UNIVERSITY OF KWAZULU-NATAL

AN INVESTIGATION INTO THE IMPACT OF RURAL-URBAN MIGRATION ON LOCAL GOVERNMENT SERVICE DELIVERY: A CASE STUDY OF ETHEKWINI MUNICIPALITY.

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DECLARATION

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I, **Musawenkosi Khumalo** (Student number **219073306**), declare that the thesis titled: **AN INVESTIGATION INTO THE IMPACT OF RURAL-URBAN MIGRATION ON LOCAL GOVERNMENT SERVICE DELIVERY: A CASE STUDY OF ETHEKWINI MUNICIPALITY** is my original research.

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The Creator of the Universe, God Almighty! The source of all that is possible

My late parents, my father Luka Khumalo and my mother Msihelesi Khumalo, it is through their teachings and prayers that I am where I am today. May their precious souls continue to rest in power!

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DEDICATION

This study is dedicated to my late parents, may their precious souls rest in peace.

ABSTRACT

Historically, rural-urban migration has remained a common factor in developing countries. This predicament is motivated by a mass movement of people from their places of origin searching for better opportunities. Therefore, this leads to massive urbanization and overcrowding in the city. In South Africa, the city of Durban is classified as a Metropolitan area and attracts the majority of people from different regions across the country. Studies show that rural-urban migration patterns often impact the service delivery of the receiving urban regions. Against the above background, this study aimed to investigate the impact of rural-urban migration on local government service delivery through the case study of eThekwini Metropolitan Municipality. The researcher adopted the exploratory research approach and conducted in-depth semi-structured interviews with six municipal officials from three eThekwini Metropolitan Municipality departments. The three departments interviewed are: electricity, human settlements and health.

The results revealed that the in-migration in the city of Durban has some impact, particularly on service delivery. This causes a strain in the city municipality because of limited resources and high demands of basic services. Contrary to popular beliefs, some of the rural migration in eThekwini is caused by the failure to distribute resources in an inclusive manner that promotes rural areas within the eThekwini region. Although the study respondents revealed that the city municipality is doing its best to respond to high demands of services, the responses fail to meet the rate of rural-urban migration from a budgetary point. It is recommended that more resources be allocated to metropolitan municipalities to respond effectively to the needs of residents and migrants. Furthermore, the government should prioritize developing previously disadvantaged areas to avoid urbanization in cities.

Keywords: Urbanization, developing countries, South Africa, cities, service delivery.

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DEFINITION OF TERMS

Intra-city migration	Is the internal migration within a country
Rural-urban migration	Is the movement of people from the countryside to the city.
Urbanization	Refers to the population shift from rural to urban areas, the corresponding decrease in the proportion of people living in rural areas in rural areas and the ways in which societies adapt to this change.
Migrant	Is a person who moves from one place to another, especially in order to find work or better living conditions.
Rural Area	Is an open swath of land that has few homes of other buildings, and not very many people.
Urban area	An urban area, or built –up area, is a human settlement with a high population density and infrastructure of built environment.
Migration	Involves the movement of people from one place to another with intentions of settling, permanently or temporarily, at a new location.
Service delivery	Is the act of providing a service to customers.
Metropolitan area	A metropolitan area or metro is a region consisting of a densely populated urban core and its less-populated surrounding territories sharing industries, commercial areas, transport network, infrastructures and housing.
Overcrowding	Is the presence of more people or things in a space than is comfortable, safe, or permissible.
City	Is a large town
Informal settlement	Include any form of housing, shelter or settlement which is illegal, falls outside of government control of regulation, or is not afforded protection by the state.
Remittances	A remittance is a non-commercial transfer of money by foreign worker, a member of a diaspora community or a citizen with familial ties abroad, for household income in their home country or homeland.
In-migration	Migration into one community, region, or country from another.

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CHAPTER ONE
INTRODUCTION OF THE STUDY

1.1 Introduction

Rural-Urban migration remains a major phenomenon in most developing countries due numerous elements, which are as a result of push and pull factors. Push factors refers to among other things; lack of adequate infrastructure, extreme poverty due lack of job opportunities resulting from lack of industries and economical activities to foster the economic growth in rural arears, high levels of illiteracy as a result of inadequate infrastructure (Parkins, 2010:6). On other hand pull factors refers to characteristics which motivates the rural inhabitants to migrate to major cities and towns include *inter alia*; adequate infrastructure, more desirable jobs and employment opportunities, better business network and market momentum, improved quality of life and equal opportunities (Thet, 2014:14). Hence, therefore, people in South Africa (SA) such as professionals and elites prefer to work in areas where the infrastructure is adequate and that the essential services are always available (Schachter, 2009:10). The author further opines that most people migrate from their places of origin which in most cases are rural areas and neighbouring countries with anticipated hopes of accessing economic opportunities to improve their standard of living and of their loved ones back in rural areas.

EThekwini Metropolitan City has a high number of informal settlements all over the city. EThekwini Municipality (2017:13), therefore reveals that the Department of Human Settlements has recorded a number of 553 informal settlements within the city of EThekwini in various areas with an estimation of 237 000 dwellings and this is caused by the in migration into the city. The common factor to this predicament is that these informal settlements are built in the unauthorised sites within the boundaries of the city. Hence, the informal settlements dwellers are involved in several illegal activities that penetrate a severe threat into the council in terms of providing its services in the entire city that are proposed for developmental undertakings (Tiang et al, 2013:248). These include; illegal connections of electricity and water among others. Moreover, this does not only cost the Municipality in terms of delivering its services to the entire city in a way that is effective and efficient, but it also endangers the lives of the migrants as a result of overcrowded shacks which in turn lead to possible communicable diseases such as Tuberculosis, Influenza, HIV/AIDS among other

diseases (David et al, 2007:45). This study is therefore, seeks to interrogate the impact posed by rural-urban migration on local government service delivery with the focus on eThekwini Municipality

1.2 Background of the Study

Historically, rural-urban migration has remained a common factor-taking place mostly in developing countries. This predicament is motivated by a mass movement of people from their places of origin, which in this case are normally referred to as rural areas or villages to urban areas (Bodo, 2019:33). Furthermore, the future projections point out that at least in 2050 rural-urban is likely to continue and this could result on population growth of over 2.5 billion worldwide and a further 90% increase in the African countries (UN, 2018). The United Nations Population Division (2017:7-8) reveals that the main drivers of rural inhabitants to migrate to cities is related to the lack basic services in rural areas, poor infrastructure including; lack of roads, shopping centres, lack of electricity and water supply, lack of primary health care, poor education system, lack of government institutions among others. Therefore, rural inhabitants are migrating to cities or urban areas because of anticipated better living conditions, adequate and conducive infrastructure, and better access to essential services including water supply and electricity, access to primary health care, quality of education and better chances of securing job opportunities (UNPD, 2017:8).

Moreover, the underlying perception of the migrants from rural areas is that urban areas are likely to provide opportunities that will allow them to achieve enormous success. Chen (2007) opines that although urbanization provides life-changing opportunities for rural inhabitants who are migrating to cities; the receiving destinations are at severe stress due to an increase in the number of people and a high demand for social services. Bodo (2015) further affirm that urban areas are faced with overcrowded informal settlements mushrooming in the outer skirts of cities, degradation of land, high demand for housing, massive backlogs in terms of the provision for water and electricity supply, public health facilities becomes overcrowded hence, the service delivery becomes threatened and inadequate, class rooms at public schools in particular becomes overcrowded, rapid growth in the crime rate, among others. The UNPD (2017) reveals that urbanization has negative impact in the entire world, this include both developed and developing countries. The global trends of rural-urban migration further reveals that the movement of people from their places

origin was at 172% in the year 2000 and the numbers grew further by 244% in 2015 (UNPD, 2017:1). The table below shows the trends of migration due to massive urbanization globally classified by regions.

Table 1: ***Rural-Urban Global Migration Trends***

Regions	Migration trends in 2000	Migration trends in 2015
Europe	56%	76%
Asia	49%	75%
Northern America	40%	54%
Africa	15%	21%
Latin America and the Caribbean	7%	9%
Oceania	5%	8%

Source: United Nations Population Division (2017:1)

Table 1 reveals the trends of migration, because of rural-urban migration in the developing countries. Between 2000 and 2015, the numbers are showing a growing trend in respect of migration. Europe accounted for 56% in 2000 and 76% in 2015. Asia accounted 49% of the migration trends and 75% in 2015. Northern America accounted for 40% in 2000 and 54% in 2015. Africa accounted for 15% in 2000 and 21% in 2015. Latin America and the Caribbean accounted for 7% in 2000 and 9% in 2015. Moreover, Oceania accounted for 5% in 2000 and 8% in 2015. The above figures are a clear sign and indication that migration remains a growing trend and a factor happening throughout the world and the motives of these trends are driven by different characteristics per each country as well as cities.

According to Awumbila's (2017:8) study on the drivers of migration and urbanization in Africa, he reveals that the major countries of destination for migrants are South Africa, Côte d'Ivoire, Nigeria, Kenya and Ethiopia. Furthermore, the authors outlines that the majority of migrants are the youth who aspire opportunities that are not likely to be afforded in their countries of origin and this includes *inter alia;* better paying jobs and better educational facilities that are in place in other parts of the continent. Moreover, it has also been revealed that migration and urbanization in South Africa has been stimulated by the past apartheid regime laws and policies, hence the majority of African people were forced to move to rural areas and the policies and regulations at that time denied them many opportunities which could possibly change their life circumstances. Thus, the temporary labour migration was the only mechanism that

was permitted during that time. Amongst other apartheid policies and laws that prevented people to move freely to the destinations of their choice, included: 'Group Areas Act, No 41 of 1950' which its primary aim was to separate residential areas compulsory between the White and African population. Furthermore, the Acts didn't allow African population in particular to own piece of land in the cities. Hence, the 'Natives (Urban Areas) Act No 21 of 1923' was passed in order to control African population in the urban areas. Moreover, the Act gave power to the local authorities to embark on a journey of ensuring that Africans who were working in the urban areas was given temporal accommodation in the outskirts of cities and those who were found in cities without any documentation which legalized them to be in towns was forcefully moved back to rural areas (Apartheid-Legislation, 1850-1970s).

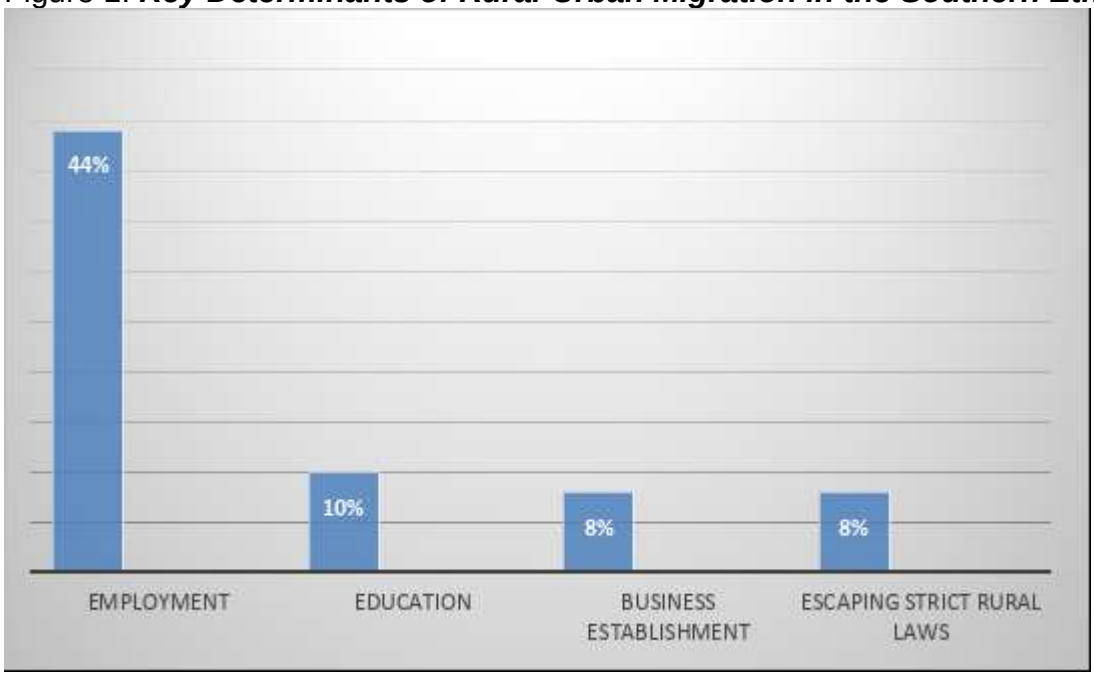
The migration trend started to grow drastically between October 1996 to October 2001, with a migrant population of 3754 379 that was made up of people from different African countries (Statistics South Africa, 2006:1-2). Although migration may yield positive results such as employment, business opportunities, and schooling to the migrants, challenges are also encountered in urban areas, the receiving point of migrants. The challenges include: increased exposure to sexual transmitted diseases and other communicable diseases, service delivery tends to be compromised and does not reach the migrants in most cases because they are not included during the policy development. Additional factors such as; xenophobic attacks and related discrimination actions, increased informal settlements in the unauthorised areas within the major cities like: Buffalo City, Cape Town, Ekurhuleni, eThekwini, Johannesburg, Mangaung, Msunduzi, Nelson Mandela and the City of Tshwane (Statistics South Africa, 2006: 14).

South Africa (SA) is one of the countries that is faced with a rapid growth of urbanization due to migration. The United Nations (2015), projects that 71.3% of South Africa's population will live in urban areas at least by 2030 and nearly 80% by 2050. Furthermore, it is recorded that the urban population is growing larger and younger in SA. This means that amongst the largest population moving to urban areas are young people, the youth. In the years between 1996 and 2012, the big cities that are regarded as metros reported to be accounting for 75% of all net jobs created in SA (Brand South Africa, 2015). Moreover, the Mail & Guardian South Africa (2018) affirms that many people who migrate from rural areas to seek for greener pastures in urban areas are

faced with many challenges in terms of finding employment because they lack relevant skills as well as work experience that is required by the job market. Therefore, the majority of these migrants have weak social networks and poor transportation to centres of employment. Furthermore, migrants who reside in the informal settlements tend to be vulnerable due to inadequate shelter, high levels of crime, environmental endangerment and deficiency of basic services from the local government because they are regarded as people who fall outside of the map of services for the city's council.

Several studies on rural-urban migration have also revealed that people migrate for a number of reasons from their places of origin, which in most cases are related with purposes of advancing their livelihoods through searching for better employment opportunities with possible higher paying wages. Flahaux & De Haas (2016) affirm that some of the key determinants of migration are commonly related to the factors such as poverty, degradation of environment, lack of economic opportunities among other factors that exist in rural areas. This is supported by Eshetu & Beshir (2017), where the authors maintain that in the Southern Ethiopia 44% of migrants migrated to urban areas to seek for better job opportunities, 10% migrated to access better education in urban areas, 8% migrated with the purposes of starting their own businesses, and 8% of rural inhabitants migrated with purposes of escaping the oppressive rural laws and cultural related restrictions. Figure 1 below demonstrates the key determinants of rural-urban migration.

Figure 1: ***Key Determinants of Rural-Urban Migration in the Southern Ethiopia***



Source: Eshetu & Beshir (2017)

1.3 Statement of the Problem

The movement of people from one place to another plays a significant role in terms of the population change, service delivery impact, climate change, people's interaction, economic growth among others. Hence, the migration rate is increasing drastically both at the national as well as at the international level (McCathy, 2004). In most developing countries, the internal migration, which in turn leads to mass urbanization, is quite persistent (Feleke, 2005). Therefore, there is a high demand for services including houses, primary health care, jobs, utilities and infrastructure upgrade and this put more pressure in the city that is a main receiver of the migrants (Miheretu, 2011).

EThekwini Municipality being classified as a Metropolitan area is faced with a massive urbanization because of the in-migration of people across all provinces and elsewhere in the country. According to Census (2011), the province that has been recorded to have a high number of the in-migration is KwaZulu-Natal and the city of eThekwini is identified to be the one that is attracting a large amount of migrants from rural areas, other provinces and neighbouring countries. Hence, an amount 39 500 people consist of migrants from the neighbouring countries that is found in the city of eThekwini, while 38 500 comprises of migrants from the Eastern Cape Province (EC) and 24 300 populations comprises of migrants from the Gauteng Province (GP). Thus, the majority

of the migrants are residing in the informal settlements throughout the city, with 15% of them being from the neighbouring countries and migrants from the EC Province constitute the 35% of the informal settlements dwellings.

The movement of people to the city is encouraged by the anticipated opportunities that are life changing for both migrants and their families back in the rural areas. However, this has led to the mushrooming of informal settlements, high levels of violent protests demanding housing and other essential services (eThekwini Municipality, 2011). Furthermore, land invasion remains relatively high in the city of EThekwini as the majority of people including those in power are reported to be spreading the misleading information, thereby raising false hopes and expectations of the migrants unnecessarily. Moreover, one known informal settlement namely Bottlebrush is situated in Chatsworth, DBN. The informal settlement accommodates 7000 migrants and it continues to grow even larger because of the new migrants who keep on entering the city and invades the land in the settlement illegally. Hence, illegal connections of utilities; electricity and water remain a burning issue and this has costed the eThekwini Municipality an amount estimated to R200 million since 2012 (IOL News, 2018). Furthermore, this predicament seems to be a common norm for most informal settlements in cities throughout the country. Against the background provided, it is important to interrogate the impact of rural-urban migration on the service delivery of receiving municipalities. Significant measures to mitigate the challenges that are caused by rural-urban migration in the city of eThekwini are needed for proper coordination of the in-migration. This study is however concerned with the impact of these rural-urban migration patterns on the service delivery of the receiving urban areas.

1.4 Objectives of the Study

The main objective of the study is to interrogate the impact of rural-urban migration on service delivery in EThekwini Municipality.

The specific objectives of the study include:

- To interrogate the impact of rural-urban migration on service delivery in EThekwini Municipality.
- To determine the service delivery challenges faced by municipalities because of rural-urban migration.

- To assess the interventions that are implemented by EThekwini Municipality to deal with rural-urban migration.
- To recommend strategies that can be adopted to address rural-urban migration in the EThekwini region.

1.5 Research Questions

1. What is the impact of rural-urban migration on service delivery in EThekwini Municipality?

2. What are service delivery challenges faced by municipalities because of rural-urban migration?

3. What interventions are implemented by EThekwini Municipality to deal with rural-urban migration?

4. What strategies and recommendations can be adopted to address rural-urban migration in EThekwini region?

1.6 Significance and Contribution by the Study

In terms of the significance of this study, the findings are expected to contribute in the following manner:

- Assist the policy makers within the council of EThekwini and other municipalities in the country through the recommended strategies to cope with the escalating trends and the impact of rural-urban migration in terms of service delivery in the receiving cities.
- Tracking the common circumstances that are major causes for rural-urban migration.
- It could assist the policy makers in their overall effort in terms of the redistribution of population in the city as well as the entire country.
- More researchers could be inspired to conduct further studies of similar nature in order to dig more knowledge and provide mitigation strategies.
- Lastly, if studies of this nature are not conducted, there will be no existing evidence needed to formulate policies that address rural-urban migration in the country. Consequently, rural-urban migration predicament will continue to grow in the cities and put more pressure on the already threatened land and

infrastructure through the growing numbers of informal settlements and illegal connections of utilities including electricity and water, which costs the city municipality a lot of money that is not being budgeted.

1.7 Limitations of the Study

The limitation is that the study focuses on a number of five Departments within the EThekwini Municipality, namely: Health Unit, Water and Sanitation Unit, Electricity Unit, Human Settlement Unit and also Cleansing and Solid Waste Unit. Three staff members per the mentioned departments will be interviewed and this will make a total number of 15 interviewees. However, increasing the number of interviewees can provide better chances of gaining more information about the study. However, increasing the number of interviewees can become difficult in terms of collecting data within the given period. Thus, the study is limited to five Departments in EThekwini Municipality and three interviewees per each Department, which will make it a total number of 15 interviewees. Another limitation is that this study focuses on interviews with the city officials and not the migrant population.

1.8 Organisation of the Study

This study comprises of seven chapters and these chapters are organized as follows:

1.8.1 Chapter One: Introduction of the Study

This chapter is presenting the introduction of the study with the specific sub-topics including the following: background of the study, statement of the problem, objectives of the study, research questions, significance and contribution of the study, limitations of the study, organization of the study and conclusion.

1.8.2 Chapter Two: Literature Review, Theoretical and Conceptual Framework

This chapter is presenting the conceptual framework of rural-urban migration and municipal service delivery. Furthermore, this chapter is also presenting the theoretical framework in respect of migration. Moreover, the chapter is presenting the literature, focusing on the global and national trends and the determinants of rural-urban migration and its impact on the local government service delivery.

1.8.3 Chapter Three: Literature Review (South African Migration Experiences)

This chapter is presenting the literature on migration in South Africa. The chapter is also focusing on the trends posed migration, the background and the determinants, as well as the impact of migration on service delivery in the local government.

1.8.4 Chapter Four: Research Methodology

This Chapter is presenting the adopted research methods in undertaking this study with the focus on the following sub-topics: research design, research strategy, data collection methods, research site, research paradigms, research aim and type, sampling techniques, data quality control, data presentation and analysis, ethical considerations and conclusion.

1.8.5 Chapter Five: Data Presentation and Analysis

This Chapter is presenting the collected data and its analysis in line with the research objectives.

1.8.6 Chapter Six: Discussion of Findings

This Chapter is presenting the discussion of findings of the study.

1.8.7 Chapter Seven: Recommendations and Conclusion

This Chapter is reviewing the study objectives, further look at the contributions of the study, make recommendations for further research, and provide the concluding remarks.

1.9 Conclusion

Rural-Urban migration remains a common factor in most developing countries as more people who were previously disadvantaged are making their way to cities with the hope of improving their quality of life and of their loved ones. There is a positive side in terms of rural-urban migration and there is a negative side of it. The positive side of rural-urban migration is the fact that it opens up opportunities for people who were previously disadvantaged by the apartheid regime laws, which forced mostly native people to move out of cities and placed them in the rural areas where the infrastructure is inadequate and job opportunities are scarce. Furthermore, is has been also noted that the people who move from rural areas to urban areas have made a significant progress in their lives through getting jobs, having access to education, and access to government services among others. However, despite the good things that movement

of people from rural areas to cities can bring to those who are affected, it must be indicated also that those cities feel the pressure as more population who keeps on flocking in. This is putting the infrastructure in so much pressure and land deterioration due to a growing number of informal settlements in unauthorized areas that in most cases belongs to the local government for its future developmental endeavors. Local government has made attempts in terms of addressing the issue of rural-urban migration into the cities, but it still appears that a lot of researching and reviewing of policies needs to be undertaken in order to address the issues that are resulting from rural-urban migration. The following Chapter is presenting the theoretical framework and conceptual framework in line with the study and presents the literature review on migration global trends and experiences.

CHAPTER TWO

THEORETICAL FRAMEWORK, CONCEPTUAL FRAMEWORK AND MIGRATION; GLOBAL EXPERIENCES.

2.1 THEORETICAL FRAMEWORK

For many years and decades, various disciplines and multidiscipline approaches have made significant progress in terms of gaining a fundamental understanding regarding the issues of migration globally. This has been followed by a number of empirical research studies and theoretical work that have been put together in order to gain better understanding regarding the causes and the impact that is brought by this predicament mostly in the developing countries. Therefore, the main purpose for this section is to present a critical analysis in terms of the existing theories around rural-urban migration in the developing countries and to trace the similarities to the EThekwini's state of affairs. As a starting point before the presentation of theoretical framework analysis. A comprehensive definition of theories by different scholars is necessary and it is introduced below in order to give a brief background in terms of what theories entails and their relevance in terms of this section and to give a proper linkage as to how they relate to the research problem of this study in particular.

Many definitions have been presented mainly to give an appropriate definition of theories in the social science context. Du Plooy, Davis and Bezuidenhout, cited in Leedy & Ormrod (2013); present a comprehensive definition of a theory Littlejohn & Foss (2008), as:

"[A] body or organised set of assumptions, concepts, principles and relationships we use to explain a phenomenon or some aspect of human experience. Theory is a grounding in which a research study is rooted. It forms the conceptual and theoretical framework within which data is collected, interpreted and understood. The theoretical foundation thus provides the frame or outline by which we organize what we know about a phenomenon".

