

**UNPACKING THE VOLUNTARY PARTICIPATION OF COMMUNITY MEMBERS IN THE CLEANSING AND SOLID WASTE PROGRAMME OF THE ETHEKWINI MUNICIPALITY.**

**By**

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## **DECLARATION**

I declare that this research study entitled: **Unpacking the voluntary participation of community members in the Cleansing and Solid Waste programme of the eThekweni Municipality** is my own effort. I further affirm that I have never before submitted this dissertation to another institution. I have acknowledges all the theoretical sources in the bibliography

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**Zandile Zibuyile Mgenge**

**July 2023**

## DEDICATION

I spiritually and morally honour my lineage as I dedicate this work to my great grandparents; Nodlelo Mgenge and Maxongwane Ncube, and my beloved grandparents, Mshoveni Mgenge (Nodlelo's son) and Mhlanganisi Cele. I recognise Sisini and Sogungubele Mgenge's brothers. I dedicate this study to my parents, Mandlakayise Mgenge (Mshoveni's son) and my mother Busisiwe Mgenge, my uncles Muziwamadoda and Boyi Mashaya and my aunts, Goodness and Qhiki Mgenge. I also dedicate this study to my brothers, Khulekani, Bongani, Phiwayinkosi, Siyabonga Mgenge and my sisters, Thembeni, Hlengiwe, Nelisiwe, Ntuzuzu and Mazonke Mgenge. I salute all the living and yet to come descendants of the houses of Mshoveni his brothers, Sisini and Sogungubele Mgenge. *'Mgenge, Mlondo, Nodungandaba, Mjanyelwa owajanyelwa zikunzi, Mthiya owathiya ngenkomo abanye bethiya ngehlahla, wena kaMnyamane!'*

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## **ACRONYMS AND ABBREVIATIONS**

<b>ANC</b>	African National Congress
<b>CBO</b>	Community-Based organisations
<b>CSW</b>	Cleansing and Solid Waste
<b>CSWP</b>	Cleansing and Solid Waste Programme
<b>EPWP</b>	Expanded Public Works Programmes
<b>ILO</b>	International Labour Office
<b>NGO</b>	Non-Governmental Organisations
<b>RRR</b>	Recycling, Reuse and Recovery
<b>Stats SA</b>	Statistics South Africa
<b>VCO</b>	Volunteer Coordination Office

## ABSTRACT

The study focuses on unpacking the voluntary participation of community members in the Cleansing and Solid Waste (CSW) programme of the eThekweni municipality. Since the study reveals a decline in the number of volunteers in the municipality, the aim is to invite more community members to volunteer in the CSW programme and understand and strengthen the relationship of volunteers in the CSW programme. A descriptive qualitative research design and purposive sampling was used. The sample consisted of information-rich informants, nine of which are community members in eThekweni, two officials of the eThekweni Municipality and one Municipality Councillor. The interviewing method was used for the data collection. The study revealed that there are many community members that did not know about volunteering for the CSW. Community members blame the CSW for their uncollected waste, which causes disease and an unsafe environment, Political parties influence how community members volunteer and what they should volunteer for, including rewards and economic freedom, and observing religious and political education. Community members do not volunteer for the CSWP because there is no monetary gain, and at the same time, it does not guarantee any permanent employment. Strategies for inviting volunteers into the CSWP are described as creating awareness and holding campaigns about solid waste management in communities, educating community members about keeping a clean environment, and teaching schools about volunteering. CSW should provide rewards and recognition to the volunteers, educating community members about the “three RRRs” (Recycling, reuse, and recovery) and volunteering opportunities should be published on different social platforms. Six recommendations are provided: 1) The main recommendations are that eThekweni municipality should educate community members about the importance of keeping a clean environment, 2) the CSW should create awareness about solid waste management in communities of the eThekweni municipality, 3) political parties and religious organisations can be vehicles for the CSWP to encourage community members to volunteer, 4) giving awards to volunteers will encourage other community members to volunteer, since it shows that the CSW acknowledges the volunteer’s contributions, 5) the CSW should try to create job opportunities for the volunteers, and 6) the CSW should encourage young people to volunteer because it is a good opportunity to try different careers without making a long-term commitment.

**Key words:** Volunteering, Participation, Community members, Cleansing and Solid Waste.

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# CHAPTER 1

## INTRODUCTION

This chapter presents the background of the study, research problem, aim and objectives of the study, research questions, preliminary literature review, research methodology, data analysis, validity, reliability and rigour, ethics issues and dissertation structure.

### 1.1 BACKGROUND OF THE STUDY

Volunteers are necessary and very helpful for a healthy community. However, at the national, provincial and local level, there is a scarcity of volunteers in government departments. The purpose of this study is to look into why there are so few people volunteering in the Cleansing and Solid Waste (CSW) programme in eThekweni municipality. The objectives and goals of the CSW align with Section 24 of the Constitution, which calls for a standardised way of waste management, storage, transportation, and collection from houses to preserve people's health and the environment. This enhances the long-term health of the citizens and environment cleanliness. One of the most challenging issues facing the environmental agencies in emerging countries is the municipal solid waste management (Nanda and Berruti, 2021). The inflow of people into cities has resulted in the growth of informal settlements, which results in an increase in garbage production and difficult collection conditions. As a result, the average citizen has a vested interest in volunteering to safeguard the environment. Empowerment programmes, according to Williams-Pulfer (2016), function best with less uncertain funding, and require training, more rigorous planning, and long-term volunteer commitments. The aim of the study is to invite more people to participate in volunteering for the CSW programme in the eThekweni municipality. The clean-up campaign is one of the CSW programmes that helps to keep the community waste under control, although finding volunteers can be difficult. As a result, the purpose of this study is to investigate factors that deter community members from volunteering and develop measures to encourage community participation in the CSW programme in the eThekweni municipality.

The volunteer activities survey was conducted in the third quarter of 2018, (Stats SA, 2018). It had previously been done in the second quarters of 2010 and 2014. According to the data gathered, there were 1.4 million more volunteers in 2018. Compared to 1.3 million volunteers in 2010, in 2018 there were 2.7 million. In 2018, there were 2.7 million volunteers, compared to 1.3 million in 2010. According to the statistics, women volunteer at a higher rate than men. In 2018, women made up 62.9 percent of the total, while men made up 37.1 percent. In 2018,

Black Africans volunteered at a rate of 7.3 percent, which was higher than the national average of 6.7 percent. Indians and Asians had a rate of 5.1 percent, Whites had a rate of 4.9 percent, and Coloured had the lowest rate of 3.4 percent (Stats SA, 2018).

## **1.2 CONTEXTUAL BACKGROUND**

Although the definition of a volunteer may appear admirable, CSW has had a poor turnout of volunteers to clean their neighbourhoods in recent years. From 2010 to 2013, during this time the number of volunteers increases in the community. Individuals were eager to participate in CSW programmes such as clean-up, recycling, waste minimisation and illegal dumping, particularly in informal settlements (Gutberlet, Kain, Nyakinya, Oloko, Zapata, and Zapata Campos, 2017).

Since then, the concept of volunteering in these underserved regions has become alien to many, which contributed partly to the rise in unemployment and poverty. People must be able to support themselves through their work. As a result, the eThekweni municipality launched the Expanded Public Works Programme (EPWP) in January 2014. This is where a drop in volunteers coming through to participate in community programmes was witnessed

Volunteers dropped in number as a effect of the COVID-19 pandemic in March 2020, as they are concerned about their health, and waste disposal is a delicate issue. Volunteers receive no compensation for their services, which has had a detrimental influence on their overall productivity as well as the fact that connecting with them is more difficult than before. The negative impact on volunteering is relevant for organisations and COVID-19 pandemic has impacted the everyday lives of individuals and has influenced the declining numbers of volunteers since March 2020 (Lachance, 2020).

According to Kabonga (2020), volunteers in the community contribute a lot in sustaining development in the community. The researcher discovered that volunteers serve as a bridge between non-governmental organisations and the community. Furthermore, activities such as beneficiary identification and implementation are unthinkable without the participation of volunteers. Kabonga (2020) said that despite the importance of volunteers, they have significant flaws that limit how well they can support community development. Stifle Volunteers community development by fomenting division, fabricating data, engaging in corruption and sluggish work ethic. These disadvantages run counter to the *Ubuntu* value system, which emphasises the concept of volunteerism (Kabonga, 2020).

### **1.3 RESEARCH PROBLEM**

Despite the numerous benefits by the CSW initiatives such as improved community well-being, environmental sustainability, and public health, the eThekweni Municipality still finds it difficult to recruit volunteers for these programmes. There are several potential reasons for this lack of voluntarism by community members. One possible explanation is that, community members who volunteered in initiatives such as CSW were able to find other work opportunities as a result of the skills they gained while volunteering which were useful when looking for work. According to Menyuka, Sibanda, and Bob (2020), the CSW is unable to meet the need for waste management, waste refuse removal, and recycling due to the population expansion, and urban regions in the eThekweni municipality are failing to keep up with it.

Additionally, there may be a lack of trust or communication between community members and local authorities or public health officials responsible for waste management programmes. It is also possible that community members feel disconnected or marginalised from decision-making processes related to waste management, leading to a lack of ownership or investment in such initiatives. However, waste management is the responsibility of the local government and the Ethekwini Municipality have a backlog of 7% .

According to Morris, Payne, Ockenden and Hill (2017) volunteering is a vital component of civic participation since it allows people to experiment with new things, get to know new people and learn new skills. It helps people to put their ideas and abilities into action. Volunteering allows members of the community to make a difference in their communities, and research indicates that unemployed minorities in their 20s and 30s, particularly those with secondary and post-secondary education, are particularly excited about volunteering (Menyuka et al. 2020). According to Morris et al. (2017), volunteers undertake less than 5% of clean-ups in the eThekweni municipality. Therefore, if the municipality increases the number of volunteers in the CSW programme and fosters a sense of ownership and responsibility among community members, the effectiveness and sustainability of these initiatives can be improved.

