVESI
YAKWAZULU-NATALI

19 January 2022

Nkgere Sharon Mashalane (214510754)
School of Applied Human Sc
Howard College Campus

Dear NS Mashalane,

Protocol reference number: HSSREC/00003456/2021
Project title: An analysis of experiences and meanings that community members have attached to government's Neoliberal and Privatisation policies in historically disadvantaged suburbs
Degree: Masters

Approval Notification – Expedited Application

This letter serves to notify you that your application received on 27 September 2021 in connection with the above, was reviewed by the Humanities and Social Sciences Research Ethics Committee (HSSREC) and the protocol has been granted **FULL APPROVAL**

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

This approval is valid until 19 January 2023.
To ensure uninterrupted approval of this study beyond the approval expiry date, a progress report must be submitted to the Research Office on the appropriate form 2 - 3 months before the expiry date. A close-out report to be submitted when study is finished.

All research conducted during the COVID-19 period must adhere to the national and UKZN guidelines.

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

Yours sincerely,
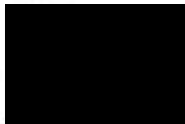
Professor Dipane Hlalele (Chair)

/ms

Humanities & Social Sciences Research Ethics Committee
UKZN Research Ethics Office Westville Campus, Govan Mbeki Building
Postal Address: Private Bag X54001, Durban 4000
Tel: +27 31 260 8350 / 4557 / 3587
Website: http://research.ukzn.ac.za/Research-Ethics/

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

INSPIRING GREATNESS

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Annexure G: Turnitin report

Annexure H: Proofreading certificate

KAREN RUNGE:

PROOFREADING AND MANUSCRIPT EDITING

04 August 2022

+27 (0) 71 282 8304

rungekaren@gmail.com

1 Miller Street

Howick

3290

KwaZulu Natal

Republic of South Africa

To Whom It May Concern

This letter serves to certify that the 2022 Master's Thesis by Nkgere Sharon Mashalane, "An analysis of experiences and meanings that community members have attached to the South African government's neoliberal and privatisation policies in historically disadvantaged suburbs", has been proofread for grammar, spelling and punctuation by the undersigned, and that a number of corrections were recommended.

I the undersigned take no responsibility for corrections and amendments not implemented in the final copy submitted for examination purposes.

Sincerely yours,
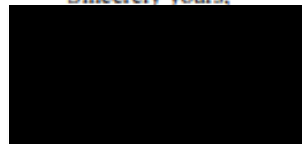
Karen Runge

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