Furthermore, Dainton & Zelly (2011), presents three types of theories namely: *common sense theory, working theory, and scholarly theory.* For the purpose of this study and this section, the researcher has adopted the scholarly theory that has been

designed “based on evidence collected through a thorough and systematic (step by step) research process” (Du Plooy et al, 2014). Furthermore, Du Plooy et al (2014) describes a theoretical framework as “a specific collection of thoughts and theories that relate to the phenomenon that we choose to investigate”. Therefore, different theories are presented in this section in order to give a broader perspective in respect of the phenomenon under investigation and what other scholars and theorists have written about in terms of rural-urban migration and its determinants, effects and the entire impact it brings to areas of destination where the migrants choose to migrate to.

2.1.1 Lee’s Migration Theory (Push and Pull Factors)

Lee coined his idea in the 1966 in his theory of migration that explains some of the key factors that perpetuate migration globally. He affirms that migration is a phenomenon that is characterised by a number of complexities and from time to time attempts have been made in order to gain a better understanding in terms of the factors that causes the movement of people from their places of origin to their desired destinations. Therefore, he opines that migration is perpetuated by the “Push and Pull” factors (1996:50). According to him, he states that the ‘Push Factors’ are regarded as things, situations or even circumstances which are unfavourable from the places of origin that a particular person or a group of people lives in and as a result of this they are compelled to leave the area and migrate to other places where they will find stability. Alongside, he also affirms that the ‘Pull Factors’ are related to things which attracts the migrating individuals to the areas of destination.

Lee further maintain that both areas of origin and of destination are characterized with factors that either push people out of the area or pull among others to the area. These factors thus pose pros and cons both for migrants from the area of origin and the area of destination. Furthermore, Lee (1966:51) assert that between the ‘push & pull’ factors there stands a set of “intervening obstacles” which may be small in some occurrences and unconquerable in others. Migrants are thus affected in different ways through the same sets of ‘obstacles’. What may be insignificant to other people-the cost of living in an individual household for example-may be proscriptive to others. Therefore, Lee concludes by maintaining that migration is characterised by set of factors that includes inter alia: ‘*Volume of Migration, Stream and Counter Stream* and also the *Characteristics of Migrants’.* He’s notion regarding these three factors can thus be summarised as follows:

Volume of Migration

- 'The volume of migration within a given territory varies with the degree of diversity of areas included in that territory'.
  - In the context of rural-urban migration, it is believed that a large number of rural dwellers are more drawn to the cities due to enormous opportunities that are in place including inter alia: industrialization, economic protection, and life necessities (Lee, 1966:52).
- 'The volume of migration varies with the diversity of people'.
  - It is believed that having people from different backgrounds, migrating from rural areas to urban areas may determine the number of migrants in a certain city that is their point of destination (1966:52). Therefore, their standard of living in the city may not be the same due to that some are able to secure good jobs because of their level of education and their expertise while other migrants find themselves vulnerable because of their lack of relevant requirements for formal employment.
- 'The volume of migration is related to the difficulty of surmounting the intervening obstacles'.
  - The underlying factor that forces people to migrate from rural to urban areas is related with the circumstances that are perceived as unfavourable where the migrants find themselves in, hence they are left with no choice but to leave their place of origin in search for better living conditions and stability (Lee, 1966:53).
- 'The volume and rate of migration vary with the state of progress in a country a country or area'.
  - It is with no doubt that urban areas are more advanced compared to rural areas. This is because of their infrastructure, advanced technology, economic opportunities among others. Therefore, the rural inhabitants are drawn to the cities for life changing opportunities and experiences (Lee, 1966:54).

Stream and Counter Streams

- 'Migration tends to take place largely within well-defined streams'.

- Metropolitan cities are likely to be the main recruiter of people from their places of origin. This is due to their attractions, activities in the economy, formal education they provide among others. The migrants thus relocate from their places of origin to these cities with the aim of amassing life changing opportunities (Lee, 1966:54&55). • 'For every major migration stream, a counter stream develops'. - It is believed that not all the migrants who migrate to mega cities have the purpose of staying in those areas for good. Some go to these areas of destination with a purpose of grabbing all the opportunities they are available and in a long run use such to benefit the areas of origin (Lee, 1966:55).
Characteristics of Migrants
• 'Migration is selective'. - Migration remain selective due to its negatives and positives factors it poses to the areas of destination (1966:56). • 'Migrants responding primary to plus factors at destination tend to be positively selected'. - Due to 'push and pull' factors, highly educated people are most likely to migrate to cities because they have the advantage of finding better job offers and other related economic opportunities compared to those provided by their places of origin (1966:56).

Source: Lee (1966:56)

In general, Lee's 'push and pull' theory gives a deeper insight as to what encourages people to leave their places of origin and head to their desired destinations. The theory however remains silent in respect of the challenges that are encountered in the areas of destination, especially in terms of the issues related to service delivery among others. However, as highlighted that the theory provides an insight regarding the causes of migration, it thus remains relevant to this study.

2.1.2 A Harris and Todaro Model of Rural-Urban Migration

The idea behind the theory was developed in the 1970s by the economists namely 'John R. Harris and Michael Todaro', therefore the theory was formally named the 'Harris-Todaro Model of Migration'. The idea was introduced followed a persisting

growth in the number of urban population and economic crisis at the same time happening in the less developed countries- in particular the African countries (Harris-Todaro, 1970:126). Furthermore, it was also recorded repeatedly that labour migration was escalating drastically; this was happening despite the high levels of urban unemployment in the cities as result of rural-urban migration. Moreover, this is despite a positive produce in the agricultural products taking place particularly in the rural areas. Therefore, this caused an equilibrium between the two phenomena (increasing urban population & economic crisis) and a lack of an appropriate model to account for the high rate of unemployment leads to indeterminate explanations as cities continue to act as a magnet that lure the countrymen into urban areas in the sake wages and remittances (Harris-Todaro, 1970:126).

According the economists as per their economic analysis model in respect of the phenomenon around rural-urban migration in less developed countries. They maintain that rural inhabitants leave their homeland and give up the agricultural production due to the perception that urban wages will be higher than the income that is earned through the agricultural production from the places of origin. In general, this model is underlining that rural-urban migration does not only contribute to the urban population growth but the migrants also suffer economic crisis when they reach destination areas because of unemployment related issues. It has also been revealed by the model that the countrymen could migrate to cities even though they are in a better position of making a higher income in the places of origin through the agricultural production, compared to the income they make in the places of destination. Tadaro and Smith (2003), maintain that the expectation of the migrants is that cities/destination places will provide better salaries that will be able to sustain them in a long run and compensate them for their past loses. Therefore, this remains a challenge for both the areas of origin and destination. The common challenges in the areas of origin is that the population who has the potential to work in the production of agricultural produce is pushed out of the area because of certain circumstances that are perceived as unfavourable. While in the places of destination migrants are pulled by the fact that their lives could change for better, hence, causing overpopulation and severe unemployment (Kasahun, 2000:11).

2.1.3 Migration and the Lewis Model of Growth

The dual-sector model of Lewis is characterized by two sectors namely: 'the Capitalist Sector' and the 'Subsistence Sector', these two sectors are used to explain the growth in terms of a developing economy (Lewis, 1954). The theorist defines the capitalist sector as "that part of the economy which uses reproducible capital and pays capitalists thereof'. This kind of sector can be associated with urban or industrial sector that involves high level of productivity in the agricultural sector using advance technology, providing employment to labour force and wages and reinvestment in terms of the produce. While the subsistence sector is defined by the theorist as "that part of the economy which is not using reducible capital". This kind of sector can be associated with the rural agricultural sector that is relatively low in production and low in terms of income compared to its counterpart in the urban area. Therefore, this is translated to the 'Dual-Sector Model' and it is a theory which is characterized by labour surplus, industrialization, and sustainability, Low incomes, vast labour force, relatively low productivity, underemployment among others. Lewis further assumed that if the capitalist agricultural prospers (Pull factor), it automatically draws the labour force from the subsistence agricultural sector, causing them to abandon their traditional way of farming (Push factor). Lewis further maintain that this cause a surplus of unskilled vs skilled labour, this therefore lead to massive growth in the population and high level of unemployment in the capitalist sector (urban area). Beside the fact that large amount of the population from the subsistence sector (rural agriculture) find themselves without jobs in the capitalist sector (urban agriculture) they still remain and further attract others to migrate to urban areas with the hope of earning higher incomes in a long-run (Lewis, 1954). The effects are felt in both areas of origin and of destination due to the fact that when the labour force from the 'subsistence sector' abandon their agricultural sector for industrial sector of agriculture, automatically the sector in the rural dies due to lack of production. Similarly, the 'capitalist sector' is also overwhelmed by the surplus of labour, hence it leads to high rate of unemployment in urban agriculture as most rural agricultural labour force lacks skills that are necessary to perform duties in the new advanced industrial sector. Therefore, the likelihood of acquiring an urban job is related to the urban rate of unemployment (Todaro, 1976:47).

2.2 Conclusion

The theories of migration discussed in this section have been drawn from the field of social science and economics. The theorist of the above discussed theories view the issue of migration in different way. Therefore, it can be concluded then that no single theory is able to give an absolute explanation in the migration phenomenon. Furthermore, the theories utilized in this section forms the basic theoretical framework for this study.

2.3 CONCEPTUAL FRAMEWORK

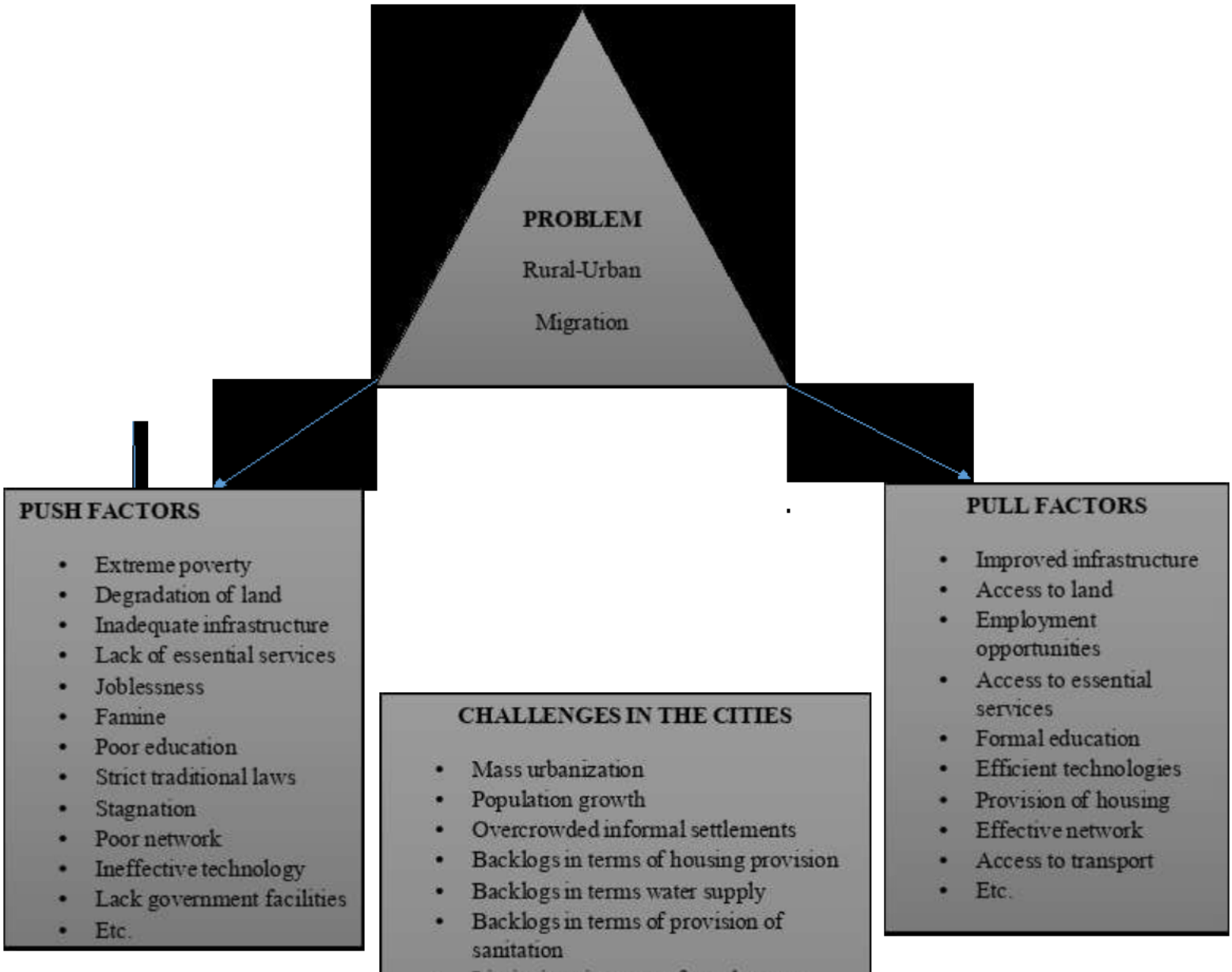
Rural-urban migration remains a common phenomenon for most developing countries due to a number of factors that are existing in the rural areas. These factors include *inter alia;* inadequate infrastructure, lack of job opportunities, lack of service delivery by government and other relevant parties. Therefore, rural inhabitants are left with no choice but to move to urban areas with aspirations of earning better living conditions that most cities provides due to their adequate infrastructure, technology advancement, provision of government services among others. Thus, rural-urban migration is therefore, informed by a traditional model that refers to push and pull factors (Miheretu, 2011:11). Hence, push factors are characterized by challenges and circumstances which are associated with extreme poverty in rural areas by major decline in agricultural activities and produce, famine, lack of food supply, unemployment, deterioration of land due climate change and bad weather conditions, extremely high mortality rate amongst children and older people, and inadequate health services (Thet, 2014).

Furthermore, a number of activities and vibrancy that exists in urban areas informs pull factors in respect of rural-urban migration. These activities are normally the main key role that attracts the rural inhabitants into the cities for their livelihoods. This include among other things; adequate infrastructure, advanced and effective technology, better job opportunities, provision of services and housing, reasonable salaries, and better chances for good education attainment (Corrado, 2018). Hence therefore, it is with no doubt that with adequate infrastructure, availability of essential services including potable water, electricity supply, provision of housing, technology among other things, cause urban areas to be more attractive for rural migrants. Thus, the availability of information on media and other platforms about the beauty of urban areas attracts more population into the cities, especially the young (youth) people who

have dreams and hopes about the future and living the old and vulnerable population in rural areas.

Most often times, rural dwellers learn and witness the success that is attained by their counterparts who happens to migrate from rural to urban areas and also wish to tap into that kind of fashion, with the hope of sustaining their livelihoods and send remittances back at home (Miheretu, 2011:15). Therefore, rural-urban migration has both positive and negative impact, thus when dealing with this predicament it is important to look at causes and also the impact that it comes with. For instance, as mentioned earlier that in the ancient days' migration was mostly informed by pull factors, but nevertheless, this has changed over time, rural inhabitants are now forced by push factors to migrate to urban areas. Figure 2.2 below gives a brief insight in terms of the impact of rural-urban migration on cities and service delivery

Figure 2.2: Impact of Rural-Urban Migration on Local Government Service Delivery in the Cities



Mass urbanization in the cities because of rural-urban migration has put more pressure on the already threatened infrastructure and service delivery in the local government. Therefore, the demand in terms of public health services and education has become severely threatened due to persistent growth in the population size within the cities. Furthermore, rapid growth in terms of informal settlements from every outer skirts of the cities are increasing abruptly, causing a lot of illegal connections and activities that becomes a liability to the local government of the receiving population (Figure 2.3).

2.4 RURAL-URBAN MIGRATION GLOBAL EXPERIENCES

2.4.1 Introduction

One of the critical aspects for all scientific studies conducted is to review the available literature in order to give a broader background and knowledge of other scholars and researchers relating to the phenomenon under investigation. According to Du Plooy (2014:101), literature review is a process of searching for, scanning, reviewing of the available information that may be published by other scholars in form of textbooks, journal articles, as well as other materials available in the internet that is relevant to the research topic under investigation. The purpose is thus to provide the foundational knowledge of the research problem under investigation as well as to avoid duplication of information and to identify the existing gaps on the available literature. By so doing, this allows the identification of the relationship between the work in the context and its contribution to the research topic and assists for further research (University of South Carolina, 2019). In relation to this study, the literature seeks to provide different perspectives on, and understanding of rural-urban migration in terms of its causes and consequences, the implications of rural-urban migration on service delivery in cities on both regional and international experiences. Furthermore, this chapter will also review literature on the policy responses to rural-urban areas challenges.

2.4.2 Understanding Rural-Urban Migration: Causes and Consequences

Rural-Urban migration is a movement of people from rural areas to cities as a result of push and pull factors. Therefore, this movement of people has its own negative side and the positive side for both rural areas where the migrants are relocating from and to their destinations in the cities. The common challenges for rural areas after the migrants have abandoned them is that the agricultural land is left uncultivated and the production of agricultural products become severely compromised. Therefore, there is

a huge decline in terms of the livelihoods of former farmers upon their arrival in the cities as labour migrants. Similarly, the common challenges in the cities due to rapid influx of migrants from rural areas is related to a high number of informal settlements, land invasion, illegal connections of utilities, high level of crime among others (Hoffmann et al, 2019).

Furthermore, Bodo (2019) maintain that urbanization is a global challenge that is taking place mostly in countries that are still in a developing state, particularly Africa and this has caused a major concern for many researchers around this phenomenon. The author further opines that the challenges posed by rapid urbanization in less developed countries is extremely enormous such that the majority of migrants find themselves living in subhuman environments which further endangers their lives. Although there seems to be similarities in terms of the trends of urbanization for both developed and underdeveloped countries globally (Bodo, 2015). High-income countries are likely to attract more migrants compared to low income countries (UNDESA, 2014). Prior the 1950s, it were known that the well-developed countries constituted for many migrants who were from the rural part of those countries, however, beyond the 1950s migration started to be witnessed also in less developed countries and this became a matter of concern for many researchers (Modal, 2019).

A number of submissions has been made as to what causes a high number of cases of migration in developing countries in particular, which among others include; employment opportunities, social services, industrialization and others (Bodo, 2019). This study has identified three among other factors that encompasses the entire reasons and causes of migration in the developing countries. This includes rural-urban migration, unfavorable policies which are only bias toward the urban settlement, and poor environmental conditions (Bodo, 2019). Rural-urban migration in relation to this study reveals that the movement of people from their places of origin (which also known as their places of birth) to new destinations with the intention of settling down either temporarily or permanently is associated with the absence of essential services where they come from in rural areas, poor and inadequate infrastructure among others. This serve as a ‘push factor’ which drives away rural inhabitants from rural areas; while the priority is being given more into the development of urban areas in terms of their infrastructure, government services and economic opportunities has

than resulted into pulling many rural dwellers to cities in the developing countries (Bodo, 2015).

In terms of policies which are bias to a specific areas, urban setting in particular reveals that in most developing countries, the common trend is that the government of these countries focuses more in developing policies and programs which are in line with the development of cities while rural areas remains neglected (Bodo, 2019). Nigeria for instance is one country that falls within the developing countries in the African continent and it has been revealed that most of its policies only focuses on transforming and adding more value in the cities where the infrastructure is already colourful and the rural areas are left untransformed (Bodo, 2019). Therefore, this does not only cost the livelihoods of the rural dwellers within their places of origin but it further motivates them to leave their places of origin in search for greener pastures in the cities due to their well-developed infrastructure, accessibility of services, employment opportunities among others (David, 2018). Although cities are known for providing the life of luxury as perceived by the migrants but it has also become apparent that due to high costs of living in the cities it leaves the migrants with no choice but to opt for informal settlement structures in the outskirt of cities which they build for themselves (Bodo, 2015).

In terms of poor living conditions, the rural dwellers are used in providing food for themselves through farming and other agricultural activities including; keeping the livestock and others. As more of them choose to relocate to cities, eventually run short of food supply as the majority settles in the cities and they are slowly hit by high food prices. This makes them more vulnerable such that eventually leave them with no food supply at all and they settle for poverty and misery in their new homes in the cities (Bodo, 2019:40). Furthermore, Bodo (2019:40-41), opines that it becomes a burning challenge in the cities for its government to provide potable water and sanitation for everyone as these services are mainly provided to "*areas that houses government personnel and around the seat of power".* Hence, the migrants who are living in the informal settlements and neglected areas in towns do not enjoy these kinds of services and benefits. Due to these underlying circumstances, migrants who are living in these neglected areas find themselves utilizing unclean and unsafe water and as a result, they are exposed to many life threatening communicable diseases (David, 2018).

Figure 2.4 shows the informal settlement and the condition that the migrants finds themselves living under in the cities of Kibera, Nairobi as well as Kenya.

Figure 2.4 shows typical informal settlements that are found in the cities like Kibera, Nairobi and Kenya (Source: Alamy.com, 2010)

2.4.3 Determinants of Migration

Several studies of rural-urban migration have revealed that people migrate for a number of reasons from their places of origin, which in most cases are related with purposes of advancing their livelihoods through searching for better employment opportunities with possible higher paying wages. Flahaux & De Haas (2016) affirm that some of the key determinants of migration are commonly related to the factors such as poverty, degradation of environment, lack of economic opportunities among other factors that exist in rural areas. This is supported by Eshetu & Beshir (2017), where the authors hold that in the Southern Ethiopia 44% of migrants migrated to urban areas to seek for better job opportunities. While 10% migrated to access better education in urban areas, 8% migrated with the purposes of starting their own businesses, and 8% of rural inhabitants migrated with purposes of escaping the oppressive rural laws and cultural related restrictions.

Bui & Imai (2018), argue that although migration may benefit those who are migrating from their places and countries of origin, it is also believed that countries and cities should have their migration policies in place to control the influx of migrants. Therefore, if these policies are not in place, they negatively affect the lives of both local citizens and migrants in numerous ways. This include *inter alia;* overcrowded cities, job and income loss, and also basic services becomes slow and compromised such that

eventually it does not reach all people who are in need of such services (World Bank, 2018). Bottom line is that determinants of rural-urban migration vary from country to country based on cultural, demographic, socio economic factors among others (Hossain et al, 2016).

2.4.4 Causes of Migration: Developing Countries Experiences

According to Ahn (2018), migration is caused by several factors that are related to rising neoliberal global economy and international politics that have decisively fueled the worldwide trend of the global migration of people. The push and pull theory outlines various motives that pull or push people from one area to another. Push factors that lead to massive migration phenomenon include dynamics in the economy, political instability, religious beliefs persecution, ethnic diversity, inequality, wars, among other things. The author calls these factors as “forced” factors, because they are forcing the migrants to leave their places or countries of origin for better living conditions. These kinds of migrants are regarded as self-motivated individuals who want to better their lives and the lives of their loved ones.

Omega7Geography (2013) affirms that a number of pull factors that causes individuals to move from their places of origin are either temporally or permanent. These include factors such as; potential employment opportunities, better and improved provision of government services, safer environments with less or no crime at all, fertile land for food produce in the agricultural sector, high levels of technology, access to quality education, provision of quality and affordable housing. Other factors include, better and improved living conditions, possibility to amass wealth and affluence, business opportunities and access to markets, fewer diseases, stability in politics and less or no corruption at all, stable economy and among other things. Therefore, these are good examples of push and pull factors of migration in developing societies. This kind of migration can be in a form of international migration, which refers to people migrating from one country to another country, whereas internal migration refers to people migrating from one city to another city (Skeldon, 2017).

While Moses et al (2017) maintain that one of the major causes of rural-urban migration is the decrease of the economy in rural areas, which in turn leads to extreme poverty and food insecurity. On the other hand, it has become clear that migration to urban areas has placed a severe pressure on the local government’s capability to

respond to the social welfare needs of the urban population (World Bank, 2018). Furthermore, Moses et al., (2017) opines that the urban population is expected to rise by double between 2000 and 2013 and it is projected that this will put more pressure on the infrastructure, housing and result in the increase of informal settlements in the outskirt of cities. Tacoli et al., (2015:4-5) argues that not all rural inhabitants who constitute to rural-urban migration are poor, however, the normal trend is that migrants are likely to account for the population of the urban poor and due to this assumption rural migrants perceived as the main cause of poverty in the urban areas. This thus shows a lack of sufficient data in urban areas in terms of residents with low-income status, regardless whether they are migrants or not. Government initiatives and programmes will address the needs of different households and individual citizens, including the migrants are more likely in reducing the extreme urban poverty. Therefore, the key success of the local government in terms of its initiatives and programmes in understanding issues of urbanization lies in working together its civil society through constant engagements in order to understand the social status of non-migrants, migrants and urban poor. This is proven by Missbach et al., (2018), in the study conducted in Indonesia in the city of Makassar, where the authors states that the city is known by welcoming the migrants from all over the globe and this is a result of policies by its government.