## **1.4 AIM OF THE STUDY**

To invite more community members into volunteering for the CSW programme in the eThekweni Municipality.

### **1.4.1 Objectives**

1. To describe the factors in favour of the volunteering of community members in the CSW programme in the eThekweni Municipality.
2. To explain factors that deter community members from volunteering in the CSW programme in the eThekweni Municipality.
3. To describe strategies for inviting community members to volunteer in the CSW programme in the eThekweni Municipality

## **1.5 RESEARCH QUESTIONS**

1. What factors promote community members' volunteering in the CSW programme in the eThekweni Municipality?
2. Which factors deter community members from volunteering in the CSW programme in the eThekweni Municipality?
3. How can community members be invited to volunteer in the CSW programme in the eThekweni Municipality?

## **1.6 RATIONALE OF THE STUDY**

One of the reasons for the importance of this study is that the CSW programme in the eThekweni municipality has a poor volunteer turnout, which is affecting the service delivery. The failure of CSW to respond to emergencies and collect waste in remote regions exemplifies this. Refuse collectors come when residents are at work and do not collect their waste. Therefore, CSW volunteers are crucial in rural communities. People who go to work early take out their trash first thing in the morning, but dogs and other animals destroy the waste before it is collected. Increasing the number of volunteers will assist community members in gaining new skills, improving waste management, and lowering unemployment.

This research topic was chosen because increasing the number of volunteers for CSW could help to connect waste management services with the people of the eThekweni municipality. When people have concerns with trash management, for example, they must report it to the CSW, which takes days to respond. Volunteers would be better able to respond to those difficulties if the CSW increased the number of volunteers in communities. All South Africans

have a right to a health, clean environment that is not polluted, as stated in Section 24 of the Constitution. Since the CSW has a backlog of service requests, having people volunteering to help with the backlog is a good argument. People volunteer for a variety of reasons, and some do so to give back to their communities. Others see volunteering as an opportunity to learn new skills and broaden their experience and expertise. Volunteer-based interventions can aid in the discovery of alternative waste management methods. As a result, volunteers at the eThekweni municipality will provide a local viewpoint on garbage management. This will assist in changing the habits of the communities through information, continual communication and feedback, thereby solving many of the highlighted issues.

## **1.7 RESEARCH METHODOLOGY.**

The following section explores different types of research methods and techniques applied to this study to gather more information on volunteering participation in the CSW programme. The study employed a qualitative approach through an interpretivist paradigm, descriptive qualitative design, face-to-face interviews, literature review and purposive sampling to ensure that the study objectives were met.

### **1.7.1 Research design**

#### **1.7.1.1 Interpretivist paradigm**

Interpretivist paradigm is a methodological approach based on understanding the interpretations and meaning that human beings give to actions (Rehman and Alharthi, 2016). The interpretivist aim is to understanding the social reality through the perspective of participants. For example, data collected using the interpretivist approach gives in-depth knowledge that is more descriptive rather than the data collected by the positivist approach which demonstrates trends but does not explain why. The research employed a variety of qualitative research approaches, including participant observation, group discussions and interviews with the goal of understanding the participants activities from their perspective in a real-world setting. Therefore, the interpretivist paradigm approach was used in this study to collect data on the factors which deter community members from volunteering for the CSW programme in the eThekweni municipality. In recent years CSW had a low turnout of volunteers to clean their communities. On the other hand, Nanda and Berruti (2021), one of the most challenging issues facing the environmental agencies in merging countries is municipal solid waste management. The interpretivist approach aims to comprehend social realities through the perspectives of the participants and produces in-depth knowledge (Goldkuhl,

2019). For example, the researcher will be able to uncover the question of how community members can be invited to volunteer in the CSW programme and what factors prevent community members from volunteering for the programme in eThekweni municipality.

### **1.7.1.2 Descriptive qualitative design**

Descriptive research is described as a powerful tool which allows a researcher to obtain information systematically which describe phenomenon, situation or population (Kumar, 2018). This study will use a descriptive research design to collect the information on what deters community members from participating as volunteers in the CSW programme in the eThekweni municipality. The researcher will be able to uncover the question of how community members can be invited to volunteer in the CSW programme in the eThekweni municipality. This research is primarily interested in *what* rather than *how* or *why* something happens. For example, the study will be able to uncover the question of what factors promote community members volunteering in the CSW programme in the eThekweni Municipality. According to Kim, Sefcik and Bradway (2017), the emphasis is on the current circumstances or how a person, organisation or item acts or works right now. On the other hand, Kim *et al.* (2017) state that lots of scholars believe that “qualitative descriptive” is a realistic and acceptable title for a qualitative research design and endorse it

### **1.7.1.3 Purposive sampling**

The purposive sampling sometimes referred as a subjective sampling is a non-probability sampling technique where the research utilises their judgement to choose factors for the sample group (Etikan, Musa and Alkassim, 2016). The researcher can gather qualitative responses through the use of purposeful sampling, which yields more insightful and accurate study findings (Johnson, Adkins and Chauvin, 2020). Many people believe that purposive sampling is as simple and straight forward as it is complex (Campbell, Greenwood, Prior, Shearer, Walkem, Young, Bywaters, and Walker, 2020). It is used to match samples to the goals and objectives of the researchers, enhancing the study’s rigour and the accuracy of the data and findings. Therefore, in this study, purposive sampling will be used to gather straightforward information on what factors favour volunteering and to understand factors that deter community members from volunteering for CSW in the eThekweni municipality. According to Colorafiand Evans (2016) in order to choose people who have knowledge or experience with an interest phenomenon purposive sampling should be performed. This study will select youths

and adults between the ages of 18 and 60 years who will be sampled to participate and give their opinions on the study phenomenon.

## **1.7.2 Research methods**

### **1.7.2.1 Interviewing**

Another methods used in the research study to collect data is interviews. In respond to the request, Open-ended interview questions that reflected the theoritical back ground of this study were created and sent via email to all participants. The reasons for this are for purposes of having a preview of the questions and being prepared. Interview is a direct method to gather information in a face-toface setting and is suited for use with people who are uneducated or semi-illiterate (Alshenqeeti, 2014). Mann (2016), primary data collection methods used to gather data include structured and semi-structured interviews (telephone and personal), observation and focus groups, structured and semi-structured questionnaires, mailed questionnaires. The unstructured and semi-structured inteviews were used in this study because they are the most appropriate can elicit more in-depth comments and opinions regarding the factors that influence community members willingness to volunteering for the CSW programme in the eThekwini Municipality.

### **1.7.2.2 Document analysis**

In order to analyse documentary evidence and respond to specific researcch questions, the study employs document analysis a type of qualitative research (Frey, 2018). In order to develop insight and emperical understanding of the construct being researched,document analysis like qualitative research analysis methodologies, necessitates repeated review, study and interparetation of the data (Taherdoost, 2021). This involves collection of data from relevant published research material, research reports and related documents available online and in libraries for critical analysis, such as Government reports and EThekwini Municipality reports, white papers, review strategies, annual reports, quarterly surveys, Integrated Development Plan for CSW, interventions dedicated to volunteerism and other relevant reports. To achieve a convergence and corroboration, qualitative research must incorporate several (at least two) sources of evidence and make use of a variety of data sources and methodologies (Morgan, 2022).

## **1.8 DATA ANALYSIS**

Thematic analysis was used in this study to examine emperical data. Qualitative analysis is used to analyse qualitative data that is a type of thematic analysis (Ibrahim, Richardson and

Nestel, 2015). The classification and presentation of the themes (patterns) pertaining to the collected data are the part of thematic analysis. According to King, Horrocks and Brooks (2019), themes that are deliberated in the data produced through thematic analysis and actual quotations are used to help readers understand the themes. Braun and Clark (2013) the researcher help by the thematic analysis to address the research questions, a narrative that shines a light on findings in relation to the research topic is established thematic analysis. The ability of thematic analysis is to recognise, comprehend and analyse participants knowledge and experiences as well as patterns that appear in the data made it a suitable method for this study. Thematic analysis is reflected to be the best suitable for any qualitative study that attempts to find employing interpretations (Braun and Clark, 2019). According to Vaismoradi et al. (2016) thematic analysis entails to categorising and presenting themes associated with collected data. It uses interpretations to cover a variety of subjects while providing in-depth data illustration.

### **1.9 VALIDITY, RELIABILITY AND RIGOUR**

Cohen, Morrison and Callaway (2013), states that it is challenging to generalise findings from a qualitative study this reveals by the literature. On the other hand, Cohen et al. (2013), the study validity and reliability can be improved. In qualitative research, Coleman (2022) describe validity and reliability in terms of credibility and dependability. Coleman (2022) He believe that including other researchers in the study and using the variety of data collection result in credibility. The use of triangulation is a significant idea. According to Merriam and Grenier (2019) define triangulation as the utilisation of many sources and detection of consistency among sources in qualitative research. In terms of how the data will be gathered and analysed the research structure reveals the validity of the study. According to Noble and Smith (2015) the ability of the data gathered to address the study's objectives and research questions constitutes validity. In order to ensure that the findings are reliable, trustworthy and verifiable several processes will be addresses validity and trustworthiness. Venkatesh, Brown and Sullivan (2016) the trustworthiness of the data refers to credibility and is a greatest evaluated by the participants.