2.4.5 Consequences of Rural-Urban Migration in the Developing Countries

The causes of migration emanate from two main aspects, namely the push and pull factors. These factors contribute a lot in terms of the rural inhabitants relocating to urban areas with the hope of an improved quality of life and prolonged sustainable livelihoods (Miheretu, 2011:27). In general, migration involves numerous consequences which leads to economic impact, social impact and political impact. According to the World Economic Forum (2017:25), the impact of migration is divided into three dimensions, namely the economic impact, social impact and political impact.

Economic impact: In 2015, *"migrants contributed $6.4 trillion to 6.9 trillion, 9.4% of the world's gross domestic product"* (World Economic Forum, 2017:25). The common ambition of the migrants is to improve their standard of living with anticipated hope that cities will provide them with opportunities which comes with better jobs, closing of the skills gap and cheap labour in respect of piece jobs in some instances. Similarly, cities in particular are perceived as environments that are conducive for a potential

business and client momentum to the migrants. Nevertheless, the first generation of migrants is found to be costlier to the government more than the native-born population. Furthermore, the survey that were conducted by Drinkwater et al (2003) reveals three areas that are likely to be affected by migration and urbanization and this include accumulation of capital, accumulation of human capital and technology and innovation. This result from the composition of skills possessed by migrants, capital flexibility, and economic activities in the host countries of destination (Dustmann et al, 2007). Furthermore, the contribution of migration in the host destination is very slim because the majority of migrants are either uneducated, unskilled or there is a skills mismatch in between (World Economic Forum, 2017:26).

Social impact: According to the World Economic Forum (2017:30), *Migrants usually find other members of their family and their ethnic or cultural group in cities because chain migration is generally an urban affair".* Therefore, this creates much needed diversity between people of different lifestyles and it is healthy for cities. However, in as much as diversity is good and needed in urban areas, ramifications also exists. Therefore, the consequences that are faced by urban areas are associated with discrimination of migrants by local residents, lack of social cohesion, xenophobic attacks, among others. Markova (2010) opines that social impact in the issue of migration is also important as the economic impact and these two aspects have to be overlooked. Hence, the social impact is associated with a number of factors including *inter alia:* the change of family structure such that the old and vulnerable population in the places of origin is left abandoned, and mostly their health is likely to be compromised because of lack in the health care system. A typical example to this narrative is the case of Albania, where it is recorded that most of the households in the area do not have the male figure due to migration and urbanization (King and Vullnetari, 2003). This is a result of husbands and sons who migrate to cities in search for opportunities that will be life changing for themselves and for their loved ones in the countryside, therefore, these cause women to be separated with their partners and sons separated from their mothers temporarily and in some instances permanently (Ratha et al, 2011).

Political impact: The common trend in most countries is that they only focus on the development of policies that are aimed at addressing the trends of migration at the national level, while there is lack of relevant policies to address the issues of migration

in the local government where urbanization is commonly persistence. The migrants move from their places of origin to new destination in the cities and put more pressure on the already stressed infrastructure in urban areas, therefore, the policies regarding migration does not specifically address the issues relating to urbanization in towns where migrants are mostly found (World Economic Forum, 2017:30). Furthermore, Mayda and Peri (2018) state that migration plays a significant role in terms of electoral success and failure in the receiving destinations. A good example is the case of United States, where the previous president Donald Trump addressed the illegal migration that was taking place in Syria and the *sanctuary cities* through the construction of boarder barrier to avoid the illegal migrants from entering the country illegally (World Economic Forum, 2017:30-31).

Bilodeau (2008), state the common challenges faced by migrants in the host countries, these challenges associated with the difficulty migrants find themselves in terms of adapting to the political system of such countries such that they find themselves unable to voice their concerns and complaints about the issues of service delivery and joint public decision making. The author further opines that the voices of migrants should be heard so that *"the authorities can listen, understand and properly respond to their demands".* Moreover, the author opines that the only way that the migrants use to express their unsatisfactory is through the protests, boycotts and the signing of petitions. Furthermore, it has become apparent that the longer the migrants reside in the host countries, the higher are the chances of participating in the political activities including; participating in voting, money contributions for the candidates who are contesting for elections and participate in the community-oriented activities (Vargas-Ramos, 2011).

2.4.6 Impact of Rural-Urban Migration on Urban Infrastructure and Services

Housing: According to World Economic Forum (2017:32) *"One of the biggest challenges cities face is providing adequate and affordable housing to migrants, which is often limited supply".* With lack of housing as a major phenomenon in the cities, has left a number of migrants with no choice but to build informal housing, illegally within the boundaries of the cities. Moreover, the author states that 881 million (28%) of the migrant residents are living in the informal settlements worldwide as a result urbanization. The number of informal settlements is still growing as more people are migrating from rural areas to urban areas (World Economic Forum, 2017:32). Hence,

therefore, this trend results in poverty, over crowdedness, lack of potable water and sanitation (World Bank, 2018). Moreover, Chapman (2006) maintains that a number of migrants experience a lack of adequate housing most commonly when they reach their destinations in the cities. The author further opines that this is usually due to the low income the migrants earn during the first three years upon their arrival in the cities. Hence, therefore, the migrants are left with no choice but to build their own houses in a form of informal settlements in vacant land in the cities and this further result to overcrowded informal settlements in the metropolitan areas and also an increase in the demand for services from the local government of receiving destinations (Costello, 2009). Liu, Wang, Tao (2013) affirms that rural-urban migration for the urban poor migrants is a major predicament that pose a negative impact in the entire globe. Furthermore, the authors maintain that this predicament is resulting from arising inequalities, poverty, and poor policy development to cater for the issues of migration and urbanization.

Education and employment: The key factor around this aspect is that as more population grows within the cities, the schools are compelled to extend the class sizes in order to accommodate the children of migrants indirectly. Hence, the resources that must cater for all school learners become limited. Therefore, the teachers are with no choice but to be innovative in order to ensure that the basic needs of the learners are being catered for (World Economic Forum, 2017:32). The authors further maintain that the observation in terms the issue of employment is that some of the migrants are skilled in certain areas/fields therefore; they are likely to be offered the opportunity of employment. This however, has some challenges to the local people who see migrants as people who come to the cities to reduce opportunities for them. In addition, it has come out that migrants who are not skilled are often employed as cheap labour and this normally disadvantages the local citizens who have also necessary skills to perform the similar kind of activities. This also causes problems in the receiving destinations, due to that migrants are seen as people who steal jobs for local residents (Delgado & Covarrubias, 2008). Basu (2000), argues that the issue of employment does not only have an impact in the areas of destinations (urban areas) but it also have an impact in the places of origin (rural areas) due to the reduction in the agricultural sector and deterioration of the infrastructure. Therefore, the author

emphasizes the need for rural development in order to retain the rural population in rural areas.

Health: According to World Economic Forum (2017:33) “the presence of infectious diseases in migrants causes concerns for cities, which in some cases have opted to screen for them, leading to debates on the human rights of migrant.” The argument is that most migrants are found to be healthier than the local residents of the cities. In cities with a number of migrants living in the informal settlements, their health is endangered due to overcrowded informal settlements; as a result, communicable diseases are likely to transfer from one person to another. The entire city becomes threatened with different communicable diseases and these kinds of situations cause high levels of stress, anxiety and can lead to high levels of drug abuse, spread of sexual transmitted diseases due to shortage of resources in the city to accommodate the migrants and the local residents (World Economic Forum, 2017:33).

Transportation: According to the World Economic Forum (2017:32), “when cities grow, transportation infrastructure becomes critical due to its importance to most residents, organizations and governments”. Most migrant, especially those who are residing in the informal settlements are usually depending on the public transport to move around the city since there is no adequate infrastructure in the slums to accommodate vehicles. Furthermore, Tsang and Rohr (2011) maintains that due to increase of migrants in the cities, the roads become congested and the public transport becomes limited due to the high demand. Moreover, Blumenberg and Evans (2010) states that “in 2000, nearly half 48% of public transport users in California were migrants.” This result in the inability of migrants to own cars, especially those who are classified as urban poor, who reside in the informal settlements.

Utilities: Utilities such as energy, water supply, telecommunications and others, becomes threatened in the areas where the permanent residents are classified as low-income earners. The situation gets even worse whereby migrants decides to build their slums in area due to limited resources in the area. Cities’ economy is put under severe pressure because this leads to illegal activities, such as illegal power connection and illegal water pipes connection (World Economic Forum, 2017:33).

Sanitation and waste: According to the World Economic Forum (2017:34), “the link between drinking water and sanitation is critical because human waste is major source

of water contamination". Excessive migration can impose challenges in terms of the management of sewage in the cities due to the increase of population. Thus, this in turn, causes leakages in the sewage in some cities and the estimation is that 25% of the water is lost due to leaks in most cities (Couvelis & Van Zyl, 2012). Moreover, the author states that this does not only affect the water supply but there are big chances of water being contaminated and that can provoke health challenges related to communicable diseases, which further lead to high volume of child mortality normally in the informal settlements and eventually in the entire city get affected.

Furthermore, Mosello, Matoso, Cummings and Doczi (2016), indicate, "drinking water and sanitation are basic services that all people need for their survival and livelihoods." Nevertheless, providing these essential services can be an immense challenge for most cities in the developing countries due to a high number of urbanisation. The authors, further affirms that this challenge is associated with poor planning and coordination in terms of the expansion in the cities by relevant people in government as well as policy makers. Hussian et al (2015) argues that the problem of sanitation is not the problem that affect a certain city but it is a problem that is faced globally and it also result in the high mortality rate of infants and children. Furthermore, the authors opine that this challenge is experienced more frequently in the developing countries where there is a high volume of slums due to massive urbanization and increasing population in the cities.

Social cohesion and community integration: Social cohesion and community integration is still under threat in many cities because policies relating to this aspect are normally developed and implemented at the national level. Hence, local governments are expected to develop their own to ensure that there is integration of culture, ethnicity, language, and religion (World Economic Forum, 2017:34). The author further maintains that the local government that consists of cities whereby movement of people is commonly taking place through migration is in urgent need for policies that should respond to migration and on how integration of people must be arranged. Moreover, Saggar et al (2012) states that migration has a negative impact in the developing countries and it also create challenges that are associated with employment opportunities, housing, social interaction, health among others and this affects the local residents and migrants in terms of how they get along. Furthermore, the authors opine that due to extreme poverty in the cities, in the developing countries

migrants are seen as a threat by local residents, hence this leads to xenophobic attacks towards the migrants. Furthermore, Khoudour-Castéras et al., (2010) states that the migration challenges associated with social integration between local residents and migrants has always been a major problem for developing countries, as poverty is still eminent and therefore, the authors strongly suggests policies that will focus on the challenges of discrimination, violence against migrants, stranded migrants among others should be developed and implemented.

Safety and security: In many developed countries the issue of security is considered as matter of priority and in some instances, they develop policies that restrict migrants due to recurring incidents of human trafficking, and drug smuggling. This however, is experienced nationally in the developed countries. In developing countries, the situation is different (Bhagat, 2011). The security of migrants is a major concern, since most of them are staying in the informal settlements in major cities and the major concern within the slums is that there are no street lights, therefore, the migrants find it difficult to walk freely during the evening because of high rate if crime (World Economic Forum, 2017:34). Furthermore, the author maintains that there is a high number of slums break-ins during the day when the migrants are at work and their lives are endangered due to xenophobia attacks and other activities that are associated with discrimination and crime. Moreover, Wohlfeld (2014) maintains that issues of security in terms of migration is only focused at the national level. Despite the fact that some migrants do have legal documents to stay in the local cities, but their safety and security remains uncertain due to lack of implementable policies that should focus on the migrant's safety and security at the cities' level. Furthermore, Palmary (2002) states that there is little knowledge and understanding in the local government in terms of the Immigration Act of 2001. Moreover, the author points out that the challenges of security and safety for migrants will remain challenged if the local government and its officials does not familiarize their selves with the Act.

2.4.7 Implications of Rural-Urban Migration on Service Delivery on Cities: Regional and International Experiences

According to Amrevurayire and Ojeh (2016), rural-urban migration is regarded as a movement of people from one place to another on temporal or permanent bases, is a common factor in the city of Nigeria. The authors strongly maintain that migration constitute a number of problems for both rural areas and urban areas. In respect of

rural areas, the authors' state problem that comes with the phenomenon (rural-urban migration) which is associated with a rapid decline in the rural economy resulting to dreadful poverty as well as food insecurity. This further emanate from a high population of young people migrating to cities, leaving the aged and vulnerable population to form the labour force in rural areas. On the other hand, migration to urban areas and cities put so much pressure on the local government's capability to respond on social needs of urban population.

Furthermore, rapid migration to urban areas increases the pressure to the limited adequate housing resulting in a high amount of informal settlements in the urban areas. Thus, the informal settlements increase a number of government developmental priorities including; provision of water and sanitation, housing, adequate housing, among other things (Amrevurayire & Ojeh, 2016:43). Moreover, this movement of people from rural areas to urban areas comprises of people between the ages of 15 to 35 who considered as people who mostly needed to participate in the growth of the rural economy through the production and reproduction of agricultural activities. Furthermore, due to a persistent reduction of the relevant population in rural areas, it leads to a massive decline in the income and eventually leads to extreme poverty (Amrevurayire & Ojeh, 2016:44).

Jahan (2012) maintains that the impact of migration is major predicament for both rural settlement (origin) and urban settlement (destination). The author further clarifies the argument by stating the key areas that are affected by rural-urban migration in Bangladesh the city of Dhaka. The key areas that are affected by rural migrants in the city of Dhaka include: a large population of rural migrants who are uneducated and poor, therefore, they are causing overcrowding in the city as well as deterioration of environment, and also allow a low standard of living. Furthermore, the influx of rural migrants to the city of Dhaka increases a number of slums since they cannot afford the adequate housing, thus the city of Dhaka has a population of 3.4 million and amongst the 3.4 million most are rural migrants who lives in the slums that constitute 4966 (Ishtiaque and Mahmud, 2011).

Due to a high rate of in-migration from rural areas to the city of Dhaka, this causes a higher than normal population growth in the city and therefore, the city accounts for 119 million population including the rural migrants (Bangladesh Bureau of Statistics,

2011). This abnormal population has caused a number of challenges for the city such as putting more pressure on the limited social and physical structures. This does not only put pressure on social and physical structures but it has led to a severe environmental, economic, social, and political problems, thus the city of Dhaka has become inadequate and its local government cannot keep up with an increasing number of population (Jahan, 2012:189). The service delivery has become severely impacted such that the essential services such as the provision of water, housing, gas, electricity, among others has become unsatisfactory and this has increased a higher than normal number of slums and extreme poverty (Jahan, 2012:190).

Teye (2018) outlines the negative effects most rural migrants encounters when they reach their destinations in the urban areas: one, he mentions the issue of unemployment and urban poverty. This is a cause of lack of necessary skills for job market, lack of relevant work experience and necessary qualifications which in turn cause the migrants from rural areas to live below the poverty line in the urban areas. In the case of African countries regarding unemployment rate and standard of urban poverty, the statistics reveals that 4.4% of migrants from rural areas were living in standard poverty in 1999 and the numbers grew in 2006 to 10.6% (Awumbila et al, 2014). Furthermore, it has become a common trend that most of rural inhabitants migrated from their places of origin to urban areas are living under extreme poverty and thus adding extreme burden on the local government in the areas of destinations (United Nations, 2018). Such indications prove that the policy makers in the local government are faced with challenges in terms of controlling the influx of migrants from rural areas into the cities, thus the service delivery becomes ineffective and inadequate (Teye, 2018). Furthermore, Østby (2016) maintains that the economic growth becomes stagnant and inequalities become a norm, and further leading to political unrest and social exclusion.

Another major challenge that the author outlines is the issue of housing and a growing number of slums that are overcrowded. The migrants do not fall in the map of the local government in cities in terms of services; the claim is that they are not provided with electricity, water, and sanitation. Therefore, migrants have the habit of coming with some quick fix ways in order to access the essential services within the cities and this includes the illegal connections of water, electricity and sanitation, causing major impact in the economy of the cities (Teye, 2018). In a case of Ghana, the two major

slums in the Nima area and Old Fadama area are without legal water connection, sanitation, and bathrooms (World Bank, 2009). The statistics reveals the level of insufficiency of these services as follows: slums without water are approximately 76%, without toilets 78%, and without bathrooms 47% (United Nations, 2018).

2.4.8 Responses to Rural-Urban Migration Challenges

Gibson and Gurmu (2012) affirms that rural-urban migration result from a number of push factors from rural areas which includes poverty, famine, scarcity of resources, deterioration of land, lack of infrastructure among others. Therefore, authors make remarkable recommendations in terms of the developmental interventions in the study conducted in rural Arsi Oromo agropastoralist community in Southern Ethiopia reveals that new development interventions including the installation of taps, development of the infrastructure, access to government services and health facilities and services has discouraged its population from migrating to cities (Gibson and Gurmu, 2012).

While Makama (2010) maintains that one of the major responses to the issues of urbanization is to develop the rural areas through the provision essential needs including water and sanitation, electricity, among others. Provision of adequate infrastructure including roads, parks, shopping malls, government facilities such as libraries, multipurpose centres, schools, hospitals, universities among others. Furthermore, the author affirms that through the establishment industrial zones in the rural areas there will be job opportunities for the youth of these areas, hence, demotivating them from relocating to cities in search for job opportunities (Makama, 2010).

In countries like Asia and the Pacific, previous policies that were developed during the times of segregation to reduce massive migration to urban areas are still being exercised. These policies include the removal of slums in the cities to discourage the migrants from invading the land that belongs to the local government (IOM, 2015). Mukwaya and Bamutaze (2012) affirm that the country of Uganda adopted policies that seeks to respond to the challenges of migration and rural poverty after it gained its independence from 1962. These policies were formulated after seeing the trend that was in other African countries which it main focus was on developing the urban areas and neglect the development of rural areas. Therefore, the government of Uganda’s priorities were on the development of rural areas through restoring the

infrastructure, modernization of agriculture sector to improve the economic status of rural people, promotion of agricultural production and human development. Moreover, authors opines that, the only strategy to develop rural areas in order to keep its population in rural areas of Uganda. The following techniques by Uganda include promotion of agricultural education, agricultural research and development of technology, enhancement of advisory services for agriculture, sustaining the natural resources in the Uganda rural areas, developing viable rural financial services for rural population and developing marketing strategies for agricultural production.

2.5 Conclusion

This chapter reviewed literature on the causes and consequences of migration, the implications of rural-urban migration on service delivery on cities, the responses to rural-urban migration challenges, and the theoretical as well as the conceptual framework has been presented and explained. Furthermore, the key arguments emerging from the literature are that factors of migration that are characterized by the "push and pull" factors are the main driver of migration from rural areas to urban areas. Moreover, some authors have revealed from the literature that rural-urban migration is caused by the lack of development in rural areas, hence the only option rural inhabitants have is to relocate to the cities in order to improve their living conditions. This study is therefore, intended to gain the in-depth understanding and knowledge on the issues of migration in EThekwini and further contribute to the existing literature of migration. The following Chapter is presenting the literature on rural-urban migration, focusing on the South African trends and experiences.

CHAPTER THREE

RURAL-URBAN MIGRATION SOUTH AFRICA TRENDS AND EXPERIENCES

3.1 INTRODUCTION

The main purpose of this chapter is to review the available literature on issues relating to migration in the South African (SA) context. This will allow the researcher to make comparisons based on the previous chapter, which focused more on global migration trends and draw conclusions based on the available literature. The IOM (2013) report state that SA experiences a high volume of in-migration and this is caused by job opportunities in the field of mining, manufacturing and agriculture. Kok (2006) asserts that the discovery of gold in the City of Johannesburg during 1886 further motivated a new gesture of rural-urban migration. This in turn resulted in massive rural-urban migration wave where the rural dwellers relocated to the City of Johannesburg and work in the mines with the hope of achieving enormous success and provide sustainable living to their families who remained in the rural areas. Kok (2006) further asserts that the rural provinces who actively engaged in the rural-urban migration has been Limpopo, KwaZulu-Natal, Eastern Cape and Mpumalanga. Martine (2012:10-12) opines that rural-urban migration in SA is a result of the 'Apartheid Legacy' which prevented certain groups of people, black Africans in particular from freely travelling to urban areas and also enjoyed the benefits such areas provided back then. Hence, after the abolishment of the act 'apartheid' black Africans were free from the restrictions of the past that prevented them from freely seeking opportunities in urban areas. Therefore, until this very age rural-urban migration in SA is becoming even more persisting because of the past laws.

Mlambo (2018) asserts that, migration in South Africa (SA) often takes place from rural areas to the metropolitan areas where it is perceived that these areas offer better employment opportunities, provides better living conditions and the infrastructure is also conducive to cater for the needs of rural migrants. The SA Property News (2015) opines that metropolitan areas created up to 75 percent job opportunities between the years 1996 and 2012. Therefore, this further encouraged the rural dwellers to migrate to big cities for economic stability, job security, and educational attainment among others. Professional people in SA such as teachers, medical doctors, nurses among others, have relocated to urban areas due to lack of adequate infrastructure in the

home lands, which in turn results in the loss of skilled people in rural areas (South African Council for Educators, 2011:15). Angelopulo (2017: 65-67) state that metropolitan cities such as Johannesburg, Durban, and Cape Town have seen significant population growth from 57% to 63% between 2001 and 2011. The former MEC for transport in the Gauteng province 'Dr Ismail Vadi' stated that the province consisted of 12.9 million of the population and every month a new population estimated to 20 000 people entered the province (Wakefield, 2015).

In 2001, Gauteng province accounted for a population influx of 1 million people while Western Cape accounted for more than 300 000 incoming migrants. Furthermore, provinces like Limpopo and Eastern Cape experienced a huge outgoing population to cities in pursuit of enormous possibilities (Donnelly, 2012). Moses et al (2017) further indicate that the population in urban areas in expected to rise by double between 2000 and 2030, putting more pressure on the limited proper housing, resulting in the increases of informal settlements in the back of the cities. The impact of migration to urban areas and its pressure on the local government's capacity in terms of responding to the social welfare needs of the urban population has not been thoroughly studied. Based on these observations, and the lack of studies on the impact of rural-urban migration on service delivery, this chapter is concerned with the impact of rural-urban migration patterns on the service delivery of the receiving urban area. In this context, the receiving city is the EThekwini Metropolitan Municipality in South Africa.

3.2 BACKGROUND OF CROSS-BORDER MIGRATION IN SOUTH AFRICA (SA)

According to Tosinakegbejo (2015), cross-border migration between SA and neighbouring countries was firstly traced back in the mid-19th century. This was after the establishment of diamond and mining industries in SA and the country was venturing towards modern industrial economy. Due to the development that was taking place in SA, a number of neighbouring countries began to migrate to the country with purposes of finding the employment. Among other neighbouring countries that participated in the cross-border, migration into SA included Lesotho, Botswana, Swaziland, Zimbabwe, Mozambique, Namibia, and Malawi (McDonald 2000:814, Simelane 1999:11, IOM 2005:1). 'Southern African Migration Project' (Tosinakegbejo, 2015), reveals that 81% of the adult population from Lesotho has been in SA, while 83% of Lesotho's population have parents who worked in the country and 53%

population of the same neighbouring country have grandparents who also worked in SA. Furthermore, the equivalent statistics for Zimbabwe are 23%, 24%, and 23%. While Mozambique accounted for 29%, 53% and 32%. During the birth of democracy in SA in 1994, a rapid population growth began to escalate in South Africa as previous apartheid restrictions were no longer in effect, hence a number of migrants from neighbouring countries saw the opportunity to migrate to SA for anticipated life changing opportunities (McDonald 2000:1-2). Furthermore, the majority of migrants who was mostly engaged in the cross-border to SA was male persons from Zimbabwe who had labour contracts in the mining sector, this therefore led to a large number of foreigners into the country (Ngomane, 2010). Crush et al (2005) and ILO (1998:8) maintains that the migration patterns in SA changed in the last two decades and this was due to:

- Ending of the apartheid regime and the beginning of a new dawn of democracy;
- Integration and connection between region and global economy;
- Increasing poverty in rural areas in the neighbouring countries and also high level of unemployment further encouraged migration to SA even if it was illegal and;
- The growing trends of the effects of 'HIV/AIDS' in the African continent.

3.3 THE STATE OF ILLEGAL MIGRATION INTO SOUTH AFRICA

Illegal migration that included cross-border into SA has been a major predicament that have been noted for quite some time. The number of migrants included both legal and illegal especially from the neighbouring countries in the African continent began to grow drastically in 1990s and different authors such as (McDonald et al 2000:817, Solomon 2000:1, McDonald et al 1998:4, Crush et al 2005 (a):12, IOM 2005:1) have proved this. Dumba and Chirisa (2010), maintains that the country that contributes the majority of illegal migrants in SA is Zimbabwe, this is due its political instability, wars, economic decline, and drought that lasted for many decades, therefore these factors pushed many Zimbabweans to migrate to SA illegally. It has also been revealed that that there are two types of illegal migrants in SA and the first category of these migrants includes those who has the legal documents which gives them the permission as well as the authority to stay is SA, however, this category is known for overstaying even after their legal documents have expired. While the second category

of illegal migrants uses the unofficial ways of entering the country without any legal documentation (Danso & McDonald 2000:18, ILO 1998:10-11, Tevera & Zinyama 2002:19, Maharaj 2004:4, Ranchod 2005:16).

Furthermore, Croucher (1998), Crush (2001), & Peberdy (2001), opines that migrants without legal documentation has been a major problem for post-apartheid in SA and for the citizens of SA. Orkin (2002), reveals that in 1999 SA accounted for 850 000 of the migrants who overstayed even after their permits had expired. The author further opines that the figure could not be a true reflection as some of the migrants leave the country as soon as their permits end and therefore, this information is not properly recorded. Reitzes (1998) & Crush (1999) reveals that the actual number of migrants in the country who falls under undocumented exits from SA could be lower as 500 000. McDonald (2000), argues that the majority of migrants who are entering SA from neighbouring countries do such legally and they follow all necessary protocols in terms of obtaining the citizenship in the country. Furthermore, the author reveals that the majority of these migrants from neighbouring states are driven by intentions of staying in the country permanently. However, SA has put measures in place in responding to the high number of migrants as well as overpopulation in the country and these include tightening the law in the border gates to monitor those who are trying to enter the country without legal documents (Minnaar and Hough 1996, Klaaren and Ramji 2001). Furthermore, the author(s) reveals that the livelihoods of the non SA citizens in the country has become difficult such that they are unable to open things such as bank accounts, getting telecommunications mobile contracts among others. Moreover, SA citizens has also become hostile towards the non SA citizens and therefore this has led to multiple problems and challenges associated with ‘xenophobic attacks’, and discrimination, regardless whether those non SA citizens are with or without legal documents.

Crush and McDonald (2000:7) reveals that through these recurring challenges of discrimination and attacks against the non-SA citizens has discouraged many of these migrants to stay in the country on permanent basis. Although the challenges are in place and the non-SA citizens continues to experience all sort of ill treatment from SA citizens. It is also revealed that SA laws of migration are very weak and also intractable such that it is easy for non SA citizens to enter the country and the corruption at the

Home Affairs Department also noted to be rampant in terms of issuing forged documentation (Crush and Williams, 2003).

3.4 REASONS BEHIND MIGRATING TO SOUTH AFRICA

The reasons for migrating to SA by neighbouring countries varies amongst each foreign migrants entering SA and this includes a number of factors including among others: hunger, declining economy, violation of basic human rights, wars and persecution in the countries of origin (Modi, 2003). The author further affirms that after the democratic transition, SA has seen a recurring number in terms of the incoming migrants from the neighbouring countries including Botswana, Angola, Zimbabwe, Zambia, Malawi, Lesotho, and Mozambique. Moreover, the majority of these migrants who leave their countries of origin because of the reasons relating poverty are normally falling on the category of illegal migrants in SA (Modi, 2003).

The majority of researchers in the field of cross-border migration that is taking place mostly between neighbouring countries and SA, asserts that the reason behind this kind of movement is commonly related to seeking better employment opportunities and obtain sustainable living. However, McDonald et al (2005) argues that such claims are not the only reasons that motivates people from neighbouring countries to migrate to SA. The authors maintains that some of the migrants who are entering SA are the recipients of medical treatment within the country, some migrate because of the benefits that are provided by SA. The benefit includes shopping and entertainment and lastly others are mainly interested in establishing businesses so that with the profit they are making from selling goods they are they able to support their families whom they left in their home countries. The bottom line is that most of the people who enter SA return home out of their free will (McDonald et al, 2005).

According to Ntshidi (2017) & Ngomane (2010), there are various factors, which motivate the neighbouring countries to migrate to SA, and these factors are unpacked below.

3.4.1 Factors Related to Socio-Economic Status

Bull & Kamanga (2003) maintains that the migration of people from places of origin to the new areas of destination is viewed as critical socio-economic factor, which pose pros and cons to both rural and urban areas. Ntshidi (2017) opines that the positive outcome that the migrants achieve upon their arrival in SA is that either they get an

opportunity of being employable formally or informally which is classified as a cheap labour. Furthermore, this transition is known for prolonging their life expectancy through better paying jobs which is provided by urban settlements in SA and they are able to send money back at home countries in a form of remittances. The negative side of this kind of transition especially in the receiving destinations is that it creates a significant imbalance in the cities. Hence, this leads to a number of factors including; high levels of crime, labour exploitation, inadequate housing, high rate of drug abuse, human trafficking, xenophobic related attacks among others (Beauchemin et al, 2014).

3.4.2 Factors Related to Education Status

The study of Hussein (2005) revealed that people from the most deprived countries with so much poverty and imbalance in terms of their infrastructure and among other essential services that enables a country to move forward tends to relocate to other countries that are well off so that they can attain good education. This therefore, results in them getting better paying jobs, which allow them to lead sustainable living in a long-run (Ntshidi, 2017). Nunn et al, 2014, argues that migration related with education does not always ends in success for some of the migrants. This is because some migrants find it very difficult to secure the funds related with pursuing their education attainments and sometimes the social inequalities in the areas of destination also forms a barrier for migrants to obtain their desired education levels (Nunn et al, 2014).

3.4.3 Factors Related to Income Status

Many previous studies around the issue of migration and urbanization have revealed that the major causes associated with rural-urban migration are commonly motivated by income status in the countries of destination. Gugler (2004) of the study of '*World Cities Beyond the West, Development and Inequality'* revealed that the high income provided by China has led many people around the globe especially those who are from countries which struggles with high level of poverty and inequality opted to migrate to China because of its high income. Furthermore, this is done in terms of stabilizing the salary of workers in China and to avoid workers from moving from job to job and to increase the performance of workers to reach the highest standard in the organizations they are representing (Yao Lu, 2015). In a case of SA, Agensa (2011) and Casale et al (2006) revealed that there is a huge gap in terms of policies that responds direct to the migration status for local residents such that there is no motivating factor which encourage people to stay within their provinces of origin even

in the country itself. Furthermore, Casale et al (2006) affirms that due to lack adequate policies particularly that respond to migration leads to massive violence between the local residents and migrants. Moreover, it is perceived that the movement of people from rural to urban areas comes with many distractions especially for receiving ends including overcrowding, unemployment, underdevelopment and others, it becomes even worse when there is an additional population from all over the world which also contribute to the current issues (Ntshidi, 2017).

3.4.4 Factors Related to Employment Status

Previous studies have shown that the major predicament which remains a matter of concern to many developing countries is the high rate of unemployment and it further perpetuate migration. The World Bank (2016) reveals this, whereby the major economic crisis took place in Greece led to the majority of its citizens living the country to other neighbouring countries in search for better jobs and economic stability. In the case of SA, Kibet (2013) maintains that many people across the provinces in the country choose to relocate between Gauteng and North West provinces to seek employment opportunities as these provinces are known for a number of economic growth opportunities and activities that are associated with mining among others. This therefore results in the majority their family members migrating to cities as well of these two provinces with hopes of getting permanent employment. Due to this movement of people from their provinces of origin, it results in overcrowding which further results in high levels of unemployment and high rate of crime in the receiving provinces (Adnafu et al, 2014). The rural provinces which contribute to a high number in terms of the out migration of young people suffers economic decline as their development undertakings are at a slow pace and their service delivery is also inadequate (Landau, 2012).

Idemudia et al, (2013) of the study of ‘Migration challenges among Zimbabweans refugees before, during and post arrival in South Africa, reveals some of the reasons which are regarded as ‘push’ factors for Zimbabweans that eventually lead them to leave their home country for SA. The reasons are associated with the lack of basic services and job opportunities, inadequate health care system and medication, and political uncertainty, violence and civil disturbance.

Lack of basic services and job opportunities: The study revealed that lack of food supply, utilities and housing remains a major factor for Zimbabwe, and the employment opportunities are scarce which makes it even difficult for Zimbabweans to earn a decent living. Therefore, the only solution they opt for is to relocate to SA for the betterment of their life circumstances (Idemudia et al, 2013).

Inadequate health care system and medication: The study revealed that the health care system in Zimbabwe is inadequate and costly such that it is limited to few people who are able to incur the costs of medication. Therefore, the majority of Zimbabweans, especially those who live under poverty-stricken circumstances find it easy and possible to access the medical treatment in South Africa because of its infrastructure, more improved health care system and the availability of medication (Idemudia et al, 2013).

Political uncertainty, violence and civil disturbance: The study revealed that due to the political unrest and uncertainty that is perpetuated by violence remains as a major reason for a number of Zimbabweans to leave their country (Idemudia et al, 2013).

3.5 IMPLICATIONS POSED BY IN-MIGRATION INTO SOUTH AFRICA

Previous scholars and researchers in the field of legal and illegal migration have revealed that such movements by migrants from their places of origin are commonly motivated by social and economic aspirations in the countries of destination. Although it has also been revealed that such movements may bear remarkable progress in terms of the livelihoods of migrants when they reach their destinations, however, it also believed that it poses a number of ramifications in the receiving ends in terms of their social, economic and political situations (Campbell, 2006). Skeldon (2000), Laniel (2001), & Adepoju (2002) agrees that some of the characteristics of illegal migration are associated with smuggling of drugs and human trafficking activities in the receiving countries, South Africa in particular. This therefore has become a major concern to the majority of governments throughout the globe (Campbell, 2006).

Although these challenges are present to many receiving countries like SA, it is also revealed that illegal migration somehow contributes positively to the economy of hosts countries especially within the private sector. This is due to the fact that the majority of illegal migrants are vulnerable and desperate, hence they are willing to take less

paying jobs for their survival in their current destination (Campbell, 2006). This therefore has erected a number of challenges in SA, whereby South Africans have developed a deep sense of feeling that migrants, especially those who are in the country without legal documentation pose a negative impact on economy as well on limited state resources (Crush, 2001; Harris, 2001). Furthermore, Mokoele (2012) asserts that illegal migrants pose serious implications in respect of the resources of SA. Moreover, the author opines that these implications are associated with health sector, employment sector, and housing sector within the country. Other writers such as Ngomane (2010), further extends that other implications which are caused by illegal migration in the country are also affecting the education sector, economy, as well as the crime rate in the host countries.

3.5.1 Implications on the Health Sector

Illegal migrants in South Africa pose a negative impact within the health space of the country due to the fact that most of them are unknown and the information about their health status also unknown, hence they are using illegal ways of entering the country (Mokoele, 2012). The majority of these kind of migrants are said to be entering the country with a number of communicable diseases including *inter alia*: cholera, yellow fever, HIV, tuberculosis as well as other communicable related diseases (Maharaj, 2004:12). It is said that due to fact that most of these migrants are coming from unfavourable conditions and poverty stricken backgrounds, hence they are likely to be requiring more medical attention from government hospital in the country and this automatically put a huge burden in the health sector (Solomon, 1998:8 & Solomon, 2000:14). This therefore, expose the local residents of the country to a number of unfamiliar communicable diseases (Kok et al, 2006:121).

It is therefore evident that most of illegal migrants who engage in the cross-border migration to SA are pulled by the fact that the country has better health facilities and infrastructure that is conducive enough to respond to the needs of patients (Kok et al, 2006:121 & Crush et al, 2005:21-22). Singh (2005) and FMSP & MLAC (2007), asserts that the majority of Zimbabweans are burdening the country's health care system because their health sector back in Zimbabwe is inadequate and it has collapsed. Therefore, this is beneficial to the migrants who are the main recipients of the health care services within the country but at the same time, it also put a strain on the country's limited resources within the health space.

According to Lefko-Everett (2007:53) & Landua (2007), a number of migrants have been denied the health care services to many SA government hospitals and the health officials have also been unkind towards them, hence the author(s) revealed that few of the migrants utilize the services. Frontières (2009), supports that many Zimbabweans in particular are denied health care services due to the fact that, the country's health sector had been overburdened and a number of health workers could not cope with the high numbers of population which has been further escalated by illegal migrants from neighbouring countries. Maharaj (2004), affirms that the country is spending huge amounts of money on illegal migration. The author estimated an amount of two hundred and twenty one million that has been already utilised by SA in supporting the illegal migration, furthermore, the author state that the expectation of an increase by nine hundred and forty one million will be spend by the end of the decade.

It has also been revealed that the majority of migrants who want to access the country's health care services and other related basic services goes to the extent of wanting to pay for such services (Danso & McDonald 2000:15). Kok et al, (2006:123) opines that due to the fact that more illegal migrants are denied health care services in the country, it results to them having poor health. Kloppers (2006:162) maintains that the majority illegal migrants in SA are poor and vulnerable, therefore, they depend primarily on the public health system, however, other author(s) maintains that illegal migrants in SA are perceived as the major cause for overburdened health care system in the country (Maharaj 2004:7, Solomon 2000:14, Trevera & Zinyama 2002). In terms of HIV outbreak in SA, it is revealed that it remains unknown whether illegal migrants also contributes towards this predicament or not, hence further research is be conducted on this area to understand the dynamics across the board (Cross et al, 2006:36).

Crush et al, (2005) argues that there is a link between HIV prevalence and migration in countries like SA. This is further supported by Crush et al, (2005) & Roberts (2007:10-11). Singh (2005) strongly hold that migrant citizens have higher chances of spreading HIV in the country because they are somehow neglected and they are disempowered in terms of real issues relating to the disease. This includes lack of education which is related to prevention measures, provision of protection measures when engaging on sexual activities and it is said that it becomes difficult for them to

access medication after they have been infected (Singh, 2005). Furthermore, Cross et al, (2006:35), opines that the majority of population who is mostly infected by HIV are women because some of them they work as sex workers and some are involved in drug trafficking schemes in order to earn a living upon their arrival and stay in SA. In addition, it is therefore of concern that a thorough research should be conducted in order to gain more tangible evidence relating to the issues of HIV transmission and migration in SA.

3.5.2 Implications on the Employment/Job Sector

Many scholars and researchers in the field of migration have pointed out that illegal migration more especially have affected the job market negatively in SA. It has been mentioned a number of times that in the informal employment within the country, migrants are likely to benefit from job opportunities because they are regarded as cheap labour, hence this saves thousands of rands for informal businesses. The labour of illegal migrants is preferred compared to that of local residents because they accept low wages and they are also do not fall under any trade unions (Mokoela, 2012). Maharaj (2004:7) and Tevera & Zinyama (2002:29-31) supports this statement by pointing out that migrants are perceived as culprits who is responsible for taking away jobs from the local residents in the country as they don't mind to accept low wages. This therefore, cause a lot of tension and conflict between the migrants and local residents (Harris, 2001 & Solomon, 2003:92).

Crush (2008:33), argues that the perception about neighbouring countries migrants are responsible for taking away South Africans jobs remains questionable and this is based on the 2006 survey, where eighty six percent of respondents indicated that they have not seen a single local citizen who lost a job to a neighbouring country migrant. While Forced Migration Studies Programme (2007) strongly hold that, it is true that neighbouring countries' migrants are responsible for taking away SA local citizens jobs and this is motivated by their illegal status in the country. Hence, it becomes impossible to impose suitable labour standards in their area of employment within the country and they want to remain unknown due to fear of being banished from the country. ILO (1998:19), maintains that the major challenge with illegal migration in the country is that it is untraceable and most of the time undocumented, therefore, there is uncertainty whether illegal migrants does contribute negatively in terms of the

employment sector in SA or not, therefore, a thorough research is to be conducted in terms of this discrepancy.

Solomon (2000:7) and Crush et al, (2005) hold that SA employers have a tendency of exploiting illegal migrants by paying them the below minimum wage salaries and sometimes they will report them to the police about their illegal status in the country and they do this in order to avoid paying their wages for the duties they have performed. This is said to be taking place mostly in the mining and agricultural sectors. Although migrants from neighbouring countries are said to experiencing all sort of challenges in SA, which are associated with exploitation, being attacked for accusations that they are stealing local citizens' jobs among others. It remains a fact that with the little that they are earning in the informal employment in the country, they are able to send remittances in their countries of origin (Christie, 1997:18).

3.5.3 Implications on the Housing Sector

Different researchers and scholars have revealed that the issue of illegal migrants and provision of housing in the developing countries including SA has been a matter of concern and a thorny challenge for most cities, which are the main recipients of illegal migrants. This statement is supported by Sebola (2008:107-112), where he affirms that the country SA government has been facing challenges in terms of providing housing to all its local citizens and it is said that illegal migration is also worsening the situation and makes it even harder for the country's leadership to realize this goal. The author further opines that there is a high level of corruption when it comes to the allocation of houses. Some illegal migrants are said to be benefitting from houses that are meant for local citizens. Secondly, illegal migrants, Zimbabweans in particular and other foreign nations are blamed for mushrooming of informal settlements in SA as they are said to be entering the country in large numbers (Ngomane, 2010). Furthermore, the majority of these illegal migrants are said to be unskilled and illiterate, hence they are only employable in the informal sector and for this, they can't afford to buy or pay for adequate property, hence therefore, they also add a burden towards the country's poverty levels (Ngomane, 2010). Solomon (2003:94) and Cross et al, (2006:106) also affirms that the majority of illegal migrants are unemployed; hence they contribute so much on the informal squatting.

3.5.4 Implications on Education Sector

Illegal migrants especially those who are from Mozambique in particular are said to be sending their children to SA government schools and by so doing, it has been revealed that this contributes to large numbers of children in schools and overcrowded classrooms, with limited resources to cater for the learning needs of pupils (Kloppers, 2006:162 & Solomon, 2003:94). On other hand, Vigneswaran (2008) revealed that plus or minus fifty percent of illegal migrants' children in the country are not attending school due to the fact that some do not have relevant documents such as birth certificates and their parents do not in a possession of relevant documents that gives them legal permission for their stay in the country. Therefore, this clearly indicates that, there are few children of illegal migrants who attends school within SA schools. Further research should be conducted in order to understand the implications that are posed by illegal migration on SA schools.

3.5.5 Implications on the Economy

A number of researchers have revealed that the majority of South Africans still have the mind-set that migrants whether legal or not they are a major cause for the unstable economy in the country. This is supported by Maharaj (2004:7) and Tevera & Zinyama (2002:29-31) as quoted on Ngomane (2010), as "*South Africa is said to be stereotyped into thinking that foreigners, whether legal or illegal are a threat to the economy and security of the South Africans".* According to studies on the international migration, it has been revealed that migrants are actually contributing positively on the economy of the host destinations. In SA this is mostly happening the informal sector including: beauty therapy, tuck shops/spazas, and hand work (Ngomane, 2010). Perbedy and Crush (1998), revealed that migrants are known for bringing innovative ideas and set of likely needed skills as well as required capital in the informal sector, hence therefore, this contributes positively to the lives of ordinary South Africans by increasing their employability opportunities and their financial well-being. MacDonald et al (1999:25) and Danso & McDonald (2000:14), further hold that migrants from neighbouring countries are creating jobs more especially in the local markets of the host countries, including SA. Solomon (2003:91-92) argues, the majority of illegal migrants have a very low levels of education, therefore this result in them not able to contribute positively to the economy of SA. Vigneswaran (2008) argues that not all illegal migrants have low levels of education, some are said to be well educated such that

they are in possession of tertiary qualifications, however, they are hired in the informal sector and this does not give them an opportunity to participate in the economic growth of the country. Sebola (2008:112) maintains that it cannot be denied that illegal migrants put so much strain in terms of the resources of the country and this impact negatively on the economy. Furthermore, the author opines that illegal migrants negatively affect the workforce in SA through different kinds of communicable diseases they are said to be bringing into the country. Christie (1997), strongly hold that illegal migrants pose serious challenges and threats to the economy of SA and this remains a matter of concern as there are more illegal migrants who keeps on entering in the country.

3.5.6 Implications caused by Migration and Crime rate

A number of studies conducted on migration have revealed that due to high levels of migration, the host countries are in a threat of experiencing excessive incidents of crime activities which leads to behaviors which are deemed as antisocial (Landau 2007:72 and Forced Migration Studies Programme & Musina Legal Advice Office, 2007:17-18). Maharaj (2004:6-7) and Tevera & Zinyama (2002:28-31) revealed that drug trafficking is major crime which is currently taking place in the country and the contributing factor is associated with illegal migration. The author(s) further affirm that this phenomenon associated with trafficking of drugs in the country contributes fourteen percent with Gauteng Province having the highest number of related crimes. Ngomane (2010) assert that the majority of illegal migrants who enters the country are normally in possession of weapons and this is because they are coming from countries that had been in civil wars for a long time. therefore, they have learned all the strategies they can use to invade and overthrow the government of the country. Solomon (2003-91-92) supports this, where he also holds that this predicament is likely to cause uncertainty in the country and it has a negative impact on the adjusted policies of migration in the country. Kollamparambil (2019) argues that illegal and foreign migrants are not always the perpetrators of crime in the country. In his study the indication is that in most cases migrants be it internal or foreign are normally posing an acute competition for local residents, especially in labour market, hence therefore, this has led to violence associated with xenophobic attacks against foreign migrants in particular and this has been taking place in the country in recent years. Nontenja and Kollamparambil (2018) have revealed that the unemployment rates amongst

internal migrants in the country remains relatively high as compared to the neighbouring countries migrants and SA local residents. It is thus, clear that the perpetrators of crime in the country are the internal migrants who engage in such activities as a means of earning a living since they are not exposed to legit economic opportunities.

Budlender and Hartman-Pickerill (2014) revealed that the majority of neighbouring countries' migrants are actually with the lowest unemployment rate in the country and further to that, they are said to be employment creators such that they employ the majority of the local residents as well as the internal migrants, particularly within the informal sector. Given these underlying facts, it remains clear that there must not be a separation between the internal and foreign migration in studying the relationship between migration and crime in SA. This therefore, will assist in terms of gaining deeper understanding in terms of the trends of crime within the country because of migration.

3.6 SOUTH AFRICA CITIZENS REACTIONS TOWARDS MIGRANTS

A number of media reports and research studies have revealed that migrants in the country whether legally or not have been perceived by local residents as a threat in terms of livelihood. This statement is supported by Crush & Williams (2005:16), in their study where they revealed that local citizens have shown negative attitude towards the migrants who are from neighbouring countries, such that the majority South Africans hold that all migrants especially those who are from SADC countries should return back to their home countries. Landau (2004:6) further revealed that on survey conducted in 1998 by the Southern African Migration Project 'SAMP' that stated among other things that eighty seven percent of local residents felt that the government of the country was too lenient towards the foreigners by letting them to SA in large numbers. While sixty four percent of local residents who were respondents in the Wits University survey conducted in 2003 revealed that migrants from neighbouring countries are dishonest. Hence, they are blamed for a number of factors including rising levels of unemployment, crime, substance abuse, among other social ills; therefore, SA citizens strongly maintained that migrants from neighbouring countries should leave the country (Landau, 2004:7). Furthermore, Crush (2008:24-25) maintains that SA citizens have made it very difficult for foreign nationals to stay in the country and this has been followed by a number of violent attacks which are well

known as ‘xenophobia’ against the SADC countries migrants. In addition, in the ‘World Values Survey which was conducted in the early days post-apartheid era, regarding the attitudes of SA citizens towards the neighbouring countries migrants revealed that the majority of SA citizens strongly supported the idea of migrants being deported from the country. This is said to be consisting of contribution of about fifty percent (50%) of SA citizens who supported the idea, while seventy four percent (74%) of SA citizens maintained that anyone who does not contribute to economic development of the country must be deported. Whereas eighty six percent (86%) of the SA citizens strongly felt that all those amongst the foreign nationals in the country who commit major crime must be deported. Sixty one percent (61%) of the country’s population felt that anyone amongst the migrants in SA who tests positive for HIV/AIDS expulsion process against those in the country must be exercised (Crush, 2008:25-26).