### **1.10 ETHICS ISSUES**

Numerous difficulties can be met, especially during interviews with the community dwellers, as they sometimes do not want to disclose any personal information because of the fraud happening around South Africa. Some will want something in return such as food parcels or money to draw their attention and/or participation. This will however be overcome by

introducing the selected participants and clearly explaining the study purpose to all participants. Furthermore, there are a number of challenges that the researcher thinks she will encounter while conducting this study. The first part of the cost will be the time lost while waiting for the Ethics Committee after the proposal has been submitted. Secondly, it will be the length of time spent trying to obtain a Gatekeeper's letter from the municipality of eThekweni to carry out the study. Another problem a researcher will encounter is getting participants to agree to take part in the study. Once the participants agree to this, it will be the different times each individual is available. Furthermore, the researcher will have a significant financial difficulties due to the cost of buying stationery, recording tape, printing informed consent form, transportation expenses and language editor money. Due to the researcher full-time employee, there may not be enough time to complete the study. The participants could occasional be too busy taking care of their own business or to attending earlier scheduled appointments to make time for the researcher. Logistical challenges may be a costly and time-consuming process to meet the community members participating in the research study.

### **1.11 PRELIMINARY LITERATURE REVIEW**

A variety of theories and ideas that are significant to the research question are viewed in the literature review. To obtain extensive and comprehensive information about voluntary participate in the CSW programme, a variety of published literature is used. Representative samples of preliminary sources were accessed and read to have a feel of the study to determine whether it was worth pursuing. The literature is categorised and summarised in this section. Paragraph 1 summarised the theory and its relevance to the study. Paragraph 2 defined and described volunteerism. Paragraph 3 summarised factors in favour of volunteering in the CSW programme. Paragraph 4 summarised factors that deter volunteering for the CSW programme in the eThekweni municipality.

#### **Paragraph 1**

##### **Community participation theory**

For Breakfast, Meko and Maphazi (2015), community participation means that the people of the community should be involved in community projects and activities to solve their concerns. Engaging with or volunteering for neighborhood associations, non-profit organisations and local government are examples of community participation. Community involvement is a significant concept and basic principle in the field of community development, and it is a theory

in the field (Christens, 2012). The aim of this theory is to involve community members in functions of municipal engagement. According to the community participation theory, everyone in the community who is pretentious by a choice has the right to actively engage in the community decision-making process (Staples, 2012). This is because community participation theory describes the process of assisting underprivileged and minority groups in community developing their capabilities and improving their lives.

### **Relevance of the community participation theory**

Community participation is important for this study because it can be used to attain a set of community-created objectives and goals. This is significant because the community participation concepts will be used to explain the factors that deter community members from volunteering in the CSW program in the eThekweni municipality. The purpose is to describe techniques for recruiting community members to volunteer for the CSW programme in eThekweni using a community participation theory. The reason is because the CSW has a large service backlog in eThekweni municipality's rural communities, and volunteering will help the CSW to improve its performance and activities. It will also provide residents with the opportunity to take part in life-affecting decision making. (Christens, 2012). Community participation theory is important in this study because the theory draws on the principles of knowledge and creates effective solutions (Bovaird, 2007).

## **Paragraph 2**

### **Defining and describing volunteerism**

Stukas, Snyder and Clary (2015) define volunteerism as a type of pro-social behavior in which a person freely chooses to devote a significant amount of time and labour to assisting other groups, individuals or causes, usually through a non-profit organization. The benefits of volunteering extend to the volunteers themselves as well as to entire society. Volunteers provide a substantial economic contribution to society. Stebbins (2013) argues that it is impossible to understand why people volunteer or for that substance, do anything when they received no money benefit if the concept of volunteerism and volunteering is limited to economic considerations. According to Thobejane (2022) volunteering prevents crime, elevates the inner character and improves the community. According to Compion (2016), the author did not specify the stage at which services are provided to others in a volunteer's life cycle. People all over the world spend their time and skills volunteering. They are influenced to some extent by the social, economic, political and cultural environment (Compion, 2016).

The author did not mention that to participate voluntarily does not guarantee any employment opportunity within the organisation. Such views by authors enable this study to answer the research questions on volunteerism for CSW on what factors promote community members to volunteer for the CSW programme in the eThekweni Municipality, which factors deter community members from volunteering, and how community members can be invited to volunteer in the CSW programme in the eThekweni Municipality.

### **Paragraph 3**

#### **Factors in favour of volunteerism in the CSW programme of the eThekweni municipality**

People volunteer for a variety of reasons. According to Anderson, Damianakis, Kröger, Wagner, Dawson, Binns, Bernstein, Caspi, and Cook (2014), some offer their services to give back to the community. Volunteering allows people to learn new skills while also putting their ideas and talents to use. Others see volunteering as a chance to gain new abilities and broaden their existing experience and knowledge. By exposing volunteers to others with similar interest neighbourhood resources and gratifying activities, volunteering also strengthens communities and widens support networks (Thobejane, 2022). Volunteering allows people to improve their existing skills, such as leadership, teamwork and time management (Moore, Warta and Erichsen, 2014). Volunteering enables people to learn about the local culture and can assist newcomers to the community with fitting in and possibly even learning the local language. Being a volunteer is a great opportunity to meet new people especially if you are new to the region. According to Bartram, Cavanagh and Hoye (2017), participating in a shared activity is a good way to make new friends and strengthen existing relationships. Such views by authors enable this study to answer the research questions on volunteerism for CSW on what factors promote community members` volunteering in CSW programme in the eThekweni Municipality.

### **Paragraph 4**

#### **Factors that deter volunteerism in CSW program in the eThekweni municipality.**

According to Menyuka et al., (2020), the Expanded Public Works Program (EPWP) is one of the issues that deters community members from volunteering for the CSW programme. In eThekweni, the number of volunteers has steadily fallen since the programme's inception. According to research, volunteers increasingly prefer to join the EPWP in order to obtain a

monthly stipend. Furthermore, individuals dislike working for free, particularly if they are unemployed, and when they volunteer, they will be performing the same tasks as the paid staff. The majority of volunteers receive no compensation, although in certain government and donor agencies volunteers receive stipends from NGOs (Thobejane, 2022). People need to make a livelihood from their employment, and volunteering becomes difficult when some people are paid and others are not. The EPWP discourages volunteerism by providing a salary for roles previously filled by volunteers (Menyuka et al., 2020).

According to Piatak (2016), one of the factors that discourages community members from participating in volunteering is unemployment. This maybe viewed as a waste of time by other community members because unemployment is a tragic phase in many people's lives. Unemployment has an impact on the financial, physical, and social well-being of people because unemployed community members lack a source of income to sustain their livelihoods. People who work full time or part time are more likely than unemployed people to volunteer for community projects (Morris et al., 2017). According to Piatak (2016), only 23.3 percent of unemployed people in South Africa applied to volunteer in 2015, compared to 31.1 percent of part-time employees and 26.3 percent of full-time employees. Such views by authors enable this study to answer the research questions on volunteerism for CSW on which factors deter community members from volunteering for the CSW programme in the eThekweni Municipality.

## **1.12 DISSERTATION STRUCTURE**

**Chapter 1 Introduction:** This chapter presents the background of the study, research problem, aim and objectives of the study, research questions, preliminary literature review, research volunteerism for CSW methodology, data analysis, validity, reliability and rigour, ethics issues and dissertation structure.

**Chapter 2 Literature review:** This chapter performs two tasks. First, it presents the conceptual framework for unpacking voluntary participation in CSW, volunteering, community participation, and the unpacking of voluntary and solid waste management. Secondly, it describes the community participation theory as the theoretical framework appropriate for theorising the research problem, namely the low volunteer turnout in the CSW programme in the eThekweni municipality.

**Chapter 3 Research methodology:** This chapter describes how the study was conducted with a focus on the interpretivist paradigm, descriptive qualitative design, purposive sampling, interviewing, and the thematic data analysis.

**Chapter 4 Data presentation and analysis:** This chapter presents the field data, uses Nvivo to determine themes in the emerging views of the participants in volunteerism for CSW and analyses them.

**Chapter 5 Conclusion:** This chapter discusses the findings, outlines recommendations and concludes the study

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.1 INTRODUCTION**

This chapter performs two tasks. First, it presents the conceptual framework consisting of three key concepts, namely volunteering, participation, and cleansing and solid waste. Second, it describes the community participation theory as the theoretical framework appropriate for theorising on the research problem, namely the low volunteer turnout in the CSW programme in the eThekweni municipality. The focus is on the origins of theory, exposition of the theory, the criticism of community participation, strengths and limitations of the community participation theory, and its relevance to this study. Third, it reviews literature which answers some of the objectives of the research study, namely to describe factors that are in favour of volunteering, to explain the factors that deter volunteering, and to describe the strategies for inviting people to volunteer for the CSW programme in the eThekweni Municipality.

#### **2.2 CONCEPTUAL FRAMEWORK**

##### **2.2.1 Volunteering**

Stukas, Snyder and Clary (2015) define volunteerism as a type of pro-social behaviour in which a person freely chooses to devote a significant of the time and labour to assisting another groups, individuals, or cause usually through a non-profit organization. A volunteer is a professional or nonprofessional person who is highly motivated to devote their time and abilities to the completion of tasks for which they have a sense of purpose (Afthanorhan, Ahmad and Safee, 2014). According to Moremi (2017) volunteering is defined as a substantial human resource exploited by development programmes. A volunteer works for no pay although they can still be said to gain moral credit. Additionally, volunteering has benefits for the volunteers themselves, including higher self-esteem, improved abilities across a range of talents, expansion of job options and improved physical and mental health (Moremi, 2017).

According to Butcher and Einolf (2017), volunteering is an ongoing, planned, voluntary act of kindness that improves the well-being of strangers, provides no monetary rewards and often takes place inside an organizational environment. Stebbins (2013) argues that it is impossible to understand why people volunteer or for that substance, do anything when they received no money benefit it the concept of volunteerism and volunteering is limited to economic considerations.

In this study, volunteering refers to the voluntary action by community members to participate in the CSW programme in the eThekweni municipality. Volunteering in this study means that the community members participate in the CSW programme such as the cleanup campaign and the removal of illegal dumping in the eThekweni municipality. There are so few people who volunteer in the CSW. Volunteers chosen for the CSW programme are those community members with an interest in hygiene and environmental protection. Volunteering in this study also means taking possible measures to prevent unsound management of waste or illegal dumping of waste, given its negative effects by taking the initiative of educating people in their communities.

### **2.2.2 Cleansing and Solid Waste**

Solid waste is defined as useless, unwanted and abandoned stuff that comes from common communal activities (Mishra, Mishra and Tiwari, 2014). Solid waste is a discipline involved in the control of solid waste, generation, storage, collection, transportation, process and disposal. According to Gumbo and Simelane (2015), solid waste is the broad term for trash or garbage, including food, scraps, garden waste, paper, plastic, glass and metal which are all discarded. Additionally, it provides guidelines for recycling items that are not trash or garbage. On the other hand, Kassaye (2018) indicated that solid waste is referring to all waste produce by human and animal activity that are typically solid and are thrown away as unnecessary unwanted material. The term 'solid waste' as used in this study is all inclusive, including both the mining wastes, agriculture, industrial are the homogenous accumulation as well as the diverse mass throwaways from metropolitan areas.

According to Yadav (2015), solid waste is all non-liquid waste that does not contain faeces or diapers. These are occasionally combined with solid waste. Yadav (2015) further indicates that improper and unsafe solid waste disposal might result in major health problem as well as a very unpleasant living environment. Rats, snakes, pets and insect-vestors that increase the risk of transmission of the disease may also use it as a breeding site. In this study, cleansing and solid waste means the area on which the research is focused. Therefore this study subject focuses on volunteering in the CSW programme, which is why the term will be used in this review as the area of the research topic. The main function of Cleansing and Solid Waste is proper waste management practices whivch include education on waste handling and disposal in both residential and commercial areas. There are many various services rendered by CSW such as waste collection, storage, transportation and distribution of black refuse bags to eThekweni residents.

### **2.2.3 Participation**

A set of activities collection of actions known as participation incorporate and involve local communities in the problems that have an influence on them (Rahnema. 2020). Participation is the procedure through which individuals, groups, and organisations can participate actively in a project or programme of activity after being consulted about it (Tippett and How, 2020). People can become actively and truly involved in defining the issues that are important to them through participation. (Talò, Mannarini and Rochira, 2014) by taking action to accomplish change by creating and implementing policies, developing, planning and delivering services. According to Jancovich (2017), participation can be defined as a method by which stakeholders have an impact on jointly controlled policies and resource allocation access and distribution of public goods and services. Carpentier (2016), defines participation in the context of development as the active engagement of individuals in political parties, local governments and developmental organisations with the aim of influencing choices that affect their daily existence.

According to Rahnema (2020) participation is an organised effort designed to expand control over resources and governing institutions, providing the group social control and allowing people who were previously excluded to become a part of that control. Participation is all about giving the community a chance to voice an opinion, influence how decisions are made and effect change. According to Carpentier (2016), participation is a procedure that enhances implementation or policy that will be more successful if a wide range of stakeholders agree with it and work together to make it a reality. Participation can boost public confidence because it creates an engaged civil society and strengthen the credibility of final decisions by being open to competing claims and points of view (Carpentier, 2016). In this study, participation refers to the CSW programme in the eThekweni municipality. and the community members who take part in it.

## **2.3 THEORETICAL FRAMEWORK**

### **2.3.1 Community participation theory**

#### **2.3.1.1 Origins of theory**

The community participation theory has been employed by Western countries for centuries to transition from top-down to bottom-up development and is not a new notion (Botes and Van Rensburg, 2000). Political science and development theories dominate the literature on community participation theory. Furthermore, due to the modernisation theory and

development, the community participation theory has grown in popularity. For example, many individuals suffered as a result of the modernisation theory, prompting new developmental theories that incorporated people into project decision-making, execution and benefits.

Another source of community participation theory comes from the community development movement of the 1950's and 1960's. After the top-down method failed, community participation grew as an alternate means of development (Botes and Van Rensburg, 2000). The community participation idea was designed to address the limitations of a top-down approach to development by establishing a bottom-up method that would give the voiceless a voice. Furthermore, in the 1980s, the top-down strategy was replaced by a bottom-up approach in order to recognize the importance of local indigenous knowledge. By the 1990s, community involvement had become synonymous with good or long-term development (Botes and Van Rensburg, 2000).

According to Cornwall (2006), in the late 1960s and early 1970s, post-independence optimism throughout Africa resulted in massive social transformations. A study commissioned by the World Bank in 1975 indicated that incorporating community members into initiatives boosted project success. Community participation is a significant concept and basic principle in the field of community development, and it is a theory in the field (Christens, 2012). Community participation theory became popular in the 1990s as an innovative, common-sense approach to addressing numerous developmental concerns in local communities (Maton, 2008). For example, the theory was created as a new strategy to offer the poor and minorities a stronger voice and allow them participate in community development decision-making. Mompoti and Prinsen (2000), made a similar point regarding the individual capacity to contribute uniquely to making decision. At a normative level, this tendency signifies a shift towards people-centered development.

### **2.3.1.2 Explanation of the theory**

For Breakfast, Mekoa, and Maphazi (2015), Community participation means that the people of the community should be involved in community projects and activities to solve their concerns. Engaging with or volunteering for neighbourhood associations, non-profit organisations and local government are examples of community participation. Community participation is a significant concept and basic principle in the field of community development, and it is a theory in the field (Christens, 2012). The aim of this theory is to involve community members in functions of municipal engagement.

According to the community participation theory, everyone in the community who is impacted by a choice has the right to actively engage in the community decision-making process (Staples, 2012). This is because the community participation theory describes the process of assisting underprivileged and minority groups in a community to develop their capabilities and improve their lives. Community participation according to Staples (2012), provides chances and outlets for community members to express their views on development both directly and indirectly.

### **2.3.2 Criticism of the community participation theory**

Organisations and NGOs create a platform for engagement with the community, and community members are spectators. According to some critics of the community participation paradigm such as Heritage and Dooris (2009), Municipalities and NGOs rule the community project, not the citizens. Furthermore, the community participation theory ignores the fact that cultural and linguistic barriers are frequently encountered (Talò, Mannarini and Rochira, 2014). People who are new to the town and do not speak the local language, for example, find themselves excluded from public meetings because they will not comprehend anything even if they attend.

### **2.3.3 Strengths of the community participation theory**

The community participation theory has several advantages, including assured efficiency because, when properly applied, communities produce better outcomes, empowerment and equity (Staples, 2012). Community participation improves democratic processes, as evidenced by an increased trust in community groups and governance. According to Christens (2012), one of the benefits of community participation is that it promotes human rights and equality. Community participation, for example, is a way for residents to solve human environmental and social issues. Participation in community activities promotes social interactions because when individuals work together toward a common objective, they tend to feel more connected. When people from various parts of the community come together to collaborate on a project, they frequently discover they have a lot in common since collaboration increases communication and understanding (Bovaird, 2007).

Another advantage of the community participation theory is that people own community projects, which gives them a sense of ownership and makes them want the project to succeed. According to Staples (2012), the advantage of the community participation theory, is that it enhances the problem-solving knowledge and skills of citizens. For example, utilising the local expertise of community members results in practical and successful solutions. Community

participation can be used to support any community effort, including those that are culturally prejudiced and may hurt other members of the community.

#### **2.3.4 Limitations of the community participation theory**

One of the constraints of community participation is that it can be delayed if community members are hesitant to participate in community projects and development initiatives. Similarly, delays can be observable if they believe they lack the necessary skills and knowledge to make an informed decision. Some community members may be disinterested in helping and believe that the local government, rather than citizens, should tackle the community problems.

Another limitation with the community participation is that it is not truly inclusive (Maton, 2008). For example, in terms of equality and efficiency, pre-existing socio-economic imbalances and power dynamics in the community limit what the community engagement alone may achieve. Moreover, people must be enabled to participate in community efforts, and properly empowering communities to work towards a common goal is difficult.

Another shortcoming of the community participation theory, according Staples (2012), is that including the public in community decision-making can be a costly and time-consuming procedure. Another issue is that there are cultural and linguistic obstacles to overcome. For example, foreigners who do not speak the South African language are unable to converse with other members of the community.

#### **2.3.5 Relevance to the study**

Community participation is important for this study because it can be used to attain a set of community-created objectives and goals. This is significant because the community participation concepts will be used to explain the factors that deter community members from volunteering in the CSW program in eThekweni municipality. The purpose is to describe techniques for recruiting community members to volunteer in the CSW program in eThekweni using a community participation theory. The reason is because the CSW has a large service backlog in eThekweni municipality's rural communities and volunteering will help the CSW to improve its performance and activities. It will also provide residents with the opportunity to engage in decision making processes that affect the cleanliness of their environment (Christens, 2012).

The community participation theory is important in this study because it draws on principles of knowledge and creates effective solutions to waste management (Bovaird, 2007). For example, a volunteer's knowledge will aid in determining the best times for the garbage

collection vehicle to pick up trash on days when people are most likely to be at home. The community participation theory will be used in this study since it improves social ties, which are beneficial to volunteering. People are more likely to join other community projects and activities when they discover they share more in common. It will be easier to arrange public meetings and invite people to participate in the CSW initiative after these relationships are established. The community participation theory in this study will be able to answer the objectives of the study by describing the factors in favour of the volunteering of community members in the CSW programme in eThekweni Municipality, and to explain factors that deter community members from volunteering in the CSW programme in the eThekweni Municipality.

## **2.4 LITERATURE REVIEW**

### **2.4.1 Factors in favour of the volunteering of community members**

In this section the literature review will discuss factors in favour of volunteering with a focus on the following: social skills and culture, developing new skills and knowledge, community involvement, education and self-esteem, building community solidarity and volunteering later in life. The study answers the question to achieve the objectives of the factors in favour of the volunteering of community members in the CSW programme in the eThekweni Municipality.