3.7 IMPLICATIONS OF MIGRATION ON SERVICE DELIVERY ON CITIES

In general, migration patterns and trends are classified as a legacy of post-apartheid era, which lasted for many years in South Africa. Black people in particular were forced to move to neglected areas that are now referred to as rural areas. As these areas were neglected for so long due apartheid, development undertakings were also not a priority for these areas. This therefore, led to many inequalities between rural areas and urban areas, which were more prioritized in this regard, in respect of their infrastructure, range of services, local economic development and among others. However, it has also been revealed that although urban areas were more prioritized compared to rural areas but the provision of housing and other basic services have remained a thorny issue for many cities in the country (Chipkin & Lipiertz, 2012). Fauvelle-Aymar and Segatti (2018) opines that local governments are given the responsibility for ensuring that services does reach all citizens in the country. Tissington (2011) revealed that implementation of services by local governments is still unbalanced and it is unable to respond to issues related to provision of housing, land and utilities that the majority of poor citizens requires. Kenyon (2011) stresses the issue of capacity building initiatives in the local governments in turn to speed up services that is due to local citizens. Cameron (2010) hold that many cities’ local governments have done their level best in terms of ensuring that basic services including housing provision is extended to millions of South Africans but the problem always begin when such related projects do not meet anticipated outcomes and

standards. Therefore, this lead to strikes that are associated with violence by public, since the Integration Development Plan (IDP) of each municipality is accessible to everyone and by right; the local citizens should participate in the process (Nkabinde et al, 2018). Cameron & Thornhill (2009) further asserts that when consultation with main recipients of services is not done properly, challenges are bound to happen. In addition, studies concerned with the relationship of the impact of migration and service delivery in South Africa are still needed to be conducted as the issue of migration and urbanization is becoming a growing factor. If such studies are not conducted, there will be no evidence as to whether migration in the receiving cities has a negative impact on service delivery or not.

3.8 THE STATE OF LOCAL GOVERNMENT CHALLENGES IN SOUTH AFRICA

As indicated in the earlier discussion above that the former apartheid era had put so much restrictions in terms of how the black population in particular and other races excluding the whites in terms of where they should go and live. In 1994 during the dawn of democracy, South Africa was considered as a better off country when compared to its counterpart countries in the SADC region. Therefore, this led to the majority of population from these neighbouring countries and rural areas to invade the most developed cities in SA with purposes access the benefits that they were not exposed to in the past (Turok, 2012). This of course came with major possibilities for the population that was previously disadvantaged. Lekoyane & Disoloane (2013) asserts that this change also came with major challenges for cities which are associated with over population, housing shortage, increasing of informal settlements and theft in terms of utilities particularly electricity and running water, rife unemployment rate, and also delays in the service delivery.

Furthermore, Bond (2010) maintained that most cities are struggling to provide the basic services to the newly built informal settlements; hence, this encourages crime that is associated with high level of theft in respect of utilities. Frenkel (2011) affirmed that due to the way the informal settlements are situated and the way they are overcrowded, they pose hazardous environment which does not only affects the migrants who are actually residing in those informal settlements but also the local citizens who stay not far where these informal dwellings are built. Goebel (2007) opines that those migrants who prefer to use old ways of accessing power without stealing it from the local government authority they are situated in are said to be

utilizing hazardous means for cooking and lighting that includes woods, candles and others since they do not have access to modern power such as electricity. Authors like Ndebele (2012) strongly maintained that the problems for large cities are characterized by many complexities that should be studied further to gain deeper insights in terms of challenges relating to in migration in cities of destination. Therefore, Sahib (2012) suggests that in order to eliminate some of the challenges the large cities experiences in terms of rising urbanization is that citizens should be consulted about which direction should be taken in ensuring the sustainable cities and development. In addition, it is clear that the focus in terms of development should be shifted to rural areas in order to attain balance between urban and rural. By so doing the challenges large cities faces in terms of growing trends of urbanization can be managed.

3.9 RESPONSES TO MIGRATION CHALLENGES ON CITIES: A CASE OF CATEGORY (A) METROPOLITAN MUNICIPALITIES IN SA

Among other development interventions, the EThekwini Municipality has embarked on in addressing the effects of rural-urban migration in the city include: Housing backlogs, renovations of the existing housing infrastructure, slums upgrading, slums electricity installation, and water and sanitation installation. In respect of addressing the housing backlogs, it was reported on the Daily News of (June 06, 2018) that the municipality is currently rolling out the housing projects throughout the city. However, there are challenges in the implementation of interventions in the city. The challenges are that the housing projects that were initiated was not completed due to corruption and those who received housing in the city they either sold them or rented them to make profit and other initiated housing projects in the city was washed away by natural disasters and they were never repaired. Other challenges that were reported were insufficient funds to address the housing backlogs, whereby the provincial Department of Human Settlements was found to be owing an amount of (R2.9 Billion) (Daily News Report, 2018). In respect of slums upgrading, it has been reported in the Metropolis News of January, 2019 that the EThekwini Municipality is in the process of upgrading slums throughout the city and the municipality has “Built 1500 ablution blocks with toilets, showers and hand washing stations; provided electricity to 102, 000 informal dwellings and installed over 80, 000 urine diversion toilets in rural areas within the city” (Metropolis News Report, 2019). The challenge that has been further reported is that the municipality cannot offer these kinds of services at once due to limited resources

(Metropolis News Report, 2019). In respect of water supply to the informal settlements within the city of Durban, it has been reported by EThekwini Municipality Resources Centre (n.d), that the municipality has secured a foreign funding grant from European Union to upgrade the water system in the informal settlements and the project is piloted for three years. The project is underway, it began in 2018, and it will be rolled out in 2020. Other major challenges the EThekwini Municipality faces in implementing the interventions in addressing the effects of rural-urban migration is issue of electricity theft and the housing backlogs (EThekwini Municipality Medium Term Revenue and Expenditure, 2015/16:27). In respect of the electricity theft, the municipality is said to be losing a large amount of money that is approximately to (R40 million) a year due to illegal connections and it also concerned with a high number of people dying due to dangerous electricity connections (EThekwini Municipality Medium Term Revenue and Expenditure, 2015/16:27). With specific reference to the informal settlement named Smithfield in the Sea Lake suburb in Durban, it has been reported that the informal settlement has been involved in the electricity and cable theft leaving one family in the neighbourhood without light for 26 days (Daily News Report, 2019).

Despite challenges, the EThekwini Municipality (EM) has also made remarkable attempts in addressing the issue of informal settlements. In the previous financial period (2019), the municipality has reserved an amount of (R100 million) to purchase the land as part of its key interventions to address the housing backlogs in the city and an amount of (R300 million) has been made available by the council to accelerate the ablution facilities for slums (EThekwini Municipality Resource Centre, 2019). Furthermore, the municipality is working with the provincial departments including Department of Public Works and Human Settlements. Moreover, the Department of Human Settlements and Public Works has set aside a budget of one billion rand for upgrading of the informal settlements infrastructure and the “EThekwini region will benefit vastly” (EThekwini Municipality Resource Centre, 2019).

According to the report of Sikhulasonke Organisation (n.d) Khayelitsha is the informal settlement located in the city of Cape Town. The settlement is reported to be represented by (57, 4%) of the population living in slums. The settlement lacks services such as water, sanitation, and electricity supply. In terms of water supply, (14 521) households in the settlement does not have access to water, (29 811) households in the settlement does not have access to sanitation, and (24) percent of

the informal settlement does not have access to electricity (Sikhulasonke Organisation, n.d). Furthermore, the Khayelitsha neighbourhood faces challenges due to urbanisation and overcrowding. According to Times Live News Report (2018) the city of Cape Town, Khayelitsha District Hospital is faced overcrowding due to massive migration that taking place in the city. Initially the hospital was built to accommodate only (400 000) people but the hospital is reported to cater for a population of closer to 2 million. The most common reported challenges include patients sleeping on the floor due to limited beds and the medication is also reported to be limited (Times Live News Report, 2018).

According to Businesstech Report, (2018) the City of Johannesburg Metropolitan Municipality continues to attract a number of migrants who are mostly coming from Limpopo, KwaZulu-Natal, and in the Eastern Cape and this constitute (904 619) migrants since from 2006 to 2011 and (981 290) migrants from 2011 to 2016. A further 47% of the population consists of the international migrants. One of the major issues the city experiences because of migration especially in schools of Johannesburg is overcrowded classrooms, increased criminal activities, sexual assault, bullying among others (Businesstech Report, 2018).

According to City of Johannesburg's Policy on Integration of Migrants, (n.d) the local government does not have policies in place to deal with the issues of migration, however, the City of Johannesburg municipality has developed the Human Development Strategy for the City and this was approved in 2004, the aim was to address the social exclusion of migrants. Furthermore, the City of Johannesburg Metropolitan further developed other policies and programmes that seek to address the challenges that are caused by migration. These policies and programmes include the Integrated Development Plan Counter Xenophobia and Common Citizenship Programme, 2007 Migrant Help Desk Strategy, 2008 Mayoral Migration Mayoral Subcommittee and the Joburg Migration Advisory Committee (City of Johannesburg's Policy on Integration of Migrants, n.d). EThekwini Municipality can benchmark from the City of Johannesburg by developing policies that will seek to address the challenges of rural-urban migration. This can assist the municipality in respect of ensuring that the service delivery reaches all citizens living in the city, and to ensure that the level of migration is manageable and the municipality does not incur hidden costs due to illegal connections.

3.10 Conclusion

The main purpose of this chapter was to review the literature on issues relating to migration in the South African (SA) context. The literature on migration in the SA context revealed that major migration in the country has been motivated by the lack opportunities in the homelands and the previous policies, which forced certain groups of people to stay in areas where services and opportunities are inadequate. Therefore, after the abolishment of the previous policies rural areas inhabitants started flooding in the cities in search for opportunities. Furthermore, the literature revealed that the in-migration in SA remains eminent because of the past laws and policies. It can therefore, be concluded that migrants are living their places of origin because of they are inadequate and services and opportunities are scarce. The next Chapter is presenting the methodology utilized in undertaking this study.

CHAPTER FOUR

RESEARCH METHODOLOGY

4.1 INTRODUCTION

This particular Chapter presents methods that have been employed and properly followed in order to undertake the entire research. Furthermore, this chapter outlines the research paradigm, research aim, research design, research strategy, data collection methods employed, sampling techniques that were utilised, sampling techniques, data quality control, data presentation and data presentation and analysis. Finally, the ethical consideration of this study is also unpacked further in this Chapter.

4.2 RESEARCH SITE

This research has been conducted in EThekwini Municipality (EM) in KwaZulu-Natal (KZN), assessing the impact of rural-urban migration in the city at large. It will be remembered that the EM falls under category A which consists of the Metropolitan municipalities and it is said to be consisting of population of about (3442, 321) people whom the majority are speaking IsiZulu language (Census, 2011). Furthermore, the EM falls under 11 Districts of the KZN Province. Moreover, the city municipality is made up of 15 areas including Clermont, Pinetown, Hammarsdale, Marianhill, Chatsworth, Umlazi, Durban, Glenashley, Umhlanga, Tongaat, Umbogintwini, Kingsburh, Magabeni, and Umkomaas.

EThekwini has been chosen as a case study particularly because it falls under category A of the municipalities and being a metropolitan municipality, it has a potential of attracting a high population density across the country. Further to that it has been revealed that the city of EThekwini is consisting of (265 542) informal settlements which is equivalent to twenty-eight percent (28%) and the majority of these slums are said to be the results of migration to the city and they are likely increasing (EThekwini Municipality, 2011). Below is a map of the city of EThekwini and its areas.

Source: https://municipalities.co.za/map/5/ethekwini-metropolitan-municipality

4.3 RESEARCH PARADIGM

Patel (2015) explains a paradigm as "the set of common beliefs and agreements shared between scientists about how problems should be understood and addressed". This particular study therefore, has been underpinned by critical realism paradigm because the researcher believes that natural and social sciences are two different things and in that the reality experienced by people is typically based on how they interpret reality around them and what they already know. Furthermore, the researcher has particularly utilised two approaches to get knowledge, which includes explorative and the case study. Moreover, the procedure, which was thus utilized to acquire knowledge in this study, is the case study. The reason for undertaking such is that the study is seeking to explore the impact of rural-urban migration with EThekwini Municipality as the case study.

4.4 RESEARCH AIM AND TYPE

The aim of this particular research is to investigate the impact of rural-urban migration on local government service delivery, utilising EThekwini Municipality as case study. The type of this research is exploratory. Exploratory research is a kind of research that is conducted in order to get answers on the phenomenon that has not been studied more clearly (Du Plooy, 2014). The researcher is thus utilising this type of approach

because it appears that little research has been conducted on rural-urban migration in EThekwini Municipality with specific reference to the issues of service delivery. Hence, there is a need for such exploratory research type. In addition, exploratory research lays a foundation or groundwork that will lead to future studies of the same and because of limited timeframe of this study, the exploratory research approach save time and may assist in terms saving a number of resources that may be required to undertake the entire research.

4.5 RESEARCH DESIGN

This study begins with a literature review drawing previous information from relevant journal articles, books, previous research studies, government report & publications on the frameworks and policies that are in line with the research topic under investigation and conference papers. This main reason for this is to gain better understanding and knowledge that has been investigated by other researchers and scholars on relevant or rather almost similar research area. This therefore, will assist in terms of identifying the existing gaps if there are any and the information that is deemed lacking by previous research papers and research projects. The study has adopted the qualitative research design because it is aimed at understanding the impact of rural-urban migration on local government with specific reference to the EThekwini Municipality. Du Plooy (2014:174) describes qualitative research as:

"Qualitative researchers often refer to a 'whole-world experience', because they are interested in the depth of human experience, including all the personal and subjective peculiarities that are characteristic of individual experiences and meanings associated with a particular phenomenon".

Maree (2007:70), describes qualitative research method as:

"A research design is a plan or strategy which moves from the underlying philosophical assumptions to specifying the selection of respondents, the data gathering techniques to be used and the data analysis to be done".

Therefore, the purpose of utilizing this kind of approach is to get the facts of the phenomenon under investigation, rather than to generalize the outcomes of the study objectives.

4.6 RESEARCH STRATEGY

The strategy that underpins particular research is the case study approach, with EThekwini Municipality as a case of focus. A number of definitions and interpretations have been presented to describe case study approach in the social sciences study. Noor (2008:1602), describe case study strategy as:

"[An] empirical enquiry that investigates a contemporary phenomenon within its real life context using multiple sources of evidence. Case study is concerned with how and why things happen, allowing the investigation of contextual realities and the differences between what was planned and what actually occurred".

The positive side about a case study approach in relation to this research is that it analyses and evaluate the available literature relating to research questions, objectives, and research problem with the aim of gaining the in-depth knowledge about the phenomenon and also be able to draw conclusions and recommend possible strategies for the problem and for future research.

4.7 DATA COLLECTION METHODS

According to Labaree (2009), this section of the research should answer two questions, that is: how was the data of the study were collected and, how the data collected was analysed in order to reach the intended goals and objectives of the study. This means that if the data is properly and analytically done, it is likely to be easily proven and validated in terms of its authenticity as well as reality. Gomm (2008) agrees with Williams (2017), that research methods are commonly used in the world of academia and are carefully applied when conducting a study. Furthermore, the authors affirm that this is done in order to collect the information (data) of the study and normally, the methodology is divided into three categories namely: quantitative, qualitative and mixed methods (Salaberry and Comajoan, 2013).

This study in particular is empirical in nature, therefore, primary data collection approach will be utilized in order to respond to the research questions and to achieve the goals of the study. The researcher will conduct interviews in the following departments within EThekwini Municipality: Health Unit, Water and Sanitation Unit, Electricity Unit, Area Based Management Unit, Cleansing and Solid Waste Unit. The merits of primary data collection methods are that the data is likely to be appropriate for research problem, research questions and objectives and that make the data to be

controllable. But there are also demerits which are linked to this approach. This includes limited financial resources, human resources, it is time consuming, and the participants who have the relevant information may not be available from time to time, among other things. The researcher is planning to avoid the demerits by only focusing on the sample size that is linked to the research problem, objectives and research questions.

4.8 SAMPLING TECHNIQUES

According to Maree (2007:79), in qualitative research, sampling refers to the process utilized to select a portion of the population for the study. This particular study has employed purposive sampling technique in terms of collecting data. With purposive sampling, the researcher's focus is only limited to elements that are relevant to the sample of the study. Since this research is empirical in nature, the researcher is only interested in conducting interviews in five Departments within the EThekwini Municipality. The departments are Health Unit, Water and Sanitation Unit, Electricity Unit, Area Based Management Unit, Cleansing and Solid Waste Unit. The interviews are limited to 15 staff members, which consist of three officials per each five of the departments. This therefore, assisted in terms of responding to research problem, questions and meeting of the objectives. The municipal departments, which are not relevant to this research, are disregarded.

4.9 DATA QUALITY CONTROL

In empirical research, it is very important to consider reliability, validity, trustworthiness and credibility for quality control of data (Du plooy, 2014:258-59). Noble & Smith (2015:34), states, "Findings of the study must be believable, consistent, applicable and credible if they are to be useful to readers and other researchers". Therefore, validity refers to correctness and accuracy of the study, while reliability refers to the issue of consistency, meaning that if the study were repeated it must produce the very same results. Trustworthiness is another term that is used in qualitative research and it is further broken down into Credibility to ensure the accuracy in the interpretation of data. Transferability is looking at the similarities if the study were to be conducted by different researchers. Dependability which ensures that there is correlation between data collection, analysis of data, and theory emanated from collected data, and lastly.

Confirmability emphasizes that the collected data should support the findings of a researcher (Du Plooy, 2014:258-59).

The limitations of this study and the approach adopted is that it requires time to collect the data through conducting interviews and the people with relevant information may not be available on the agreed time scheduled. Furthermore, the study will require financial resources and personnel who will assist in interpreting the data and the other limitation will be linked with that the key informants may not be found at all, however, the researcher will avoid such limitations by making prior arrangements before attempting to collect data.

4.10 DATA PRESENTATION AND ANALYSIS METHODS

The collected data was organized and indexed such that it was made easier for interpretation, analysis and presentation. The results were summarized in a form of key themes emanated from the four objectives of the study. This entire process were guided by the main aim of the study that interrogated the impact of rural-urban migration on service delivery in EThekwini Municipality.

4.11 ETHICAL CONSIDERATIONS

Wellington (2015:99) defines research ethics as “the moral principle and guiding conduct, which are held by a group or even a profession”. Ethics in research are made of principles that guide the process of research. Vanclay et a,l (2013), list out ethical principles of research which are closely related to the social sciences research. The list consists of the following ethical principles: (Respect for participants, Informed consent, Specific permission required for audio or video recording, Voluntary participation and no coercion, Right to withdraw, Full disclosure of funding sources, No harm to participants, Avoidance of undue intrusion, No use of deception, Presumption and preservation of anonymity, Right to check and modify transcript, Confidentiality of personal matters, Data protection, Enabling participation, Ethical governance, Grievance procedure, Appropriateness of research methodology, and Full reporting of methods).

For this particular study being empirical research in nature, the researcher wrote a letter requesting permission from EThekwini Municipality. The kind of questions that were posed to Department within the municipality were light in content to

accommodate the key participants of the study. The participants were not forced to be part of the study; hence, it was explained to them that their participation was voluntary. The kind of questions that were posed to the participants was not discriminating and the researcher further provided explanation and clarity on questions that are were unclear to the study's participants. In respect of 'data protection', the researcher has kept the collected data with the supervisor and this will be under the protection of the institution of higher education and learning and also the institution which has been utilized as case study for the period of five years. Furthermore, after that stipulated period, the collected data will be shredded or burnt. In respect of 'ethical governance', prior undertaking this study, the researcher has obtained the ethical clearance that has been approved by the study supervisor and the institutional research committee, and in respect of 'full reporting of methods'. The researcher has followed all the guidelines and procedures of research to allow the replication of the same research in future.

4.12 CONCLUSION

This Chapter has presented the following sections: research paradigm, research aim/type, research design, research strategy, data collection methods, sampling techniques, data quality control, data presentation and analysis, as well as ethical considerations. Furthermore, the Chapter has followed a structured process of research methodology, which is key to the achievement of aims and objectives of the study. The collected data (information) will be presented and analyzed in order to produce the results of the study. Moreover, this Chapter is crucial for a scientific study as it involves different research techniques and processes that should be carefully followed to produce the anticipated results of the study. The following Chapter 5 will present and analyze findings of the study.

CHAPTER FIVE

RESEARCH FINDINGS: QUALITITATIVE DATA PRESENTATION AND ANALYSIS

5.1 INTRODUCTION

This Chapter presents the results analysis of the impact of rural-urban migration on municipal service delivery with a specific focus on the case of eThekwini Municipality. This section will specifically look at the findings, analysis and discussion of the anticipated research problem on the impact of rural-urban migration on service delivery in EThekwini Municipality. In so doing, the chapter gives an in-depth overview of the findings, which comes from the research questionnaire that were derived from the objectives of the study. The data was collected from EThekwini Municipality on specific Departments namely: Human Settlements, Electricity, and Health. For each department that was involved in the data collection process, two officials were being interviewed and the data reached maturity with the 6 officials. The overview of data is presented in a table form below.

Table: 5.2 DATA OVERVIEW

Research Objectives	Research Questions
Objective One: • To interrogate the impact of rural-urban migration on service delivery in EThekwini Municipality.	**Research Question One:** • What is the impact of rural-urban migration on service delivery in EThekwini Municipality?
Objective Two: • To determine the service delivery challenges faced by municipalities because of rural-urban migration.	**Research Question Two:** • What are service delivery challenges faced by municipalities because of rural-urban migration?
Objective Three: • To assess the interventions that are implemented by EThekwini Municipality to deal with rural-urban migration.	**Research Question Three:** • What interventions are implemented by EThekwini Municipality to deal with rural-urban migration?
Objective Four: • To recommend strategies that can be adopted to address rural-urban migration in the EThekwini region.	**Research Question Four:** • What strategies and recommendations can be adopted to address rural-urban migration in EThekwini region?

Source: (Author)

5.3 PRESENTATION, ANALYSIS AND INTERPRETATION OF RESEARCH RESULTS

Six (06) structured interviews with three EThekwini Municipality Departments/Units were conducted and as per the interviewed departments, two officials were engaged for the purpose of data collection. The departments which data were collected from in EThekwini Municipality included Human Settlements, Electricity and, Health. The data collection process began on 5 May 2021 to 9 September 2021. The structured

research questionnaire utilized for this particular study was the same across all the departments that participated in the data collection process. Furthermore, the research questionnaire had one section, which comprised of nine questions investigating the impact of rural-urban migration on service delivery in EThekwini Municipality. Data collected from various municipal departments on the impact of rural-urban migration on service delivery is presented and analyzed as follows:

5.3.1 HUMAN SETTLEMENTS UNIT

Information on the impact of rural-urban migration on local government service delivery: a case study of EThekwini Municipality was collected from Human Settlements Unit. Nine questions were asked and they were: a) what is the overall impact of rural-urban migration on service in EThekwini Municipality Human Settlements Unit; b) what are the effects of rural-urban migration on service delivery in EThekwini Municipality Human Settlements Unit; c) what are service delivery challenges faced by municipalities because of rural-urban migration; d) how is Human Settlements Unit dealing with situation; e) what would be the consequences if these challenges are not addressed; f) what interventions are implemented by EThekwini Municipality Human Settlements Unit to deal with rural-urban migration; g) how successful are these interventions; h) what strategies and recommendations can be adopted by Human Settlements Unit to address rural-urban migration in EThekwini region; j) how such recommendations improve service delivery.

5.3.1.1 The overall impact of rural-urban migration on service delivery in EThekwini Municipality Human Settlements Unit

The respondents indicated that migration into the city of EThekwini does have an impact on service delivery. This is resulting from people leaving rural areas for a various reasons including looking for opportunities, getting closer to the places of work, provision of houses and other issues that are determinants of human settlements. The respondent said:

"*I think the first thing that is important to understand is that the EThekwini Municipality is different from other category 'A' municipalities because 60% of the municipality's land area is rural. So all other Metro municipalities all their land is urban land but here in EThekwini 60% of our land is deem to be rural land and that mainly because it*

owned by Ingonyama Trust, so a lot of rural-urban migration we see in EThekwini is actually from inside EThekwini boarders" (Interviewee 1).

Furthermore, the respondent has also revealed that the majority of migrants who are entering the city does not have the means to find themselves decent housing hence, the easy way for them is to build their own informal housing on the land they perceive as vacant. Moreover, the respondent also mentioned that this causes a huge impact for the council human settlements sector when people just utilize the peace of land they find to build their informal houses because in most cases the land they normally use is always belonging to someone. The respondent said:

"The people who are coming here from rural areas generally cannot afford to rent or to buy a proper home for themselves so of course that does lead to the spread of informal settlements" (Interviewee 1).