#### **2.4.1.1 Social skills and culture**

According to Whittaker *et al.*, (2015), volunteering promotes culture because it has the potential to help community members to explore their community and visit places or heritage sites the community members have never been. For example, volunteering exposes community members to other people's cultures and way of life which strengthens social bonds in the community. Whittaker *et al.*, (2015), further state that visiting new places and having new experiences can create new interests for the volunteer because volunteering allows people to meet each other and try new things. It also allows individuals to expand their networks and improve social skills (Anderson *et al.*, 2014). This means people should be jumping at the opportunity to join the CSW programme in the eThekweni Municipality. Moreover, volunteering strengthens social ties and inspires a more cohesive community. Volunteering is a two-way street that can benefit both the individual and their family as well as the cause.

Volunteering enables people to learn about the local culture and can assist newcomers to the community in fitting in and possibly even learning the local language. Volunteering is an excellent way to meet new people, particularly if they are new to the area. According to

Bartram, Cavanagh and Hoye (2017), participating in a shared activity is a good way to make new friends and strengthen existing relationships. According to Compion (2016), the author did not specify the stage at which services are provided to others by a volunteer. Volunteers spend their time and use their skills all over the world. They are influenced to some extent by the social, economic, political and culture environments (Compion, 2016).

#### **2.4.1.2 Developing new skills and knowledge**

People volunteer for a variety of reasons. According to Anderson *et al.*, (2014), some offer their services to give back to the community. Volunteering allows people to learn new skills while also putting their ideas and talent to use. Others see volunteering as an opportunity to learn new skills and broaden their existing experience and knowledge. Volunteering also strengthens community ties and broadens support networks by exposure to people who share common interests, neighbourhood resources, and enjoyable and fulfilling activities (Thobejane, 2022). Volunteering allows people to improve their existing skills, such as leadership, teamwork and time management (Moore, Warta and Erichsen, 2014).

In communities there are people who are shy, and people who are reluctant to voice their opinions in big crowds. Through volunteering, those who fall under these categories can find a way to participate in community projects that best suits them (Robertson, 2020). For example, through volunteering, shy people can gradually feel confident until they are over their fear of public speaking, and there is no rush because they are volunteering their time and are not being paid for it. According to Robertson (2020) volunteering gives community members a chance or opportunity to practise and develop their social skills. For example, when community members meet other volunteers with similar interests they usually share information and gain new skills. There are an unlimited number of skills the community members can gain from volunteering, and these include learning skills, team work, relationship building, confidence and customer service (Whittaker *et al.*, 2015).

Furthermore, there is no school or University where people can go and apply to learn confidence, teamwork or leadership skills, but since volunteering is practical work, community members can learn these skills. For example, telling people the type of skills they will gain by volunteering in the CSW programme in the eThekweni Municipality will increase the number of people willing to volunteer. According to Principi *et al.*, (2016), when community members acquire new skills through volunteering, these skills are more effective when compared to skills acquired through academic study because these are developed through practise. Volunteers for

different purposes can use these skills because once a person is confident in their skills it gives community members a chance to try something new which creates a real sense of achievement for them. Moreover, volunteering gives community members a chance to grow because when volunteers take on a new challenge they grow as a person and further polish their skills. Most of the skills learned through volunteering are the same skills that are a requirement to prospective employers (Thobejane, 2022).

#### **2.4.1.3 Community involvement**

According to Hunter and Ross (2013), volunteering helps community member to make new friends and strengthens existing connections and contacts. When sharing an activity together, a volunteer is exposed to people who share similar interests which makes volunteering a good way to network and meet new people. Community involvement strengthens social interactions because when individuals work together towards a common goal, they tend to feel more connected. Collaboration of community members within the area helps the community to determine that they have a lot in communal since collaboration enhances communication and understanding. Volunteering enables people to have a positive impact on their communities. According to Moore *et al.*, (2014), volunteering allows people to engage with people other than their family and friends. This encourages people to volunteer since most retirees still want to work and contribute to something worthwhile, which volunteering provides.

Community involvement is meaningful because, according to Hunter and Ross (2013), community involvement consists of participation in activities that support and improve the social wellbeing of any community. There are many community involvement examples, and some include donating to local schools, libraries or hospitals. Community involvement in volunteering has many health benefits including improved mental health, reduced stress and good health in general. For example, volunteering can have a positive impact on depression and life satisfaction which decreases levels of suicide in the community. Furthermore, volunteering can help communities to bring about positive changes in the community because when community members have access to resources and they are active decision makers, improved livelihoods can be a reality. Volunteering is an important aspect of civic participation since it allows residents to make a difference in their community (Morris, Payne, Ockenden and Hill, 2017)

Volunteering in the community also gives people a sense of ownership and responsibility for the project, which increases efficiency. Volunteering allows individuals in the community to

develop and perfect their social skills. Morris *et al.*, (2017), state that many studies have shown a connection between citizen participation in local affairs which leads to effective decision making in the community. For example, this means that when community members volunteer in local affairs, it gives them a chance to be an active participant in local development in the community. Community involvement in volunteering has been seen to improve public education. For example, depending on the type of project the volunteer is part of, at the end of the project volunteers would have learned more information about that topic or project when compared to people who did not volunteer on that project (Principi *et al.*, 2016). According to Principi *et al.*, (2016), community involvement through volunteering has proved to increase public safety in the community. For example, community members who volunteer their time through neighbourhood watches keep the community safe, and some volunteer to help to save the environment and the conservation of endangered species. Furthermore, when a community is working with a third party on a project, community involvement is important because it helps the members to stop third parties from exploiting the community and its resources. For example, volunteers in a community project can be whistle blowers if they see an injustice or a decision made on the project that does not benefit the community.

Community members are more likely to volunteer in today's economic climate because, according to Morris *et al.*, (2017), this allows community members to gain work experience, which boosts their chances of finding a new career. Another element that encourages volunteering is that when a family volunteers it fosters responsibility, since children are inspired to do the same when they see their parents giving back to the community. For example, even though volunteering as a family can be difficult, especially when trying to coordinate everyone's schedule, but according to Chi *et al.*, (2021), volunteering as a family can teach children values, empathy and that learning can happen outside of school. Community projects that include minerals usually leak pollutants into the environment, and according to Chi *et al.*, (2021), involving community members as volunteers in projects improves the outcomes of environmental management which minimises pollution.

#### **2.4.1.4 Education and self-esteem**

Morris *et al.*,(2017) found that education increases the areas of self-confidence, empathy, and other issues in volunteers. Citizenship skills are learned by educated people, which boosts their chances of volunteering. People who are ignorant, on the other hand, have a slim probability of understanding what voting is. Many researchers have discovered that volunteering can benefit students' academic achievement (Veerasingam, Sambasivan and Kumar, 2013).

Volunteering improves with education because students develop civil skills and join more groups. People who participate in projects frequently have higher self-esteem than those who do not participate.

Volunteering gives people a sense of pride and identity. Volunteering contributes time, skills and energy to a cause that a person cares about. Self-esteem is a set of positive values that can be cultivated through voluntary work. Several longitudinal studies have found that helping other volunteers increases their perceived self-esteem, self-efficacy, and positive affect, lowering the risk of morbidity among volunteers (Veerasingh, Sambasivan and Kumar, 2015). According to Veerasingh *et al.*, (2013), many psychologists believe that volunteer activities are comparable to clarity and can boost academic achievement and increase students' awareness of the responsibilities of living in a society. It also motivates the youth to become active in social issues that face their communities, which aids in development of their human capital, which is necessary employment. For example, the CSW project can help the youth to choose the careers they want because it is complex and deals with different departments relating to social issues.

Volunteering in any project or initiative in the community has proved to improve public education (Anderson *et al.*, 2014). For example, volunteering contributes to better school attendance and less misbehaviour because it teaches people skills. When the youth volunteer in the CSW programme they learn about social issues that affect their communities and they can use what they learn in the programme to teach their peers. According to Agathangelou (2015), volunteering gives one a sense of pride and identity. For example, volunteering helps people to build empathy and connect to humanity because spending time with other people makes volunteers feel the love, compassion and kindness that other volunteers exhibit. This is because volunteering and helping other people makes volunteers feel happy, commonly referred to as a 'helpers high' which means helping community members to volunteer in the CSW programme will not only help them to gain new skills but it will make them happy.

Furthermore, volunteering gives people an opportunity for interaction, for example, volunteering is a good way to meet new people and practice social interaction. Volunteers do this in many different ways. For some, it is through social media, meeting a person or a group of people. In return, this helps volunteers to build confidence and improves the self-esteem of individuals (Agathangelou, 2015). Chi *et al.*, (2021), state that volunteering gives individuals and community members something to spend their time on which helps to take away bad thoughts and feelings people have when they do not like being alone. For example, due to many

different reasons there are people in the community who feel alone and excluded from society and over time some suffer from mental health issues and have bad thoughts towards themselves or other people in the community. Moreover, volunteering builds self-esteem because it is empowering to be involved in something in the community that really matters, something that will bring about a positive change in the community.

However, education is still a big bridge for volunteering. According to Robertson (2020) people with low levels of education are less likely to volunteer and people who went to college are more likely to volunteer in the community. When people are not educated they do not have access to information like a person who went to college, and this 'lack of access to information' is the reason why people who are not educated do not volunteer. For example, there are people in the eThekweni municipality who do not know about the CSW project, let alone volunteering.

#### **2.4.1.5 Building community solidarity**

Volunteering for a community project is less expensive than hiring people. There are better chances of success when community members volunteer for community projects (Anderson *et al.*, 2014). Furthermore, volunteering builds teamwork and strengthens bonds amongst community members. For example, volunteering provides community members with the opportunity to share their cultural views and values which leads to the better understanding of one another in the community. According to Thobejane (2022), building solidarity through volunteering means that volunteers will be active participants in the decision making processes of the project. For example, everyone will have an opportunity to have a voice regardless of their culture or ethnic background. If a volunteer does not earn compensation, the whole community helps and volunteering is the opportunity to have an influence in the community.

People are more willing to volunteer since doing so helps individuals to connect with other community members and improve the environment. Even the smallest chores can have a significant impact on the lives of people and organisations in need (Thobejane, 2022). Furthermore, having a large number of volunteers in a community enhances people's inner character, alleviates poverty, avoids crime and strengthens communal bonds (Thobejane, 2022). Volunteerism for solidarity and development improves people's ability to make decisions about their own development goals and realise them. This can lead to actual progress that benefits others as well as themselves. The people affected by it must take ownership of, and give relevance to, its process and drive them (Kristiansen, Skirstad, Parent, and Waddington, 2015). Building community solidarity bases its belief on empowering

compassionate communities because they can heal themselves, and this creates the blueprint for greater social change (Robertson, 2020).

#### **2.4.1.6 Volunteering later in life**

According to Hogerbrugge (2020), anyone in the world can volunteer as long as they have time to volunteer and are above the ages of 14 and 18 for some projects. The biggest issue barrier in volunteering is time, and pensioners and retired people have the time and skills needed. For example, a retired teacher can teach children how to read at a community library or an ex-policeman can be the head of a neighborhood watch. This will increase the number of people who want to volunteer because it is a good way to go back to doing what these professionals do without compromising their health due to old age. Furthermore, volunteering for seniors has been shown to improve their quality of life and increased levels of physical activity are good for their health. For example, volunteering helps to keep their brains stimulated, increases self-esteem and combats depression. Narayanan, Tai and Kinias (2013), state that one of the health benefits for senior citizens when they volunteer is increased social support. For example, when senior citizens volunteer, they mitigate the risk of social isolation and age related illnesses.

#### **2.4.1.7 Online volunteering**

One of the things that can promote volunteering is virtual or online volunteering. For example, according to Lachance (2020), during the pandemic and lockdown volunteers online made regular calls to isolated individuals through applications where people upload requests for help from volunteers. Furthermore, online volunteering has proved to help community members to feel that they are doing something at a time of crisis, or enables them to cope with the sad COVID 19 reports they hear every day in the media.

Moreover, virtual volunteering and online volunteering allows individuals to volunteer more time than they would have previously while still respecting the lockdown regulations because it is a time-efficient way to give back. According to Hunter and Ross (2013), online volunteering will increase the number of people who are willing to volunteer because it allows individuals to develop and gain 21<sup>st</sup> century skills that boost their professional resumes and credentials. Furthermore, volunteering online teaches individuals the innovations and technology that drive social change and broadens their global perspective. Volunteering online allows people to volunteer their time, skills and expertise at the comfort of their home, safe from the pandemic. For example, people can volunteer by conducting online research, writing thank you letters, making art, editing photos and design. Even though people do not have online

volunteering experience, there are tools like Catch Fire that people can use for volunteering projects (Hunter and Ross, 2013).

#### **2.4.2 Factors that deter community members from volunteering**

In this section, the literature review will discuss factors that deter volunteering as follows: stipend of income, lack of knowledge about volunteering, unemployment, poor health and aging and impact of the COVID 19 pandemic. The study answers the questions that achieve objectives on factors that deter community members from volunteering in the CSW programme in eThekweni Municipality.

##### **2.4.2.1 Stipend of income**

According to Menyuka, *et al.*, (2020), the Expanded Public Works Program (EPWP) is one of the issues that deter community members from volunteering. In eThekweni, the number of volunteers has fallen steadily since the programme's inception. Volunteers increasingly prefer to join the EPWP in order to obtain a monthly stipend. Furthermore, individuals dislike working for free, particularly if they are unemployed. They will be performing the same tasks as paid staff. The majority of volunteers receive no compensation, although certain government and donor agencies volunteers receive stipends from NGOs (Thobejane, 2022). People need to make a livelihood from their employment, and volunteering becomes difficult when some people are paid and others are not. The EPWP discourages volunteerism by providing a salary for roles previously filled by volunteers.

Menyuka *et al.*, (2020) indicated that in South Africa the average volunteer is paid R2584 per month. This money is not a salary or wage but it is transport and food money so that the person will be able to arrive on time and be able to eat where they volunteer. However, in South Africa there are high levels of unemployment and people end up volunteering to receive any form of income so that they can support themselves. This deters volunteering in the CSW programme in the eThekweni Municipality because when people finally realise that the stipend is not enough for a sustained livelihood they start to complain about the money, forgetting that the stipend was not made to support people in that way.

According to Chi *et al.*, (2021), the stipend that is given to volunteers is made so that they can focus on their work and gain new skills. It has caused the number of volunteers to decline because young people are looking for employment and a salary and volunteering ends up not meeting their expectations. For example, when unemployed people turn to volunteering, getting a small stipend limits their ability to contribute and grow because they feel trapped and

overworked due to the small stipend. This is because when volunteers are given a stipend it feels more like low paid work rather than volunteering. The stipend of income deters community members from volunteering because it attracts people who are merely seeking entry in to the job market, rather than those who are eager to address specific social issues through volunteering (Hunter and Ross, 2013).

#### **2.4.2.2 Lack of knowledge about volunteering**

One of the reason people do not volunteer is a lack of knowledge about volunteering (Morris et al., 2017). For example, organisations no longer canvass/campaign for volunteers using a door-to-door campaign. Instead everything is done online which excludes other communities from volunteering. Volunteering positions are frequently advertised alongside job postings, which makes difficult for someone who is not looking for work to find them. Some people do not have Internet access to search for the volunteering posts, and information is not available in public buildings where people can read and understand it. People do not understand the important of volunteering because officials do not visit community members and teach them (Dempsey-Brench and Shantz, 2021). The lack of knowledge about volunteering might make some individuals question the organisation's intentions and not feel safe.

According to Morris *et al.* (2017), South Africa has a history of violence, and even though it is not like decades ago some community members still fear for their safety if they were to travel into certain parts of the country. This affects the ability of community members to volunteer because some community members will be afraid of the area where the project is situated. Furthermore, the lack of knowledge about volunteering contributes to the lack of community participation in community projects. This is because studies by Talò *et al.*, (2014), show that citizens' participation in local affairs leads to effective decision making in the community. When communities are well informed about the project they make sure that the project does not break any environmental laws or regulations. Furthermore, the lack of knowledge about volunteering contributes to the collapse of projects like the CSW programme in the eThekweni Municipality because people volunteer and learn but do not make money.

#### **2.4.2.3 Unemployment**

According to Piatak (2016), one of the factors that discourages community members to participate in volunteering is unemployment. For example, this may be viewed as a waste of time by other community members because unemployment is a tragic phase in many people's lives. Unemployment has an impact on people's financial, physical, and social well-being

because unemployed community members lack a source of income to sustain their livelihoods. People who work full time or part time are more likely than unemployed people to volunteer for community projects (Morris *et al.*, 2017). According to Piatak (2016), only 23.3 percent of unemployed people in South Africa applied to volunteer in 2015, compared to 31.1 percent of part-time employees and 26.3 percent of full-time employees. This is due to the fact that having a job promotes social integration, which in turn encourages community members to volunteer.

#### **2.4.2.4 Poor health and aging**

In South Africa there are many barriers to volunteering. For example, poor health and aging is one of the leading reasons why the older population does not volunteer (Kee, Li, Wang and Kailani, 2018). Some senior citizens suffer from social isolation as in some communities there are stereotypes that when you are older there are certain things that you cannot do. This leads to people not giving senior citizens a chance to volunteer and share their wisdom with the new generation. Poor health and living with disabilities also contribute to the isolation of the senior population in the community. According to Kee *et al.*, (2018), poor health and disabilities marginalise people because sometimes if they want to volunteer other people will refuse because they feel pity for them. However, people with poor health and disabilities can volunteer their time through online platforms and social media.

Principi *et al.*, (2016), state that the duration of community projects also deters community members who suffer from poor health, aging and disabilities from volunteering. Some projects take time to be finished, and it takes too long for people with poor health, aging and disabilities to see their contribution to the project and community. Poor health and aging are two more factors that deter community from volunteering. For example, many retired professionals choose to offer their talents and abilities to their community, although their age or health status may limit their ability to do so. According to Kee *et al.*, (2018), although many community members want to serve once they retire, they frequently have other obligations and activities as part of their retirement plan which prevents them from volunteering.

Furthermore, poor health and aging make community volunteering difficult because retired individuals are typically elderly and unable to participate in physical activities. Poor health and aging might damage retired people's self-esteem because they may feel shame and embarrassment if they fail to complete a task. These issues generally hinder the elderly from participating in community services. Poor health is one of the main barriers to participation in

volunteer activities in the elderly. This is because many illnesses that affect senior citizens sometimes immobilises them.

#### **2.4.2.5 Impact of COVID 19 pandemic**

According to Trautwein *et al.*, (2020), due to social distancing plus organisations and the government postponing and cancelling events and projects, the traditional form of volunteering is threatened. For example, volunteering is done in person and because of cancelling the 2020 Tokyo Summer Olympics, 80 000 individuals were unable to volunteer. However, even though COVID 19 is responsible for individuals being unable to volunteer in person, social distancing creates an opportunity for virtual volunteering and online volunteering. The COVID 19 pandemic has led to many services to move online or accessed through social media. According to Lachance (2020), lockdown and social distancing has forced many organisations to use the virtual space to provide services. This deters volunteering because it means even if people do have the time and interest in volunteering they still need skills like using a computer to be able to volunteer. For example, senior citizens and people who cannot use technology are excluded from volunteering.