Other respondent mentioned that due to the increasing number of people into the city, the sector ends up having a backlog in terms of their workload; therefore, it becomes difficult to give the best service to the people who needs it. The respondent has also indicated that the challenges facing the sector are the same across all the Units in the council that services the community. The respondent said:

"*The impact migration has on service delivery is that we end up having a huge backlog and the rate at which the population grows is so fast that the fiscus, the money that we get from the National Treasury cannot keep up with the growth that we have. All other departments that are servicing the communities be it water, electricity, and human settlements, we all have the same impact. So the impact of migration on human settlements is that it put pressure on service delivery in all form"* (Interviewee 2).

The City of Joburg municipality on the "The City and Service Delivery" report confirms this data. The report maintains that:

"A growth in the number of households that is more rapid than population growth has significant implications for service delivery and infrastructure development, since many services are delivered to households, rather than to individuals. Good examples of these are electricity connections, indoors plumbing and housing" (Joburg, 2020:1).

Furthermore, the report state that: *"The increase in the number of people living in Johannesburg stretches the ability of the City to deliver in terms of services and infrastructure. Strong migratory in an area, over and above internal population growth, can have a considerable impact on the delivery of social services"* (Joburg, 2020:1).

5.3.1.2 Effects of rural-urban migration on service delivery in EThekwini Municipality Human Settlements Unit

Respondents indicated that rural-urban migration has both negative and positive effects on service delivery in EThekwini Municipality. On the positive note, the respondents maintained that they have seen a growing trend whereby people who are well off and used to stay in the urban parts of the city are now starting to move back to the rural parts of the city where they do not get to pay for services such water, electricity and rates. The respondent said:

"*There are quite a lot of wealthy people who are going back to rural areas, you see it around South Coast also around Inanda Area, people who can afford to build nice big houses are doing that in Ingonyama Trust land because they don't have to pay rates, so we starting to actually see a reverse of people who could afford to live in the urban areas but are choosing to go back to rural areas because it's cheaper"* (Interviewee 1).

This data is confirmed by Piazza & Clayton (2018:9) of "Centre for Cities", the authors maintains that migration does not only bring negativity to the receiving cities but on the positive note migration can be actually beneficial to the host cities through economic development, skills transference and job creation. The authors said: *"The migrants may bring skills that are complementary to those of the existing working population, leading to better ideas and knowledge creation, and therefore more innovation and higher productivity. While other studies show that migrants are more likely to be self-employed than the native population"* (Piazza & Clayton, 2018:9).

On negative side of things, the respondent maintained that the municipality is ending up not being able to provide its services as per the set standards due to limited resources allocated to the municipality and the human settlements sector. The respondent said:

"The negative effect of migration is that we cannot provide those services according to the number of people who need them because we are limited by budget. Remember annually we get a budget from National Treasury based on the number of people we have and in that budget it doesn't mean that we will cover everyone even with the people we have" (Interviewee 2).

The World Economic Forum report (2017), titled "Migration and Its Impact on Cities" argues that migration can yield positive results into the cities of migrant's destination, instead the report identifies challenges that comes with the population growth in the cities due migration. The report state that: *"The main challenges cities are facing due to increased migration are related to social housing, education and health services, transportation infrastructure, as well as integration and social cohesion"* (World Economic Forum, 2017:16). According to the collected data and the available literature on the effects of migration on cities, it can therefore be concurred that migration poses both pros and cons in the receiving cities.

5.3.1.3 Service delivery challenges faced by municipalities because of rural-urban migration

The respondents have indicated that the Municipality is mostly faced with challenges that are associated with overcrowding, increasing number of informal settlements, increasing cases of the land invasion among others. The respondent said:

"Many of the settlements in EThekwini you have more than a hundred structures per hectare, in fact many of them there's more than two hundred structures per hectare so you find people who are living close together and it very difficult to deliver services where there is no space to put a pathway or electricity pole or to build a sewer pipe" (Interviewee 1).

In addition, the other respondent said:

"*People who will see a vacant land, vacant land does not mean it belongs to the government in some instances even if it does belong to the government you will find that the ownership of that piece of land is dept. of education or dept. of agriculture or it for commercial reason. People would occupy that space because at that time when they occupy it looked vacant and these people must be evicted. Normally the court will*

say human settlements move them and organize an alternative accommodation for them." (Interviewee 2).

5.3.1.4 Human Settlements Unit responding to migration challenges into the City of EThekwini

The respondent have indicated that the municipality, Human Settlements Unit in particular is actually responding to some of the service delivery issues which are as a results of more people who are moving into the city of Durban either for employment opportunities, for starting their own businesses among others. The respondent said:

"*We've gone beyond just building houses with province's money, to also spending our local budget on providing electricity, toilets, waste collection, footpaths, roads… Two people in an informal settlement even if we can't build them a house, we are still trying to work to at least give them an access to those services, a prepaid electricity meter, a flushing toilet… not in each of the houses but we have these communal ablution blocks, where we provide toilets and showers for a number of households to share"* (Interviewee 1).

5.3.1.5 Consequences faced by Human Settlements Unit due to rural-urban migration

The respondent revealed that consequences of migration into the city of Durban has some serious negative impact not only in terms of the city's infrastructure but also on the lives of residents who are either local or emigrants. The respondents further revealed that due to increasing number of people in the informal settlements, it possesses so much danger such that there are outbreaks of many communicable diseases, spreading of fire in the informal settlements, high levels of illiteracy; waste is not collected among other consequences. One respondent said:

"We already see consequences like the spread of disease, TB rates are very high in informal settlements, fire spreads very rapidly and people are at great risk. There are lots of children in the informal settlements who aren't going to schools or who are not getting early childhood development, so there is big consequence for those children who are not able to keep up with education" (Interviewee 1).

The respondents went on to say they have also seen high levels of tensions between the people from formal neighbourhood and informal neighbourhood and this has led

to lack of social cohesion between the local residents and also those who are entering the city for better living conditions and opportunities. The respondent said:

"There's lots of conflicts between formal neighbours and informal neighbours, so you find where there is an informal settlement in the middle class area or more affluent area, there's lot of objections and so there's poor social cohesion and lots of additional conflicts" (Interviewee 1).

5.3.1.6 Interventions implemented by EThekwini Municipality Human Settlement Unit to deal with rural-urban migration in the region

Some have revealed that the municipality is intervening to address the issue of rural-urban migration in the city. Some respondents are of the view that there is not much that the municipality can do since there is no set of policies in the local government sphere, which guides the municipalities of the interventions for rural-urban migration. The respondent that said the municipality human settlements sector is intervening in the situation said:

"We don't just deliver the housing project, we also delivering basic services so that one of the things we are trying to do. There are also some attempts to improve facilities in more rural areas for an example there is sizakala centres where we try to make our services to be available to people" (Interviewee 1).

On other side, other respondents stated that the municipality does not have any interventions for rural-urban migration in the city because such policies, which speaks directly to the issues of migration, are only developed at the National Government. The respondent said:

"We don't have interventions for rural-urban migration because migration issues are within the scope of the National Government. Whatever policy we do we take national frameworks from the national government, so there is nothing that grants us the permission to handle migration issues" (Interviewee 2).

5.3.1.7 The rate of success of interventions implemented by EThekwini Municipality Human Settlements Unit

One respondent indicated that it remains difficult to measure the success rate in response to the issues of rural-urban migration into the city of EThekwini. This is because the number of informal settlements are increasing every single year, hence,

the demand for basic services in the informal settlements also increases. The respondent said:

"Most people who live in the informal settlements are not paying for services, so the rates money and the equitable share money that the EThekwini does get has to be spent on giving free water, free electricity to people who aren't paying anything back into treasury. I think some of the things that drives people to come to the city are very difficult for the city to intervene because the settlements are increasing every year" (Interviewee, 1).

5.3.1.8 Strategies and recommendations that can be adopted by Human Settlements to address rural-urban migration in EThekwini region

Respondents are of the view that if rural areas can be developed to such an extent that they able to provide basic services, infrastructure development, quality of education and also good health care services, there would be less number of people who would want to come to the city of EThekwini to look for either employment opportunities or better living conditions. One respondent said:

"*Not everyone wants to be in the cities, but if there could be jobs, if there could be services, if there could be good hospitals… if those things can be made available to the rural areas then there would be less need for people to migrate"* (Interviewee 1).

5.3.1.9 Recommended strategies to improve service delivery in EThekwini Municipality Human Settlements Unit

Respondents revealed that if the municipality can have enough financial resources such that everyone who enters the city are able to benefit from all services that are being provided by the municipality, this includes housing as well, the way in which the services are extended to people would improve. One respondent said:

"If the city is able to improve living conditions in a way that is more financially sustainable, I think that what we need to look for, that really what we should be trying to do. We should be trying to find a way to improve living conditions in a way that we can reach everybody in the city rather than just those 4000 to 6000 households per year" (Interviewee, One).

5.3.2 ELECTRICITY UNIT

Information on the impact of rural-urban migration on local government service delivery: a case study of EThekwini Municipality was collected from Electricity Unit. Nine questions were asked and they were: a) what is the overall impact of rural-urban migration on service in EThekwini Municipality Electricity Unit; b) what are the effects of rural-urban migration on service delivery in EThekwini Municipality Electricity Unit; c) what are service delivery challenges faced by municipalities because of rural-urban migration; d) how is Electricity Unit dealing with situation; e) what would be the consequences if these challenges are not addressed; f) what interventions are implemented by EThekwini Municipality Electricity Unit to deal with rural-urban migration; g) how successful are these interventions; h) what strategies and recommendations can be adopted by Electricity Unit to address rural-urban migration in EThekwini region; j) how such recommendations improve service delivery.

5.3.2.1 The overall impact of rural-urban migration on service delivery in EThekwini Municipality Electricity Unit

The respondents on this regard indicated that the impact of rural-urban migration is huge for Electricity Unit. Parts of their responses, they have highlighted that due to rural-urban migration the council is losing so much revenue through the electricity cables theft, illegal connections of electricity among others.

One respondent said:

"Initially the residents need to do an application for electricity and that process helps the municipality in terms of checking who buys the electricity and who doesn't. So now if the people are not paying for electricity the municipal revenue collection is being affected and we end up unable to render those services to the rightful people" (Interviewee 3).

In addition, the respondent said:

"In instances of illegal connecters of electricity, it becomes difficult for the council to repair the stolen cables because there is no enough budget and the number of cable theft is high in the informal settlements as the number of people are increasing in those areas" (Interviewee 3).

5.3.2.2 Effects of rural-urban migration on service delivery in EThekwini Municipality Electricity Unit

In response to the above question, the respondents indicated that rural-urban migration in the city has a negative effect in terms of how the municipality renders its services to the entire city. This is due to the reason that the migrants have a tendency of installing electricity illegally in their informal settlements, high theft rates in the electricity cables and meters among others. Therefore, this affect the electricity unit in terms of their planning for service delivery undertakings, budgeting for future electricity projects among others. The respondent said:

"Rural-urban migration in the electricity unit has a negative effect in terms of how the services are rendered. This is because for an example you'll find that the planned project was going to benefit 10 people/households, by the time the project start you'll find that there are 50 more people who will need that particular service, therefore it hard to keep track with service delivery needs" (interviewee 3).

Other respondent also indicated that migration into the city of EThekwini has a negative impact in terms of how the electricity unit responds to the service delivery needs. The respondent said:

"Migration has a negative effect because the electricity unit cannot give the proper service delivery in conditions like in the informal settlements because the people who stay there do not pay for services, as a result they are also affecting the paying customers in terms of receiving the needed services" (interviewee 4).

5.3.2.3 Service delivery challenges faced by municipalities because of rural-urban migration (Electricity)

In response to the above question, one respondent has indicated that the Unit is faced with a number of challenges because of migration. The respondent revealed that these challenges are taking place more often in the areas where there are informal settlements. These challenges include: stolen cables/material of the council, delays in the service delivery interventions, illegal connection of utilities and non-paid utilities electricity in particular. The respondent said:

"One it a stolen meter, cables or material of the municipality because if you have people who are residing in an area illegally they would steal the material that is available nearby, secondly its causes delays in terms of service delivery because you

wouldn't know how many people who requires electricity services, our inspectors are threatened if they want to remove illegal connections because informal settlements inhabitants are violent" (interviewee 3).

5.3.2.4 Electricity Unit responding to migration challenges into the City of EThekwini

The respondent mentioned that the electricity unit is attempting in responding to the challenges due to the increasing number of population growth into the city of Durban. These attempts include working in collaboration with other municipal units such as human settlements, water unit, as well as ward councilors. By involving these parties, it becomes easier for the unit to interact with the community members in the affected areas through community dialogues, educational programs about the importance of paying for utilities such as electricity among others. The respondent said:

"With the integration of other departments and stakeholders including the ward councilors, human settlements unit and water unit, the unit is able to come with the plan to mitigate the matter at hand. The integration with other stakeholders helps in terms of educating the emigrants about the importance of paying for the municipal services" (Interviewee 3).

5.3.2.5 Consequences that can be faced by Electricity Unit due to non-response to rural-urban migration challenges

Concerning the above question, the respondents have highlighted that the consequences of electricity unit are severe if the challenges of migration are left unaddressed in the city. This includes riots by informal settlements dwellers demanding electricity services, the council running at a loss due illegal connections and non-payment of electricity services. One respondent said:

"We will be running at a loss because there's a revenue that needs to be collected. The circulation of this revenue is for the council to be able to render the services that are needed by the citizens, so if these are not addressed, if the illegal dwellers continues to use the electricity freely without any application or payment it really becomes a huge challenge" (Interviewee 3).

In addition, the respondent said:

"At the end of the day all the municipalities will end up owing and it also affect the citizens who are actually the rates payers. So looking in terms of 'Batho Pele Principles' where you apply the 'Value for Money' now it becomes a huge question in terms of the turn-around time for the rates payers who may need electricity services from the council because the revenue is re-directed elsewhere" (Interviewee 3).

Another respondent mentioned that the consequences are normally associated with riots, which is the last thing the council wish to see happening. The respondent said:

"The common consequences are the rioting within the informal dwelling areas and the people who ought to be getting the services due to their compliance to the city council, they end up not receiving those services on time due riots disturbances" (Interviewee 4).

5.3.2.6 Interventions implemented by EThekwini Municipality Electricity Unit to deal with rural-urban migration in the region

The respondents have indicated that the Unit is responding to the issues that are because of rural-urban migration in terms of electricity usage in the city. One of the things that the unit in undertaking to achieve tangible interventions is to remove the cables that are illegally connected especially in the informal settlements and get the residents there to follow a proper way of applying for electricity. Another intervention that was mentioned by the respondents is that the unit is also conducting educational programs within communities that are mostly affected by high levels of cable theft and illegal connections. The respondents said:

"The Unit has a task team that goes and identify the illegal connecters in particular on the informal settlements in order to remove those illegal connections. Since we can't remove emigrants in the areas they're situated at, we involve our marketing team to assist shacks dwellers in terms of applying for prepaid electricity and they also educate them about the importance of paying for electricity usage" (Interviewee 3).

Other respondent further said:

"The council has developed a programme which is called the 'Lindela Transit Camps' where all new and existing migrants are put there while waiting for RDP houses, the unit is therefore assisting these households by installing electricity prepaid for them at

a low cost. This project is currently a priority to avoid the mentioned challenges" (Interviewee 4).

Although the council through the Electricity Unit is implementing these interventions, electricity theft remains a major concern throughout the city. In addition, the second respondent said:

"The electricity theft remains very high even though the unit is installing the low cost meter prepaid for the informal settlement dwellers. They normally temper those meter boxes and increase their capacity power at a maximum speed which is normally given to the formal resident area or to those who have applied themselves" (Interviewee 4).

5.3.2.7 The success rate of interventions implemented by EThekwini Municipality Electricity Unit

The respondents indicated that although the unit is doing something to mitigate the situation through providing the electricity in areas that are classified as informal settlements. The rate at which these interventions are at currently, are not at a desirable state because there are still those who are still involved in the electricity theft. One respondent said:

"Since the start of the 'Lindela Transit Camps' there hasn't been much strikes in demand for services such as electricity and also there has been less complaints brought to the Unit by the dwellers of those areas because of the supply of electricity they are getting". (Interviewee 4).

In addition, another respondent said:

"In many instances you'll find that immediately after the low cost meter prepaid have been installed by our sweep team to the informal settlements, the shacks dwellers would remove them and continue to connect illegally" (Interviewee 3).

5.3.1.8 Strategies and recommendations that can be adopted by Electricity Unit to address rural-urban migration in EThekwini region

In response to the above question, one respondents have indicated that it will not be an easy task for the Unit to tackle migration challenges, but through the collaboration with other Units/Departments within the council and involvement of the ward councillors, certain strategies can be developed which can make a successful impact in dealing with the challenges at hand. The respondent said:

"It can be difficult for Electricity as a Unit to address this alone but with working with other departments it can be easy to actually develop the strategies. I think the strategy number one is to identify a land that can be able to accommodate the emigrants and once they are there it easy to make the applications, it easy to educate people about electricity, it easy to install electricity to the rightful owners to avoid illegal connections" (Interviewee 3).

5.3.2.9 Recommended strategies to improve service delivery in EThekwini Municipality Electricity Unit

To respond to the above question, the respondents concur that if perhaps the city can have a designated area where all new people who are entering in EThekwini can be placed there, chances of having so many challenges which are associated with illegal connection of utilities such as electricity and others, stolen cables, tempered electricity prepaid meters among others can be lessened. One respondent said:

"The services delivery will improve because those demarcated sites will be planned properly and infrastructure will be there, planned and organised prior the arrival of the migrants" (Interviewee 4).

In addition, the other respondent said: *"The way which we can improve the service delivery is to ensure that the people are well clear and they know about their services, not only knowing the rights to have things freely but they should also know that even if you have that right but you do have a right to pay for whatever that you are using. So we need to ensure that proper communication channels are developed"* (Interviewee 3).

5.3.2 HEALTH UNIT

Information on the impact of rural-urban migration on local government service delivery: a case study of EThekwini Municipality was collected from Health Unit. Nine questions were asked and they were: a) what is the overall impact of rural-urban migration on service in EThekwini Municipality Health Unit; b) what are the effects of rural-urban migration on service delivery in EThekwini Municipality Health Unit; c) what are service delivery challenges faced by municipalities because of rural-urban migration; d) how is Health Unit dealing with situation; e) what would be the consequences if these challenges are not addressed; f) what interventions are implemented by EThekwini Municipality Health Unit to deal with rural-urban migration;

g) how successful are these interventions; h) what strategies and recommendations can be adopted by Health Unit to address rural-urban migration in EThekwini region; j) how such recommendations improve service delivery.

5.3.3.1 The overall impact of rural-urban migration on service delivery in EThekwini Municipality Health Unit

The respondents indicated that rural-urban migration in the city of Durban has a major impact on the health system. This is a result of the population growth, which is added through the migrants who keep entering the city. Because of this, the respondents also revealed that sometimes they find it difficult to satisfy everyone who are in need of their services. One respondent said:

"Health care is for all in South Africa and specifically EThekwini is what we would want to see everyone getting it for free. However, rural-urban migration pose challenges when it comes to budgeting because when we draft our budget at the back of our minds we have a certain number of people that we plan for in terms of our health care services. For instance, let us say we have budgeted for 35 000 people in that financial year and then you will find that we would have an extra 10 000 people, then it means we have to divide the little budget to accommodate the 45 000 people. In that way we end up unable to give the best service" (Interviewee 5).

In addition, the respondents mentioned that due the high number of people who were not included in the budget for health care services, the Unit is ending up receiving a high number of complaints from clients who are service users. The respondent said:

"As a Unit we find ourselves having so many complaints because the clients expect to get the best services at the pace that they want. If there are people that are extra it causes our clients to complain about what they didn't get while they were expecting something else" (Interviewee 5).

Although the challenges are quite vast, the respondents revealed that the Unit still has the high call in terms of ensuring that each and every citizen who attends their clinics get the best service that the Unit could offer. Furthermore, the respondents also revealed that due to the increasing number of migrants in the city who requires the health services, as the Unit they end up having to stretch the little budget they have at

their disposal for a specific number of citizens who are locals to accommodate the new additional population.

5.3.2.2 Effects of rural-urban migration on service delivery in EThekwini Municipality Health Unit

The respondents revealed that rural-urban migration has some serious negative effects in the health care system of EThekwini Health Unit. This is due to the scarcity of resources to accommodate the number of population that is constantly increasing in the city. Although the Unit would want to give its services to the optimum level to the service users but this remains unachievable now because the situation is beyond control. One respondent said:

"Rural-urban migration has a negative effect in the sense that we would want to see people getting the optimum service, which however, because of the shared scare resources it makes it difficult for us to give service delivery that we would want to give.

Human resources is also another scarce resource, so if we have to service a certain area, it makes it difficult if we do not have specialised personnel because we had planned to have so many people but we have to cut the piece of this cake into more than the anticipated pieces, so in that way it got that negative effect on service delivery" (Interviewee 5).

In addition, another respondent said:

"Rural-urban migration is more negative because if you look at the targeted catchment of population in terms of the services that are provided by the council, they are for a certain number of people. Now if there is an influx of people who are coming to share those limited resources it becomes difficult to spread the resources.

Furthermore, it brings of a workload because these people are coming in and they do not have decent places to stay and they end up staying in squitter camps and in those places they don't have access to water, toilets and they catch diseases easily, so there are more spinoffs that ends up exacting more pressure on the health system" (Interviewee 6).

5.3.2.3 Service delivery challenges faced by municipalities because of rural-urban migration (Health)

Respondents revealed a number of service delivery challenges that affect the health system of EThekwini region. Part of the challenges they have mentioned includes long waiting hours in the clinics by patients, complaints, shortage of resources and a high demand of services. One respondent said:

"Because of the people coming from all over, then we end up increasing the waiting time. That increases the number of complaints that we have from people. In addition, the number of material resources that we have are have to be stretched now to more than what we cater for and that affect our budget. Another challenge is that once they start moving to EThekwini Metro they will then demand other needs" (Interviewee 5).

In addition, other respondent said:

"Firstly the shortage of resources in terms of the tools of trade because an additional number of people means more resources are needed, more staff is required and also it ends up causing unhappiness from the patients because they now have to wait longer in the clinics and it causes a lot of dissatisfaction and people ends up blaming the system and this leads to other challenges" (Interviewee 6).

5.3.3.4 Health Unit responding to migration challenges into the City of EThekwini

In response to challenges caused by rural-urban migration into the EThekwini region, the respondents mentioned that the municipality is in a process of getting more human resources in their facilities. Respondents also mentioned that the Unit is trying its level best to provide the required services to those who desperately need them. One respondent said:

"We trying to get more human resources in our facilities, in our environmental health offices, in our clinics, and the social sector. In the clinics we provide prevention of unplanned pregnancies, we provide male and female condoms, we also do male circumcision, we provide free screening & testing of TB, HIV, Covid-19 even and we give vaccination to those who are eligible, we immunize children, we also screen the old people and disabled, we prioritize them at our facilities" (Interviewee 5).

In addition, another respondent said: *"The Unit tries to respond within its capacity because the council gets its funding from the provincial department. So all we can do*

is to request an additional budget to fund those additional demands for it could be hiring of human resources, purchasing of equipment, and hiring more office furniture" (Interviewee 6).

5.3.3.5 Consequences that can be faced by Health Unit due to non-response to rural-urban migration challenges

The respondents indicated that the consequences would be more linked to the dissatisfaction of clients who are the main users of the health care system of EThekwini. The respondents also mentioned that the health care system of the council would continue to feel so much pressure if the trends of rural-urban migration are not planned properly. The respondents further mentioned that the service delivery on the health sector of the council would deteriorate drastically as a result; the community will end up losing faith and trust in the system. One respondent said:

"The consequences if these challenges are not addressed is more dissatisfaction within the community and also they end up losing faith in the health system. As a result, the clients develop a mentality that clinics of the council are useless because they don't get the anticipated services.

It will also cause stress amongst staff, as a result our nurses have a bad reputation because they are seen as people who doesn't want to do their work, but sometimes the pressure that they are facing trying to make things work under limited resources serving a huge number of people who is full of complaints, it weighs them down" (Interviewee 6).

5.3.3.6 Interventions implemented by EThekwini Municipality Health Unit to deal with rural-urban migration in the region

The respondents revealed that are not any interventions that will address rural-urban migration in the EThekwini Municipality Health Unit because its mandate is to improve health of the citizens. Therefore, whether the number of migrants is increasing or decreasing, or even remains unchanged, it is not in the mandate of the Health Unit to control the numbers of people who are entering into the city. But, the Health Unit is trying to give the best services to all the service users with the limited resources they have at their disposal. The respondent said:

*"The interventions that Health Unit is trying to do is to do its best under the available resources to provide the best possible health care service to all of those who are in need" (*Interviewee 6).