Due to the lockdown and the pandemic, many companies suspended all volunteering activities, and people did not volunteer for the programmes they liked because most of them were closed. The COVID 19 pandemic has deterred community members from volunteering for the CSW programme. In March 2020, the number of volunteers decreased due to the COVID-19 pandemic. People were socially distancing, only a few were allowed in certain places, and volunteers feared for their health as waste management is a very sensitive issue (Lachance, 2020). However, people were allowed to help in the health sector and volunteer their time and expertise to the overcrowded clinics and hospitals. According to Lachance (2020), at first, there were retired officials who volunteered to help with the pandemic, but after a few weeks many volunteers stopped because they became ill or were afraid of becoming ill.

#### **2.4.3 Strategies for inviting community members into volunteering**

In this section the literature review will discuss strategies as follows: Using online or social media platforms, food parcels, skill-building programmes, educating the candidate about volunteerism and interpersonal connections. The study answers the question of achieving objectives of strategies for inviting community members into volunteering for the CSW programme in the eThekweni Municipality.

#### **2.4.3.1 Using online or social media platforms**

The eThekweni municipality could consider using Facebook, Twitter and Google AdWords to improve volunteer recruitment and increase its online presence using a social media platform as a strategy to promote volunteer opportunities. Existing institutions and municipal programmes such as Ward-based community meetings, door-to-door awareness campaigns and existing NPO networks such as “The Association of Clean Communities” (Keep Durban Beautiful) can be used to recruit volunteers as well as local fee-based media such as newspapers, radio stations, churches and religious institutions. According to Bartram *et al.*, (2017), organisations and businesses should adopt different means of volunteering to boost the number of community members who would like to assist in community projects by building online platforms where community members can offer their time and expertise.

Furthermore, if businesses and organisations wish to boost the number of people who volunteer for community initiatives, they can use online platforms to attract all types of volunteers, including people with disabilities who are typically barred from volunteering (Shandra, 2017). According to Shandra (2017), institutions and organisations should first determine what kind of skill set they require, why they require volunteers, and for how long. This explains what and why volunteers are required, and this technique will help to raise the number of volunteers needed by the institutions. Furthermore, organisations should acknowledge the experience and expertise of volunteers with the abilities they want. This enhances the likelihood of volunteers returning because they do not feel as if they are wasting their time by being assigned mundane jobs that do not utilise their expertise (Moore *et al.*, 2014).

#### **2.4.3.2 Incentives for volunteers**

One technique for recruiting volunteers is to provide food and merchandise. If volunteers are offered lunch, transportation, and complimentary t-shirts or hats, they are more willing to volunteer for organisations (Moore *et al.*, 2014). People are less likely to volunteer for a project in which they must spend their money but receive no compensation. Incentives provide volunteers with comfort so they can focus on the task at hand. If they have to worry about transportation and what to eat for lunch the next day, they are less likely to return and volunteer for that project again. Hunter and Ross (2013), state that to encourage people to volunteer in community projects their contribution should be awarded. For example, organisations can have an award ceremony to celebrate the volunteer’s contribution. Volunteers should be given their rewards and incentives when they finish a goal to motivate them to volunteer again. Incentives

and food parcels enable organisations to retain good help while attracting more volunteers because giving incentives increases production, safety and other things the organisation seeks to promote or do (Moore *et al.*, 2014).

#### **2.4.3.3 Skills-building programmes**

To boost the number of volunteers, institutions and organisations should offer skills-building programmes. According to Lund and Juujärvi (2018), telling volunteers that there is room for improvement will boost the number of people ready to volunteer. Organisations that teach volunteers leadership and digital skills attract more volunteers. Furthermore, people are more inclined to volunteer for a project if they receive a letter of reference and a certificate for their efforts, as these can be used to help community members seeking employment (Dempsey-Brench and Shantz, 2021). People are more likely to volunteer when they have confirmation that the organisation offers a free professional development session because that will better their lives in the long run. Furthermore, businesses are more likely to attract more volunteers when they provide business discounts because it will make the volunteers feel appreciated by the organisation.

Volunteers who receive a reference and a volunteering certificate, according to Lund and Juujärvi (2018), are ideal candidates for future paid positions. These credentials and recommendations demonstrate the candidate's abilities and dedication while volunteering, increasing their prospects of finding work. According to Whittaker *et al.*, (2015), organisations can attract many volunteers by teaching new volunteers the skills that they will need to function properly and effectively as part of the organization by creating a training plan. This is important because some people do not volunteer because they fear they lack the skills needed for that position, so having a training plan will increase the number of people available to participate. Many volunteers are charged with complicated tasks that take a lot of understanding and knowledge to do correctly, which is why offering of the training is very important to volunteers, and in turn this will give other volunteers the freedom to volunteer because they know they will be taught the skills necessary to do the job (Dempsey-Brench and Shantz, 2021). Moreover, programmes that offer training have access to many volunteers because they are not limited by Grade 12 and anyone can volunteer.

#### **2.4.3.4 Educate the candidate about volunteerism**

Another strategy for inviting community members into volunteering is to help the candidates to understand the impact their volunteering will have (Stukas, Hoyer, Nicholson, Brown and

Aisbett, 2016). Moreover, this can help to motivate them to volunteer some more, even inviting other people by sharing their contribution with others. According to Stukas *et al.*, (2016), institutions and organisations need to show the volunteers the results. Letting volunteers know that they are making a difference in their community will motivate them to volunteer again. Because people volunteer for a variety of reasons, one of the advantages of volunteering is the opportunity to meet new people. People's anxieties and self-doubts should be addressed quietly by telling them that volunteering with that group will increase their social interaction and networking (Anderson *et al.*, 2014).

According to Agathangelou (2015), educating people about volunteering and its benefits helps to connect individuals with other marginalised groups with whom they share the same interests. Knowing that a person will be working with people who share common interests or traits might motivate people to volunteer. Moreover, when people are educated about volunteering it improves communication and skills which leads to improved productivity for the project and the volunteers (Dempsey-Brench and Shantz, 2021).

#### **2.4.3.5 Interpersonal connection**

According to Anderson *et al.*, (2014), interpersonal connections are social connections between two or more people such as friends, loved ones, acquaintances, co-workers and anyone who makes a social connection to your life. Another strategy for inviting community members to volunteer in community projects is through interpersonal connections. For example, organisations can use their existing networks to tell people to come and volunteer by using the 'bring your friend' approach (Lund and Juujärvi, 2018). This approach is based on creating direct, personal and friendly connections with candidates to increase the chances of individuals volunteering. According to Anderson *et al.*, (2014), personal connections will show unemployed community members that the organisation that needs volunteers sees them as interesting and important people, which increases their chances of volunteering with that organisation.

### **2.5 EMPIRICAL STUDIES**

One of the research studies related to this research topic is by Kee *et al.*, (2018) "Why do older adults stop volunteering?" This study focuses on the factors that deter senior citizens from volunteering in the society. The research findings of Kee *et al.*, (2018) provide the research study with factors that affect older citizens and why these factors deter them from volunteering. Such views by the authors enable this study to answer the research question "Which factors

deter community members from volunteering in the CSW programme in the eThekweni Municipality?”

Another research study that is similar is by Hunter and Ross, (2013) “Stipend-paid volunteers in South Africa: A euphemism for low-paid work?” which provides this research with literature about how giving volunteers stipends decreases the number of community members that are willing to volunteer. According to Hunter and Ross (2013), once people are given a stipend for volunteering, to most of the volunteers it stops feeling like volunteering and more like underpaid work.

Lachance (2020) is the author of another article that is related to this research study: “COVID-19 and its impact on volunteering: Moving towards virtual volunteering” For example, Lachance (2020), argues that even though the lockdown and COVID-19 made it almost impossible to volunteer, online volunteering became popular as a new way to volunteer and help those affected by the pandemic. Such views by the authors enable this study to answer the research questions and other emerging themes.

Another article related to this study is by Seddighi and Salmani, (2018): “Online volunteering, a way to reduce health inequalities: a review study” Online volunteering is an easy and safe way to volunteer time and expertise during this pandemic. People can log in a request for help from anywhere around the globe and those who are willing to volunteer are not limited by their geography because the virtual space can be accessed from anywhere in the world. Such views by the authors enable this study to answer the research question “What factors promote community members volunteering in the CSW programme in the eThekweni Municipality?” CSW can also use online volunteering to try and attract more people to volunteer for the programme.

The last similar article to this research study is by Robertson (2020), “Enhancing Leadership Skills in Volunteers”. This article explains some of the important benefits for volunteering, especially for the unemployed. According to Robertson (2020), volunteering exposes community members to a world of different skills, some of which include leadership skills, team building and management which are needed when applying or looking for employment. Such views by the authors enable this research study to answer the research question “How can community members be invited to volunteer in the CSW programme in the eThekweni Municipality?”

## **2.6 CONCLUSION**

This chapter performed three tasks. First, it presented the conceptual framework by unpacking voluntary participation in CSW, volunteering, participation, and Cleansing and Solid Waste. Secondly, it described the community participation theory as the theoretical framework appropriate for theorising on the research problem, namely the low volunteer turnout in the CSW programme in the eThekweni municipality. Further discussed was the community participation theory origins, explanation of the theory, the criticism of community participation, the strengths and limitations of the community participation theory, and its relevance. Thirdly, the chapter reviewed literature which is relevant to the objectives of the study, namely factors that are in favour of volunteering, factors that deter volunteering and the methodology of the strategies for inviting people were adopted for this study.

## **CHAPTER 3**

### **RESEARCH METHODOLOGY**

#### **3.1 INTRODUCTION**

This chapter presents the research methodology of the study. It describes how the study was conducted with a focus on the research paradigm, research design, sampling, research methods, data analysis, credibility and triangulation, ethical consideration, and limitations of the study. In research problems based on Social Science, each study is unique and research experiences are rarely the same. Mishra and Alok (2022) indicated that the researchers in this field describe themselves by the number of steps that should be considered when studying a research problem. The methodology is appropriate for the main research question: what factors promote community members volunteering in the CSW programme in the eThekweni municipality? And how can community members be invited to volunteer in the programme.