In addition, the other respondent said:

"We have managers in every facility that is on site and the group of managers in facilities have an area manager and that on its own makes people to be accountable and those people reports to the Deputy Heads and those Deputy Heads reports directly to the Head of Health who ultimately report to Deputy City Manager, so that shows the chain and how serious EThekwini is in terms of ensuring that people are managed, serviced, and led" (Interviewee 5).

5.3.3.7 The success rate of interventions implemented by EThekwini Municipality Health Unit

The respondents have indicated that although they are working with the limited resources to provide service delivery to the community of EThekwini, they have seen success that can be rated between fifty to seventy percent on the work that they have done thus far to ensure that every citizen that is eligible do benefit from the health care system. In this instance the respondents also revealed that they do not discriminate against the people who requires their services, hence whether it local people or migrants who come to their facilities for the services, they provide without asking any questions. One respondent said:

"If I were to rate our success rate, I would say we are above the 50% mark but we are not quite there yet because you still find things that take us backwards, you're still find staff members who are not giving their best, you still get attitudes that are not conducive but we have things that tries to control that. For instance, we have complaints registers where a patient feels that they have been treated badly by a staff member they are encouraged to write an official complaint to avoid such instances to happen again" (Interviewee 6).

In addition, the other respondent said:

"As the Health Unit, we see good results from what we are doing and as knowledge is power, if you give people knowledge then it somehow increases their capacity and

then they can start to work independently and when we do our audits every quarter, you get most of our facilities getting platinum ideal clinic status" (Interviewee 5).

5.3.3.8 Strategies and recommendations that can be adopted by Health Unit to address rural-urban migration in EThekwini region

The respondents have indicated that the national government should consider the issue of developing the rural areas so that the people who are residing there won't feel the need to move to cities such as EThekwini. The respondents revealed that the majority of migrants who are in the city of EThekwini are not here by choice, but to some there were situations that pushed them from their places of origin. These issues include among others; service delivery challenges, unemployment, inequality, poor education system and poor health care system. Therefore, the respondents revealed that the EThekwini Council cannot address the associated issues single-handed but this requires a collective effort from all spheres of government. One respondent said:

"As government we still need to improve the rural part of our country, the national government needs to do that or we need to do that as a collective because if employment is available in EThekwini why can't it be available in Umkhanyakude, why can't it be available in Ugu because we need to leave in a South Africa that we can all leave in it" (Interviewee 5).

In addition, the other respondent mentioned that if more funds can be allocated to the council, that can assist in terms of increasing the available infrastructure and resources to accommodate all the people who are migrating to the city. The respondent said:

"If enough funds can be received that can assist in terms of accommodating more people, hiring of more human resources, extending our clinics and be bigger in order to accommodate more people, in that way we can be able to respond effectively to the needs of the people who are utilizing out health services" (Interviewee 6).

5.3.3.9 Recommended strategies to improve service delivery in EThekwini Municipality Health Unit

The respondents indicated that if the focus of government can be more directed towards rural areas in terms of infrastructure development, job creation, and provision of basic services, there will be less burden on the city Health Unit because it means that the scarce resources that the municipality work with, will be now be shared to

cater for the people who are based locally in the city. Therefore, in that manner there will be an improvement on the service delivery not only just on the health sector of EThekwini but also on all other municipal Units. One respondent said:

"If people they are given what they supposed to get in the rural areas where they are staying, they won't come to EThekwini and that will reduce the burden and the load on EThekwini and more budget will be put in the rural areas and the children in the rural will be empowered and be proud of where they grew up from and we need to do away with teaching our rural kids that they are better off if they grew up in the cities" (Interviewee 5).

Other respondent indicated that if the funds were allocated in the intended programmes and in a manner that is transparent, the service delivery would improve because it means that there will be more resources that will cater for all the needs of the people who are beneficiaries, more people would be employed and this will allow the smooth operation in the facilities. The respondent said:

"If the funds were allocated in a transparent manner and if it was done effectively and also used on the intended undertakings, service delivery would improve because there would be more staff who will be hired to serve the patients and there would be more resources to work with in order to provide the service. So that would lead to more satisfaction to both the patients and staff members and it will also be able to address other social determinants of health" (Interviewee 6).

5.4 CONCLUSION

The aim and purpose of this Chapter was to present the findings of the study that were obtained through structured interviews and questionnaires. The entire purpose of this qualitative research has been to interrogate the impact of rural-urban migration on local government service delivery and EThekwini Municipality was utilised as a case study. Through the analysis of data for this study, better understanding has been gained in terms of how the municipality of EThekwini responds to some challenges that are caused by the in-migration in the city. Some of the major challenges that municipality faces due to urbanization in the city includes lack of service delivery, housing backlogs, mushrooming of informal settlements in the city, land invasions, electricity cable theft, and high levels of complaints in the clinics among others. The following Chapter will discuss the key themes that were identified by the study.

CHAPTER SIX

DISCUSSION OF RESEARCH FINDINGS

6.1 INTRODUCTION

This Chapter presents the discussion of research findings as presented in chapter five. The aim of this research was to investigate the impact of rural-urban migration on service delivery in EThekwini Municipality. The findings of the study emerged from three different municipal Units including Human Settlements, Electricity and Health Unit. Furthermore, the findings for this study integrate the theories that informed the entire work of this research, particularly the 'Lee Migration Theory' (push and pull factors), 'Harris and Todaro Model of Rural-Urban Migration' and 'Migration and the Lewis Model of Growth'. Moreover, the findings are discussed in connection with the ways in which the EThekwini Municipality responds to the issues of migration into the city of Durban while also trying to ensure that the service delivery is taking place.

The findings of this research have confirmed that rural-urban migration has an impact on service delivery affairs in EThekwini Municipality. The findings also show that it not all rural inhabitants who are coming to the city of Durban purposefully, but some of them are forced by conditions that are existing in rural areas such as lack of basic services, poor education, poverty, unemployment, underdevelopment, and poor health care system. Although these movements can be beneficial to the migrants but it also poses so much pressure to the EThekwini Municipality due to the limited resources that the municipality has at its disposal.

6.2 DISCUSSION

As indicated in the introduction, the discussion of findings are presented in terms of the municipal units that were involved in data collection process. Themes that have emerged from the research questionnaire and previous literature have been utilised for discussing the study findings. The discussion is presented as follows:

6.2.1 HUMAN SETTLEMENTS; ELECTRICITY, HEALTH DEPARTMENTS IN ETHEKWINI MUNICIPALITY

Parts of the Human Settlements Department initiatives involve the facilitation of sustainable settlements, improved quality of life among households, informal settlement upgrading, provision of housing, provision of basic services, and well-planned land use (Department of Human Settlement, n.d).

While Electricity plays a pivotal role in the improvement of humanity. Furthermore, apart from other benefits that can be provided by the availability of electricity, it is also considered as the main driver of the economic activities (Treasury, 2008). Section 153 of the Constitution of the 'Republic of South Africa' gives the municipalities a mandate and a responsibility to ensure the provision of basic services including electricity in the communities in a manner that promotes the economy, promotion of social development and sustainable livelihoods (Constitution of the Republic of South Africa, 1996).

According to the National Government of SA; Department of Health (n.d), the entire mission of the sector is to "improve health status through the prevention of illness, disease and the promotion of healthy lifestyles, and to consistently improve the health care delivery system by focusing on access, equity, efficiency, equality and sustainability". The EThekwini Municipality Health sector aims to "provide a comprehensive health care services to communities, thus enabling people to practice healthy lifestyles for a better quality of life" (eThekwini Municipality, 2011).

6.2.1.1 IMPACT OF RURAL-URBAN MIGRATION ON SERVICE DELIVERY IN ETHEKWINI MUNICIPALITY

Unlike other category 'A' municipalities where the majority of their land is deem to be urban land. Participants revealed that although EThekwini Municipality is classified as a metropolitan municipality but 60% of its land is rural. EThekwini Municipality Spatial Development Framework (2016/17) confirms this, "The rural areas in EThekiwini Municipality comprise approximately 68% of which largely falls beyond the urban development line with communal land tenure under the ownership of Ingonyama Trust Board and Traditional Authorities". Furthermore, Andersson (2015) maintains that 45% of EThekwini Municipality Land is rural, while 30% is considered as peri-urban area and 25% is classified as urban.

Respondents indicated that majority of rural-urban migration in EThekwini happens within the city and not from the traditional rural-urban migration from other provinces or municipalities, and most literature fails to look at intra-city migration. Because of this motion, Govender (2017:40), points out that this has caused a huge number of difficulties as far as the land distribution is concerned in the city. Moreover, the study participants have also indicated that the human settlements sector ends up with a

huge backlog in terms providing the required services to those who are most in need within the areas of the city. Hence, the funding they receive from the National Government is not enough to keep up with the challenges the sector is faced with. These findings concur with Govender's (2017:40), observation that the sector is faced with a number of challenges including: lack of funding to meet their implementation targets, migration, land capture, among others. The study findings on human settlements therefore, complement other research.

It is therefore perceived that the current situation in terms of service delivery by the sector and the way which the sector gets it's funding; the service delivery backlog may not be met by the year 2050 (Anderson, 2015). It has also emerged from the respondents that the majority of the migrants who are found in the city of EThekwini are not able to find themselves decent and proper housing because they cannot afford such; therefore, they opt for informal housing. This is supported by the UN-Habitat (2016), "A lack of affordable housing has led to people living in slums or squatting".

While the Human Settlements Unit is encountering service delivery challenges due to rural-urban migration taking place in the city, the Electricity Unit also suffers the similar consequences. Respondents in the electricity sector revealed that migration in the city of EThekwini has major impact in terms of the manner that they deliver electricity services within certain areas of the city. One of the critical impacts is said to emerge from illegal electricity connections, high levels of cable theft and the scarcity of financial resources by the city council to respond to such effects. This has been also revealed in the World Economic Forum report (2017:33), that cities' economy is constantly put under pressure as more settlements that are informal lead to situations such as illegal power connection among other utilities. Lekonyane and Disoloane (2013:57) also revealed that among other challenges cities encounters is the increase of informal settlements and electricity theft that is said to be costing the metropolitan municipalities lots of money. Furthermore, it is noted that the key drivers of such consequences are resulting from the informal settlements that are said to be increasing in the city as a results more people who are migrating to the city. This kind of impact is likely to take place in most major cities where informal settlements are situated.

According to the report News24 (2021), the City of Johannesburg is said to be losing billions of rand in revenue due to electricity illegal connections. This is further confirmed by the spokesperson of the municipality who said:

> *"On 18 January, we conducted an operation in Lakeview informal settlement. We won't get tired to return and cut off their illegal electricity, because they are costly not only to us, but to infrastructure. We have witnessed many of our substations exploding because of overloading by illegal connections here in Ennerdale".*

Lemairie and Kerr (2016), also reveal this issue that electricity theft in the informal settlements communities are very high, as a result, the electricity authorities have a challenge of financing such unforeseen events; thus illegal electricity connections impact negatively on cities electricity authorities in the developing countries. Gaunt et al (2012), hold that

> *"Solutions to the problems of supplying electricity to informal urban settlements are elusive because the contexts of the settlements are so different and fast changing, and the resources available are generally inadequate".*

This predicament is also noted by Cox of IOL News (2021), the author reported that out of the 211 slums in the 'City of Johannesburg' the majority of them are illegally connected to the city power and this has constantly caused electricity outages to neighbouring communities and the overloading of power also remains a major challenge. It can therefore be agreed that rural-urban migration impact negatively on cities electricity sector because of high rate of electricity theft and illegal connections that are done by informal settlements dwellers whom the majority of them are migrants.

It has also come out from the Health Unit respondents that migration in the city has an impact in terms of how the sector is handling its service delivery affairs to those who need them. The respondents indicated that the health unit within the municipality is faced with challenges because of the in-migration that is taking place in the city. They mentioned that critical impact on service delivery is associated with limited financial resources that makes it difficult for the sector to respond to the demands of patients in the city clinics. In this manner, the respondents mentioned that there is a high level of

complaints from clients who are the main service users of the healthcare system of the municipality and the level of service satisfactory is inadequate. This therefore, has led to the sector being strained and unable to respond to some issues of healthcare in the city in a way that is expected by the public. As indicated in literature review chapter, authors like Kok et al., (2006:121) and Crush et al., (2005:21-22) also revealed what came out from the respondents that although the migrants may benefit from the health care system in the country but it also put a strain on the limited resources that the country has. The World Economic Forum (2017:33), also state, “Migrants with pre-existing health conditions can strain cities healthcare systems”. Furthermore, the report state that in cities especially where the majority of migrants are staying in the informal settlements where living conditions are inadequate they are said to be exposed to health conditions such as mental issues including anxiety which in turn lead to high blood pressure among other critical health conditions. This therefore, show that the impact does not necessarily affect the city council alone but it also affects the lives of migrants who reside in these areas, which are deemed as informal.

Subbraraman et al., (2012) state that living in the informal settlements is calamitous to health due to lack of the basic human needs such as water and sanitation. The author further opines that the areas which migrants live in are characterised by many factors which are dangerous to human health because they are overcrowded, they are located next to the industrial and dumping areas where pollution patterns happens more often. According to KZN Health Annual Report (2017/18) it has been discovered that the municipal clinics in EThekwini Districts lacks the vital equipment which is aiding the smooth running of the service delivery in the clinics.

EThekwini Municipality Integrated Development Plan (2016/2017) reveal that the issue of the in-migration into the city of Durban has negatively affected service provision of the healthcare services. Furthermore, the IDP state that the impact is associated with lack of quality services, lack of the required human resources, lack of funding, inadequate infrastructure and lack of health information.

It can therefore, be agreed that migration has an impact in terms of how the municipality healthcare system respond to the needs of the community who are in need of healthcare services. It can also be concord that although the city healthcare is pressured due to a number of challenges which results from the additional

population into the city; those who are entering the city, the findings and the available literature show that their lives are also threatened due to the fact that the environment they live is inadequate and they are exposed a to number health hazards.

6.2.1.2 RURAL-URBAN MIGRATION SERVICE DELIVERY CHALLENGES IN THE ETHEKWINI MUNICIPALITY AND IN CITIES

The respondents revealed that the service delivery challenges due to rural-urban migration on human settlements are linked with rapid increase of the informal dwelling structures, overcrowding and land capture. Due to these challenges, it often become difficult for the municipality to provide its services effectively in the informal settlements. This is confirmed by EThekwini Municipality Integrated Informal Settlements Planning (2011), the report stipulates among other things that the inhabitants who are residing in the informal settlements are faced with a number of challenges and these challenges includes lack of provision of basic human needs. The manner which these informal dwellings are situated they are exposed to many hazards, and the living conditions are also inadequate. As indicated in the literature review chapter, the World Economic Forum (2017:32), revealed that lack of provision of adequate housing in the cities has left the majority of migrants with no choice but to build themselves slums illegally throughout the borders of cities. The World Bank (2018), also pointed out that the majority of migrants lacks proper housing in their destination areas. Costello (2009), also indicated that migration to cities has caused overcrowded informal settlements and an increased demand on services from the local government. The provided literature is confirming the information that has come out from the respondents from the human settlements sector.

Furthermore, EThekwini Municipality Human Settlements (2011), the document state that the informal settlements in the municipal is approximately 28% consisting of ‘265 542’ slums and the figures are said to be increasing due to more migrants that are constantly entering the city. In addition, Iri, (n.d) hold that “local municipalities feel pressure to respond to the associated unemployment and infrastructure needs of their cities and informal settlements areas, but have so far struggled to respond adequately”. This therefore, means that there is a huge gap in terms of the policies that are ought to control migration in cities and ensuring that sustainable living is what is experienced to accommodate both local residents and migrants. The IOM (2016) Maintains that the living conditions of the migrants from rural areas are difficult in the

cities because of the limited financial resources. The majority of them lives in informal settlements, which are located in arears that are unsafe and that are exposed to disasters including floods, earthquakes and landslides. Therefore, it can be concord that migration causes challenges not only for receiving cities but also for migrants themselves because of their inability to rent or buy decent property. Hence, therefore, they are exposed to many hazardous conditions because where they are located it overcrowded and the human basic services does not reach them in most of the time.

The responses from the Electricity Unit also revealed that there are challenges that are caused by the in-migration in the city. The respondents indicated that migration pose a number of challenges in terms of delivering electricity services in parts of the city's areas. Furthermore, the study findings have also revealed that the challenges are linked with stolen electricity meters, stolen electricity cables, stolen electricity material and major delays in the service delivery of electricity services. ESI Africa News supports these findings (2020), reported that:

> *"The South African power utility, Eskom, is embarking on a strong communications drive to educate the public about illegal connections, the load reduction drive and other issues impacting the national power grid – infrastructure theft, meter tampering and illegal vending".*

Furthermore, IOL News (2021) revealed that the EThekwini Municipality has had a number of challenges due to non-functioning streetlights in some parts of the city. It has emerged from the report that the streetlights are not functioning due to the cable theft and infrastructure vandalism. Moreover, it has also emerged from the report that some of the residents who are compliant with electricity usage are compelled to wait for longer periods until the queries are being attended to because of shortages of material and also human capital. This report is a clear confirmation of the findings that emanated from staff members that were interviewed from electricity unit in the municipality.

According to the EThekwini Municipality Medium Term Revenue and Expenditure (2014/15), electricity illegal connections remains a matter of concern in the city, resulting in a cost of about R150 millions of municipality's revenue annually. Furthermore, it has also emerged from the report that these types of illegal connections do not only affect the city municipality's revenue but it has also claimed a

number lives of the innocent people in the affected areas. Moreover, it also appears on the EThekwini Municipality Medium Term Revenue and Expenditure (2019/20 to 2021/22) that the energy infrastructure theft remains a major challenge to the electricity unit and it is said that these incidences are mostly taking place in the informal settlements areas such that the legitimate customers end up faced with continuous outages due to overloaded electricity circuit breakers. Therefore, it can be agreed that the EThekwini Municipality electricity unit is indeed faced with a number of major challenges that are linked with electricity cable theft, material/infrastructure theft, and high levels of illegal connections in the informal settlements around the city.

The collected data from the Health Unit also concur with other municipal departments that the sector is also experiencing challenges in terms of delivering services as anticipated by the public. The respondents revealed that migration into the city of EThekwini pose a number of service delivery challenges within the health sector. According to respondents, these challenges are resulting from the additional population that requires healthcare services within the clinics of the city and it is said that it causes shortages in terms of the resources because of limited budget. Furthermore, the respondents also revealed that the sector often has to find alternative ways to accommodate all the service users in their clinics. Moreover, the study participants indicated that the municipality healthcare system is now compelled to stretch the limited resources in order to accommodate all eligible patients in their clinics. In addition, the study participants indicated that due to limited resources that are available at the city municipality, it causes clients to be unhappy about the services they receive and they end up blaming the system for their dissatisfaction.

Due to the in-migration that is taking place in the city of EThekwini; it is said that four hospitals in the city are now failing to give services in a manner that is effective and efficient to patients. The four hospitals include: the ‘Prince Mshiyeni Memorial Hospital’ in Umlazi Township, the second hospital is ‘Mahatma Gandhi Hospital’ which is located in Phoenix, the third hospital is ‘Addington Hospital’, which is based in the South Beach and ‘Kind Edward VII Hospital’, which is based in Berea area (News24, 2017). Furthermore, the four hospitals are reported that their infrastructure is now beginning to decay due to their inability to cope with the demands of the population that requires healthcare services in the city. In addition, the hospitals are also said to

be experiencing challenges in terms of providing relevant medication to the service users due high level of demand (News24, 2017).

According to National Department of Health (2012:4) cited in Maphumulo & Bhengu (2019) state that: “despite a number of commendable goals having been set by government for improved quality of service delivery in healthcare settings, reports by media and communities in 2009 revealed that services in public health institutions were nonetheless failing to meet basic standards of care and patient expectations”. Furthermore, Zubani (2011:1) maintains that the community has lost its faith in the public healthcare system. Therefore, it can be agreed that migration in cities in general causes challenges in the public healthcare system and the challenges are because of the sector’s inability to cope with the high demands of patients and the increasing vulnerable population in cities.

Meanwhile, “the South African healthcare system struggles to provide sufficient medical care to any person, regardless of their nationality or migration status” (Scalabrini Centre of Cape Town, 2019). The poor and vulnerable communities are negatively affected (Chassin & Loeb 2013:462). This is supported by TimesLIVE (2018:5) cited in Maphumulo & Bhengu (2019) where it is stated that “long waiting times for medical intervention potentially exposed patients to development of complications or even loss of life; public hospitals, in other words of the report, have become ‘a death-trap for the poor’,” (TimesLIVE, 2018:5). The respondents also indicated that due to a new population that is added in the city, there is a shortage of staff members and the tools of trade. Mandisa & Van Aswegen 2017:36), revealed that the issue is not only the long wait in the public health sector and lack of material or resources but lack of skilled professionals within the sector is also a critical challenge to respond to the patient needs.

6.2.1.3 INTERVENTIONS IMPLEMENTED BY LOCAL GOVERNMENT TO ADDRESS RURAL-URBAN MIGRATION IN CITIES

Based on the findings of the study, the participants argued their points; some indicated that the council is intervening to address the challenges that are because of the in-migration into the city of Durban and other participants indicated that there is not much that the municipality can do to address migration affairs in the city. According to the respondents this because such frameworks that control migration in the cities are

taken at the National Sphere of government. In places like Iraq what they have done to make interventions in terms of responding to migration; they have implemented projects such as “Rehabilitation and Regularization of Informal Settlements and IDP Communities in Iraq”. The project provides the internal displaced migrants with opportunities such as adequate housing, supporting the migrants to be more self-reliant and also improving their entire well-being and living conditions (UN-Habitat, 2020).

Accordingly, the EThekwini Municipality is in a process of rolling out the housing project to accommodate those who are in need (Daily News, 2018). This report confirms the statement of the respondents that stated that the municipality is responding to migration challenges in the city; “We don’t just deliver the housing project, we also delivering basic services so that one of the things we are trying to do” … However, the report also pointed out some of the key challenges the municipality faces in its attempts to make interventions through the housing project. The major challenges the report indicated include: corruption, some of the houses that were built through the municipality funds was flushed away by floods and they were never repaired, and the limited financial resources to address the housing backlogs (Daily News, 2018). It can therefore, be concord that although the municipality is trying to make tangible interventions in the issue of housing in the city; challenges are also immense and they are resulting from limited funds and other determinants of human settlements.

While the human settlements sector in EThekwini Municipality is making attempts to implement interventions in responding to migration challenges in the city, it has also emerged from the findings of the study that the electricity unit is also on a mission of trying to implement tangible interventions in the challenges that results from high levels of electricity theft in the informal settlements around the city. It has also emerged from the findings of the study that the electricity unit is constantly working with the team namely: the sweep team who is responsible for identifying and removing the illegal connections in the informal settlements in the city. It also appears in the ‘City of Johannesburg’ that authorities have already embarked on a number of operations that include working with the law enforcement authorities to remove the illegal connections (News24, 2016:6). This is a clear indicator that the electricity unit in the EThekwini Municipality is doing attempts that are similar to other provinces like Gauteng.

Abduzatees (2012:279) cited in Khwela (2019), suggests that the development of educational programmes around the issue of electricity theft would play a significant role in teaching the public about the efficient power usage. The respondents in the electricity sector in EThekwini have also suggested this idea.

Furthermore, the respondents have also revealed that the city council has embarked on programmes like the 'Lindela Transit Camps'. With these programmes it is said that the municipality keeps all the migrants who are new in the city with the aim of providing them with basic human needs services while also working with the Human Settlements Unit for the issuing of housing to eligible clients. Metropolis News (2019), revealed that the EThekwini Municipal has embarked on upgrading the informal settlements around the city and provided electricity to slums amounted to 102 000. However, the report further revealed the municipality could not keep up with such interventions due to limited resources.

Moreover, it has also emerged from the findings that the municipality electricity unit is in a process of installing electricity meters in the informal settlements at a low cost. However, it has also come out from the study findings that slum dwellers always find their way to manipulate the meters for more electricity capacity that is equivalent to those of the formal neighbourhoods in the city. According to Khwela (2019), a total number of people that is close to 1.3 billion do not have access to electricity services. Furthermore, the author opines that lack of electricity educational programmes leads to other critical service delivery decline. In line with this, the Mercury (2016:4) cited in Khwela (2019), state that there could be people in the community who requires oxygen services in the clinic but because of electricity outages due to electricity theft by slum dwellers of 'Sanantha' in Umzinto that are illegally connected in the nearest school and the clinic, those patients they may find themselves having not being assisted with the oxygen services. According to the Mail & Guardian (2013) cited in Khwela (2019), it was revealed that the World Bank organisation estimated a total number of 3% of Africa's Gross Domestic Product being wiped out annually due to electricity theft crisis.

This is a clear indication that the electricity theft poses a serious challenge not only just in the EThekwini Metro in particular but also in the entire African continent. To curb this phenomenon, it is said that Eskom has developed the type of circuit brakes that will switch off automatically when reaching the highest dangerous level of

electricity usage to avoid the power transformer from exploding (Daily News, 2018:7). Business Day (2016) indicates that 'Operation Khanyisa' is targeting all the informal settlements areas in KZN and other provinces that faces high levels of electricity theft. Although such undertakings are in place Clarke (EE Publishers, 2016:1420) cited in Khwela (2019) indicates that removing electricity wires that are illegally connected seem to be yielding fruitless outcome and it only results in violent protest action and infrastructure vandalism. Hence, therefore, it can be concord that the presented literature on this theme is actually confirming the responses of the study findings.

The respondents in the health sector in the EThekwini Municipal indicated that the sector could not do much on its own to respond to issues associated with the in-migration into the city of Durban. However, the findings also revealed that the council does its best to ensure that all eligible patients who make use of their healthcare system are being attended to and this is done to everyone who is in need, regardless of whether they are local residents or migrants as long as they have an S.A ID they are assisted.

Vearey (2017) of '*Urban health in Johannesburg: migration, exclusion and inequality'* supports the study findings, the author maintains that "The is a need for local government to work with multiple stakeholders-including migrants themselves to unpack the complexity of lived experiences in the city and apply its developmental mandate to leverage interpectoral and multi-level action to urgently address urban health and migration in Johannesburg" (Vearey, 2017). It has come out from the study findings that there is no enough information on interventions implemented by local government healthcare sector in the South African context.

6.2.1.4 STRATEGIES AND RECOMMENDATIONS THAT CAN BE ADOPTED BY LOCAL GOVERNMENT ETHEKWINI MUNICIPALITY TO ADDRESS RURAL-URBAN MIGRATION

It has emerged from the study findings that a number of challenges that exists in their homelands forces the majority of rural migrants who are moving to the city of Durban, hence the only solution they have is to move to cities in order to sustain their livelihoods. As presented in chapter two on the theoretical framework, this type of movement is called the 'Push and Pull factors' (Lee's Migration Theory, 1966). Furthermore, the study participants indicated that there is a need for rural areas upgrade; this will cause the inhabitants from rural to stay where they are located

because service delivery will be rendered and other opportunities will be the same as of those found in urban areas. Authors like Smith, Korydon, and Berlanda (2018), recommends a number of strategies that can be adopted by major cities to address issues of migration on human settlements. Among the strategies, the authors recommend the implementation of a 'localized planning and improved management systems'.

While Perlman (2010) opines that through the provision of a 'stronger government presence in informal settlements and a continuous improvement and integration of previous government-sponsored projects and fringe neighbourhoods and also foster expansion and increased density according to the long-term needs of the city and the best interest of the residents'. According to the Socio-Economic Rights Institute of South Africa (2018), the report suggests that the initiative of upgrading the informal settlements allows the municipalities to apply for possible funding from the provincial government thus allowing other things such as infrastructure development and extension of basic services to unfold in the informal settlements areas. This is similar to what have been suggested respondent one in the human settlements sector: *"If the city is able to improve living conditions in a way that is more financially sustainable, I think that what we need to look for, that really what we should be trying to do. We should be trying to find a way to improve living conditions in a way that we can reach everybody in the city rather than just those 4000 to 6000 households per year"* (Interviewee, One).

It has therefore become clear that through a proper planning and collaboration between the local sphere of government and provincial sphere of government there can be proper ways and initiatives that can be applied in responding to urbanization in cities such as EThekwini. Furthermore, the presented literature has also confirmed the responses of study participants who claimed that the city municipality is actually attempting in terms of responding to migration impact on service delivery. Moreover, the presented literature has also confirmed the findings that were collected through the interviews that the municipality alone could not address urbanization issues in the city but other spheres of government needs to come on board and collaborate for an effective outcome.

While the human settlements sector suggested strategies and recommendations that can be adopted to respond effectively on migration in the city, it has also emerged from the study findings that the electricity unit within the city municipality cannot be able to address the issues of electricity theft, meter tempering, infrastructure vandalism among other factors on its own. Nevertheless, through integrating with other government organs and private sector relevant structures; certain strategies can be developed for the effective and efficient use of electricity within the city in both the informal and formal neighbourhood areas. Pretorius of Krugersdorp News (2021) confirms this, those areas such as 'Muldersdrift and Nooitgedacht' are said to be experiencing electricity disruptions due to illegal connections made by informal settlements dwellers in the area. Furthermore, it is said that Eskom in the area has engaged the public to assist in its attempts to curb the issue of illegal connections and meter tempering and cable theft. Moreover, it has also been reported that Eskom has come up with a number of strategies which can assist in terms of mitigating the irregular usage of electricity in the area and this include: awareness on dangers of illegal power related activities and connections, educational programmes especially from children to adults about the dangers of utilization of illegal connected electricity and that they should not attempt to remove illegal connected wires but they should report such cases, advocating for legal use of electricity and encourage the public to normalize paying for electricity services and usage, awareness on the dangers of playing close to illegal connected wires by children, reporting all unauthorised and illegal personnel operating on the Eskom infrastructure, and raising of awareness throughout the country about electricity theft, meter tempering, illegal selling of prepaid vouchers, infrastructure vandalism among others.

According to the Ekurhuleni Metropolitan Municipality (2020), it has been reported that the city municipality is currently conducting unannounced disconnection raids to some parts of the city areas, and it is said that the city electricity personnel was able to disconnect about 12 000 illegally connected electricity wires in areas where illegal connections are rife. In KZN, particularly Durban, the city council has embarked on disconnecting illegal connected electricity in the informal settlements. With specific reference to the 'Coedmore' informal dwelling, it has been said that the settlement has been utilising illegally connected electricity for more than two years. One of the strategy the city council did was to disconnect the electricity twice, however, this ended

in disruptive strike in the 'Seaview' area (News24, 2021). This report confirms the findings from respondent four that: *"The common consequences are the rioting within the informal dwelling areas and the people who ought to be getting the services due to their compliance to the city council, they end up not receiving those services on time due riots disturbances"* (Interviewee 4). According to Bereamail (2022), the city council in a EThekwini is in a process of building 250 houses near the Kennedy Road for families who are currently living in the informal settlements. Furthermore, with these houses it is also said that they will have fitted electricity to lessen the burden from the city council through illegal connections. Study participant four who said confirms this: *"The services delivery will improve because those demarcated sites will be planned properly and infrastructure will be there, planned and organized prior the arrival of the migrants"* (Interviewee 4).

Pijoos (Times Live, 2020) argues that illegal connections are not only found in the informal settlements but they are also taking place in the formal settlements areas where residents are able to lead a normal life. The author opines, "Eskom and City Power say they will continue to clamp down on illegal connections in Gauteng – whether they be in gated estates or informal settlements".

Furthermore, the author state that it has been founded in the 'Waterfall Estate' where some of the residents were illegally connected to the electricity network. Chetty (2018) opines that the electricity officials are mostly reported by being attacked in areas where illegal connections are rife; therefore, the law enforcement officers to remove illegal connected wires often escort them. It can therefore, be concord that illegal ways of utilizing electricity is not an issue that only exists in the informal settlements but it can also be found in the formal dwelling areas where the majority of the residents are regarded as middle class income. Maphala et al, (2010) maintains that collaboration between communities and electricity department/s can assist in mitigating the unauthorized electrical utilization and connections.

The health sector respondents in EThekwini Municipal also revealed that the sector cannot be able to address migration issues within the city on its own, but this task requires to be addressed in a collective manner. Therefore, this requires all spheres of government to come together and develop one solid strategy/gies that will try and address the issues of migration in cities. Furthermore, the findings also show that the

focus of government should be more directed towards developing the rural areas so that the population who reside in such areas will not find itself having to migrate to urban areas in order to access the healthcare services and other essential basic human needs.

Vearey, Modisenyane & Hunter-Adams (2017:91) who hold that if all government systems can integrate to find a common ground in terms responding to migration issues that seem to be uncontrollable in cities; strategies that can assist would emerge from such initiatives, supports these findings. The authors further opine, “South Africa has been involved in the development and adoption of the 2008 Resolution; has participated actively in various regional and global forums on migration, health and development; and as a member of Foreign Policy and Global Health (FPGH) initiative has engaged with health concerns during disasters and conflicts”. The study findings show that literature on this particular theme on health has revealed that policies are being developed but it has not shown if such policies are being implemented. Therefore, it can be concluded that there is a need for further research on this area.

6.2 CONCLUSION

This Chapter provided a discussion of findings on the investigation into the impact of rural-urban migration on service delivery in EThekwini Municipality. It has emerged from the discussion that migration in the city of Durban remains a matter of concern as it continues to pose a negative impact on service delivery. Although there are attempts for mitigating this predicament but it has been revealed that there is a need for the local government to collaborate with other two spheres of government for a solid outcome. The following chapter will present summary of the entire work of this study, recommendations and concluding remarks.

CHAPTER SEVEN

SUMMARY OF THE STUDY, RECOMMENDATIONS AND CONCLUSION

7.1 INTRODUCTION

This Chapter draws conclusions based on the research findings and literature reviewed on the investigation into the impact of rural-urban migration on service delivery: a case study of EThekwini Municipality (EM). The recommendations will be provided based on the findings on data collected from Human Settlements Unit, Electricity Unit and Health Unit in EThekwini Municipality.

7.2 SUMMARY OF THE STUDY

The entire work for this particular study was meant to investigate the impact of rural-urban migration on service delivery. The EThekwini Municipality (EM) was utilised as an area of focus in order to analyse the patterns and trends of migration in the city of Durban and to find out on how the municipality responds to this phenomenon while ensuring that the service delivery is not affected. In achieving the study objectives, several chapters were developed and they are outlined as follows:

CHAPTER ONE: INTRODUCTION OF THE STUDY

This Chapter indicated the study background, the nature of the study problem, objectives of the study were clearly outlined, research questions, significance and contribution by the study, limitations of the study and organisation of the study.

CHAPTER TWO: THEORETICAL FRAMEWORK, CONCEPTUAL FRAMEWORK AND MIGRATION LITERATURE REVIEW; THE GLOBAL TRENDS.

This chapter presented the theoretical framework through the utilisation of relevant theories of migration. The conceptual framework was presented in a diagram form and it was interpreted in terms of the research problem. The chapter also presented the literature as follows; rural-urban migration global experiences, understanding rural-urban migration (causes and consequences), determinants of migration, causes of migration (developing countries experiences), consequences of rural-urban migration in the developing countries (impact on the economy, social, and political), impact of rural-urban migration on urban infrastructure and services (housing impact, education and employment, transport, utilities, sanitation and waste, social cohesion and community integration, & safety and security), implications of rural-urban migration on

service delivery on cities (regional and international experiences), & responses to rural-urban migration challenges,

CHAPTER THREE: RURAL-URBAN MIGRATION SOUTH AFRICA TRENDS AND EXPERIENCES

This chapter presented the background of cross-border migration in South Africa and the state of illegal migration into SA. Reasons behind migrating to SA were presented, with a particular focus on factors related to socio-economic status, education status, income status, employment status and the implications posed by the in-migration into SA on the health sector, employment/job sector, housing sector, education sector. Further to this, implications on the economy, migration and crime rate, SA citizens reactions towards migrants, implications of migration on service delivery in cities, the state of local government challenges in SA, & responses to migration challenges in cities (a case of category 'A' municipalities in SA).

CHAPTER FOUR: RESEARCH METHODOLOGY

This chapter presented the methods that were employed in conducting the study. The research site was clearly stated, research paradigms were employed and explained, and the research aim and type was unpacked. This was followed by the research design and strategy employed in conducting the study. Data collection methods were also explained, data quality control has been presented, data presentation and analysis methods has been presented and ethical considerations has been presented.

CHAPTER FIVE: RESEARCH FINDINGS, QUALITATIVE DATA PRESENTATION AND ANALYSIS

This particular Chapter presented the research findings from EThekwini Municipality. The research findings focused on the three main departments within the municipality where data were collected. The three departments are: human settlements, electricity and health. The findings on this chapter are summarised in terms of the study objectives and they were as follows:

- **HUMAN SETTLEMENTS UNIT:**

Objective One: To interrogate the impact of rural-urban migration on service delivery in EThekwini Municipality.

The study findings revealed that the migration that is happening in the city is actually from inside the EThekwini boarders and a number of factors such as opportunities for employment motivates it, others it is with reasons to get closer to the places of work among others. Although this mass movement may seem to be beneficial to the migrants because of the anticipated opportunities, it affects negatively on human settlements and service delivery because migrants are said to be vulnerable. Migrants cannot afford decent housing for themselves and opt to settle in the informal settlements on areas that are not authorised for building their settlements structures. Due to this, the study findings showed that land invasions in the city are extremely rife and this causes the backlog on the sector. Another factor that have been revealed by the study findings is that the population growth in city is so huge such that it outweighs the budgeted resources for service delivery initiatives.

Objective Two: To determine the service delivery challenges faced by municipalities because of rural-urban migration.

The study findings showed the main challenge is associated with the overcrowded informal settlements and this makes it difficult for the sector to deliver basic services in the settlements. Another challenge that has been revealed by the study findings is the issue of land capture in the city by migrants and it poses a challenge for the sector because the captured land always has an owner who could at a later stage would want to make some claims from the sector.

Objective Three: To assess the interventions that are implemented by EThekwini Municipality to deal with rural-urban migration.

The study findings revealed the sector is in a process of delivering the housing projects to accommodate people who are currently residing in the informal settlements. In that manner the human settlements sector will be able to deliver basic services in those newly built houses. The study findings also revealed that there are ‘Sizakala Centres’ throughout the city where the public can go and access the services.

Objective Four: To recommend strategies that can be adopted to address rural-urban migration in the EThekwini region.

The study findings suggested that it high time for the government to upgrade the previous disadvantaged areas and this would lessen the influx of people in the city who are seeking for opportunities, which cannot be provided by rural areas currently.

- **ELECTRICITY UNIT**

Objective One: To interrogate the impact of rural-urban migration on service delivery in EThekwini Municipality.

What has been revealed by the study findings is that the impact rural-urban migration has on the electricity sector is so huge. The findings revealed that the sector is losing a lot of money due to cable theft and illegal connections of electricity in the informal settlement areas and it is noted that it becomes difficult for the sector to recover the stolen municipal infrastructure because of limited budget and the number of migrants in the informal settlements is increasing.

Objective Two: To determine the service delivery challenges faced by municipalities because of rural-urban migration.

The study findings revealed that the sector is faced with so many service delivery challenges and these challenges are associated with stolen electricity cables/electricity infrastructure, delays in the service delivery interventions, illegal connection of utilities and non-paid utilities particularly electricity.

Objective Three: To assess the interventions that are implemented by EThekwini Municipality to deal with rural-urban migration.

The study findings revealed that the sector has embarked on a process of removing illegal connections in the affected areas in the city. Secondly, the findings revealed that the sector is currently conducting education programmes in areas where illegal connections are rife. Although these interventions are implemented, it is said that electricity theft is continuing in the city and it remains a matter of concern.

Objective Four: To recommend strategies that can be adopted to address rural-urban migration in the EThekwini region.

The study findings suggest that the city council should prioritize the issue of developing areas, which will be reserved particularly for migrants who are entering the city. It is believed that in these areas the sector can be able to educate migrants about the impact of utilising the illegal connected electricity and its costs to the city council. The findings further indicated that it would be much easier to the council to plan properly for service delivery in those demarcated sites for migrants.

- **HEALTH UNIT**

Objective One: To interrogate the impact of rural-urban migration on service delivery in EThekwini Municipality.

The study findings showed migration in the city impacts negatively on the health sector. This is because; the sector has a limited budget to cater for the needs of patients at the city clinics. The findings further revealed that due to the influx of migrants in the city who are also in need of the health care services, the sector ends up having to compromise the medication they are giving to patients because of shortage.

Objective Two: To determine the service delivery challenges faced by municipalities because of rural-urban migration.

The study findings revealed that among other challenges that are faced by the sector include: patients wait for long hours in the city clinics before they are assisted, high volume of complaints from patients, shortage of resources, and high demand of health care services.

Objective Three: To assess the interventions that are implemented by EThekwini Municipality to deal with rural-urban migration.

The study findings revealed that the sector is trying its level best under available resources to provide the best service to all the health care beneficiaries. It also came out from the findings that every clinic in the city has designated line management who reports directly to the Head of the Unit and ensures the smooth operation in the clinics.

Objective Four: To recommend strategies that can be adopted to address rural-urban migration in the EThekwini region.

The study findings suggest that government should put more of its effort in developing the rural areas so that there is a balance of health care services between the rural and urban areas. The findings also suggested that more funds should be directed for health care services and more personnel should be hired to keep up with the increasing population.

CHAPTER SIX: DISCUSSION OF RESEARCH FINDINGS

This particular Chapter presented the discussion of the research findings that emerged from data collected in the Human Settlements, Electricity and Health Units in the EThekwini Municipality.

CHAPTER SEVEN: SUMMARY OF THE STUDY, RECOMMENDATIONS AND CONCLUSION

This Chapter presented the summary of the study chapters, which consist of seven in total, recommendations for the mentioned municipal departments have been provided and the conclusion remarks for the entire study have been made.

7.3 RECOMMENDATIONS

The recommendations of this study are based on the findings that emerged from the interviewed Departments in the EThekwini Municipality and from the reviewed body of literature in chapter two and chapter three. The recommendations are made to the Human Settlements Unit, Electricity Unit and Health Unit.

7.3.1 HUMAN SETTLEMENTS UNIT

Since it has come out from the study findings that the biggest pitfall for the Human Settlements Sector in the said above municipality is that migrants have a tendency of invading land in the city of Durban and erect their own informal housing in a form of shacks thus leads to end up overcrowding. Therefore;

- It is recommended that the sector should reserve a certain area in the city where all new migrants can be placed there and they should be given at least a minimum of three years to stay in such area/s while they are either waiting for housing if they are eligible or find themselves another decent housing especially if they have found employment within the city.

- The status of migrants who will be residing in those designated area/s should be monitored on half-yearly basis so that those their situation has become better can be moved to allow the new migrants to also stay in such areas while they are seeking for opportunities.
- The municipality human settlements sector should be transparent enough to the migrants who reside in the designated area/s about the budget they have in their disposal; this will educate the migrants about what can be covered by the municipality. In this manner, the dependency burden can be reduced.
- Basic services such as potable water, sanitation, electricity, waste collection among others must be a priority in the designated areas for migrants. This will reduce the level unsatisfactory and anticipated service delivery strikes.
- Since the budget of the council comes from the provincial government, it is recommended that the two spheres should make strategic plans together for relevancy and immediate response to critical challenges that are in line with human settlements, migration and allocation of budget for priority services.
- The focus of government not just the EM perse, should also be more into developing the rural areas so that there will be a balance in terms of the living conditions between the rural and urban areas and by so doing there will be less need for rural inhabitants to migrate to cities for opportunities which they are not often exposed to in the homelands.

7.3.2 ELECTRICITY UNIT

The study findings revealed that the critical impact for the Electricity Unit in the EM revolve around the issue of high levels of theft in terms of electricity cables, electricity meters and illegal connections. All these effects are said to be rife in the informal settlements that have mushroomed the city of Durban. This is said to be posing a negative impact in the Electricity Unit and it is said that the sector is losing a lot of revenue because of the unpaid electricity services. Therefore;

- It is recommended that all the Unit/Departments in the EM that deals directly with service delivery in the community should work in collaboration and set up a strategy that will be workable in the issue of migration and the mushrooming of the informal settlements in the city.

- As indicated in the recommendations for Human Settlements Unit that the council should have a designated area/s for those who are migrating to the city of Durban.
- The migrants in those designated areas should be assisted the application of electricity to those who do not have at low cost.
- All electricity meters in those areas should be allocated per household name and they should be monitored on monthly basis to track if they are still operating on the premises of the rightful owner.
- Regarding the illegal connections, the city council should also work in collaboration with Eskom and develop a system that will be able to detect if there is anyone who is illegally connected on a meter or electricity poll and automatically cut the power if illegal connections are detected.

7.3.3 HEALTH UNIT

The study findings revealed that critical effects for health sector in the EM are associated with limited financial resources, which makes it even difficult for them to respond to the needs of patients in a manner that is efficient and that is set to meet the required standards. It was also said that due to this predicament, they end up having to stretch their limited budget to try to respond to the needs of the community. Furthermore, the study findings showed that the EM does not have hospitals but they only have clinics and their operating hours are between 7:30am and 16:00pm Monday to Friday. Therefore;

- It is recommended that the National and Provincial Government should increase their budget allocation to health sector more especially in the metropolitan areas because that is where the majority of people are residing.
- The EM Health Unit should employ more staff including nurses, environment health practitioners among other staff members in order to respond effectively to the needs of people who requires their services.
- The operating hours should be changed from 8 hours to at least 16 hours and nurses should be working on shifts just like in the hospitals. By so doing the long queues can be reduced because now the staff members would be working on rotation and it would reduce the pressure the staff have at the current moment.

7.4 LIMITATIONS OF THE STUDY

The researcher encountered a number of challenges in terms of data collection process from the targeted Municipal Units/Departments. Initially the study had targeted five Units for data collection and three participants per Unit, this included Health, Human Settlements, Electricity, Water and Sanitation and Solid Waste Units. Amongst the five Units, which were initially targeted, only three gave their consent and the two Units declined the request. Therefore, only three Units were involved in data collection process and two participants per Unit were interviewed.

Another shortcoming the researcher encountered was the issue of the timeframe was stipulated in terms of conducting interviews. There were major delays in this process because some of the staff members were too busy and the process would be postponed until they were available. Lastly, it was often difficult to find the recent relevant literature in the libraries and on the internet; hence there were delays in the finalization of the entire research project.

7.5 CONCLUSION

This study was conducted to interrogate the impact of rural-urban migration on service delivery in EThekwini Municipality. In order to achieve this aim, four objectives were developed that fostered the data collection attempts. The objectives were: (i) to interrogate the impact of rural-urban migration on service delivery in EThekwini Municipality, (ii) to determine the service delivery challenges faced by municipalities because of rural-urban migration, (iii) to assess the interventions that are implemented by EThekwini Municipality to deal with rural-urban migration, (iv) to recommend strategies that can be adopted to address rural-urban migration in the EThekwini region.

In order to achieve the mentioned objectives, the research techniques that were utilized included qualitative, explorative and case study. The reason for undertaking such is that the study has been seeking to explore the impact of rural-urban migration with EThekwini Municipality as the case study. The study thus covered three sections namely: Human Settlements Unit, Electricity Unit and Health Unit. Furthermore, this study consisted of six participants of the mentioned three municipal units. Two participants per unit were chosen because of getting different views and perspectives on the phenomenon that was being interrogated. The study further utilized structured

interviews with the participants of the three units that provided consent for data collection to take place. The interviews took approximately 20 to 45 minutes per session, per participant to share their knowledge, experiences and perceptions of the problem of in-migration in the city of Durban and its impact on service delivery.

Based on the literature reviewed and the study findings, it can therefore, be concluded that rural-urban migration has a negative impact in the city of EThekwini, as a results of this affect the municipality faces service delivery challenges. The challenges that the eThekwini Municipality faces varies from overcrowding, increasing informal settlements in a form of shacks, inequalities between the formal and informal dwellers, electricity theft, illegal electricity connections, overcrowded clinics, shortage of resources in the health care system, housing backlogs and deterioration of the infrastructure. Therefore, there is a need for the development of a holistic approach that seeks to eradicate the informal settlements in the city and the housing backlogs in order to fast track other service delivery initiatives that the city must undertake more especially the provision of electricity and adequate health care.

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APPENDIX

UNIVERSITY OF KWAZULU-NATAL
INYUVESI YAKWAZULU-NATALI

12 March 2021

Mr Musawenkosi Welington Khumalo (219073306)
School Of Built Env & Dev Stud
Howard College

Dear Mr Khumalo,

Protocol reference number: HSSREC/00002486/2021
Project title: An Investigation into the Impact of Rural-Urban Migration on Local Government Service Delivery: A Case Study of EThekwini Municipality.
Degree: Masters

Approval Notification – Expedited Application

This letter serves to notify you that your application received on 22 December 2020 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 12 March 2022.
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,

[redacted]

Professor Dipane Hlalele (Chair)

/dd

Humanities and Social Sciences Research Ethics Committee
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