#### **3.2 RESEARCH METHODOLOGY**

The research methodology is a scientific investigation with the aim of learning new information and testing out fresh concepts (Gupta and Gupta, 2022). It is the methodical gathering, analysis and interpretation of statistics to provide new data, respond to a specific question or solve a challenge (Merriam, 2019). According to Ma (2015) the research methodology provides motivation for the procedures and techniques used in the study. The methods that make up research techniques include gathering data, presenting and analysing data, and interpreting data (Ma, 2015). This approach provides the framework for achieving the study's stated fundamental goals, namely to describe the factors in favour of the volunteering of community members in the CSW programme in the eThekweni Municipality, to explain factors that deter community members from volunteering in the programme, and to describe strategies for inviting community members to volunteer in the programme.

##### **3.2.1 Research paradigm**

The aim of this study is to invite more community members to volunteer for the CSW programme in the eThekweni Municipality. This study employed the interpretivist paradigm, which offered a structured method for gathering data, analyzing information and summarizing the findings. The interpretive paradigm seeks to comprehend and make sense of the universe (Merriam, 2019). According to Rehman and Alharthi (2016), an interpretivist paradigm is a methodical approach centered on understanding the interpretations and meanings that humans

give to activities. The purpose of interpretivism is to have a better understanding of social reality through the eyes of the participants. Data obtained using the interpretive technique, for example, provides in-depth knowledge that is more descriptive than data collected using the positivist approach, which shows trends but does not explain why.

The study employed a variety of qualitative research approaches, including interviews, group discussions, and participant observation, in order to gain a better understanding of the participant's actions in a real-world setting. As a result, in this study the interpretivist paradigm approach was employed to gather data on what factors deter community members from participating in the CSW programme in the eThekweni Municipality. In previous years, CSW has had a low turnout of volunteers to clean up their areas. Municipality solid waste management, on the other hand, has emerged as one of the most significant difficulties facing environmental protection authorities in emerging countries (Nanda and Berruti, 2021). The interpretivist approach aims to comprehend social realities from the perspectives of the participants, resulting in in-depth knowledge (Goldkuhl, 2019). The researcher was able to answer questions such as how community members will be invited to volunteer in the CSW programme and what criteria encourage community members to volunteer in the CSW programme.

Interpretivist methods think that society and reality are multi-layered and complicated, which means that a single phenomenon can be interpreted in various ways (Goldkuhl, 2019). As a result, in order to understand how people interpret and behave within their social context, research approaches such as participant observation and interviews will be used in the study (Elshafie, 2013). Furthermore, the interpretivist viewpoint holds that the majority of our knowledge is received through social processes such as consciousness, shared meaning, language and other aspects of society that have meaning for people.

### **3.2.2 Research design**

Research design is the rough draft or blueprint of the objectives for carrying out a study (Muzari, Shava and Shonhiwa, 2022). It is described by Sileyew (2019) as the full research, from conceptualizing a problem to drafting the final report. According to Maxwell, Delaney and Kelley (2017), research produces and analyses information in such a way as to achieve the study aim. This shows that the research design refers to the study used to gather and analyse data relevant to the research objective. The aim of this study is to invite more community members to volunteer for the CSW programme in the eThekweni Municipality. A qualitative

research methodology was therefore appropriate for this study. The importance of this methodology is that it enables the researcher to collect personal experiences of the participants as they happen (Muzari, Shava and Shonhiwa, 2022). The method enables the researcher to understand the factors that deter community members from volunteering for the programme in the eThekweni Municipality and describes strategies for inviting community members to volunteer for the programme in the eThekweni Municipality. This section discusses the descriptive qualitative design that has been used in this study.

### **3.2.2.1 Descriptive qualitative design**

Descriptive research is described as a powerful tool that allows a researcher to obtain information systematically which describes a phenomenon, situation or population (Kumar, 2018). The study used a descriptive research design because this design is useful for answering questions like how, what, who, and when. For example, how can community members be invited to volunteer in the CSW programme in eThekweni Municipality? Therefore, it will be able to identify information that is based on inviting community members to volunteer. Mishra and Alok (2022) state that the main aim of descriptive research is to present a set of explanatory circumstances.

The study employed a descriptive research design to investigate the factors that deter community members from volunteering in the CSW programme in eThekweni Municipality. This research design allowed the researchers to gain a variety of information from the respondents regarding the factors that deter community members from volunteering. This helped to analyse the reason for the low volunteer turnout. The research design also offers relevant aspects of the phenomena of the profile for researchers that describes the interests of an organisation, industry, and individual. According to Kim, Sefcik and Bradway (2017), the emphasis is on the current circumstances or how a person, organisation or item acts or works right now.

In order to gain a deeper understanding of specific participants, including their views, perspectives and attitude, qualitative research is more comprehensive and typically requires a huge gathering of data from numerous sources (Nassaji, 2015). On the other hand, Kim *et al.* (2017), state that many scholars believe that “qualitative descriptive” is a realistic and acceptable title for a qualitative research design, and they endorse it. While techniques such as phenomenology, ethnography and grounded theory are qualitative in nature, they are not solely descriptive in nature because they do not tend to explain phenomena.

### **3.3 SAMPLING**

According to Rai and Thapa (2015), sampling refers to the study's target population. Sampling involves selecting a population at the consultant's discretion and using the information acquired as a study record (Maxwell *et al.* (2017). In qualitative research, sampling is done to obtain a thorough understanding of the matters being investigated Sileyew (2019). Sampling is a method of selecting a small number of individuals from a larger group in order to estimate or forecast a fact, circumstance and/or outcome pertaining to the larger group Sileyew (2019). The study used purposive sampling to collect data. Through the use of purposeful sampling the researcher can choose respondents based on their theoretical familiarity with and comprehension of the research ,ensuring that the most pertinent respondents are involved in the final sample (Onwuegbuzie and Collins, 2017).

The study has include participants with a South African citizens and exclude foreigners. The study include participants who residing in the area of eThekweni more than 5 years. Participants that residing in the area less than 5 years were excluded in this study. Participants that are minors were excluded in the study and participants above the age of 18 were included. The study also include different races was not only focusing on one race. The study sample the participants that was contacted for interviews schedule and exclude participants that is not contacted. The limitation in this study include time required to gather full list of a specific populations and contact list.

#### **3.3.1 Purposive sampling**

The purposive sampling sometimes reffered to as a subjective sampling is a non-probability sampling technique where the research utilises their judgemnt to choose factors for the sample group (Etikan, Musa and Alkassim, 2016). The researcher can gather qualitative responses through the use of purposeful sampling, which yields more insightful and accurate study findings (Johnson, Adkins and Chauvin, 2020). Campbell *et al.* (2020) state that many people believe that purposive sampling is as simple and straight forward as it is complex. It is used to match better samples to the researcher's goals and objectives, improving the study rigour and reliability of the data and result. Therefore, in this study purposive sampling was used to gather straightforward information on what factors favour volunteering and to understand factors that deter community members from volunteering in the CSW programme in the eThekweni municipality.

In order to detect and choose people who have knowledge or experience with an interest phenomenon, purposive sampling is performed (Colorafiand and Evans, 2016). This study selected 9 youth and adults between the ages of 18 and 60 years who were sampled to participate and give their opinion on the study questions. The study further selected two eThekweni municipality officials and one ward councillor, therefore a total number of twelve participants was sampled to take part in this study. The study employed purposive sampling which is also known as judgmental sampling methods. It simply implies that the researcher was able to choose situations for this study that were information-rich, using judgmental techniques. Rai and Thapa (2015), described purposive sampling as a non-probability sampling technique where the researcher chooses respondents depending on the actual goal connected to the study question. The researcher sampled 12 participants distributed as previously shown in Table 1.1.

### **3.4 RESEARCH METHODS**

Research methods refers to the procedures that researchers employ when doing their research (Gounder, 2019). It also refers to all techniques that the researcher employs when analysing the research problem. Since the goal of research is to find a solution to a specific problem, a solution can only be found through connecting the known and unknown parts of the problem (Gounder, 2019). These methods were discussed as follows:

#### **3.4.1 Interviewing**

Interviews were the primary data gathering tool used in this study. According to Alshenqeeti (2014) conducting interviews is a “natural and socially acceptable” method of gathering data because it can be applied to a range of contexts and subjects. Face-to-face interactions between participants and qualitative researchers are common. Because qualitative research is conducted in the participant’s natural setting (home), researchers frequently encroach upon persons’ lives in their search for rich information to describe the factors in favour of the volunteering of community members in the CSW programme in the eThekweni Municipality, to explain factors that deter them, and describe strategies for inviting them to volunteer for the programme.

Interviews is another technique employed in the research study to collect data. In response to the request, Open-ended interview questions that reflected the theoretical background of this study were created and sent via email to all participants. The reasons for this are for purposes of having a preview of the questions and being prepared. Interview is a direct method to gather information in a face-to-face setting and is suited for use with people who are uneducated or semi-illiterate (Mann, 2016). According to Opoku, Ahmed and Akotia (2016) primary data

collection methods include semi-structured questionnaires and semi-structured interviews (personal interviews).

The study has employed semi-structured interviews to identify the dwellers' views about factors that deter community members from volunteering in the CSW programme in the eThekweni municipality, and factors in favour of the volunteering and strategies for inviting community member to volunteer in the CSW programme. Fifteen open-ended interview questions were prepared (see Annexures A, B and C). The questions used by the researcher are a good way to collect data, with the same precisely worded questions in equal order to the interviews. According to Brinkmann (2014), structured interviews are primarily based on the belief that questions are worded in a clear unambiguous way that is comprehensible to the interviewee. Merriam and Tisdell (2015), for the proper accuracy of the transcripts, audio recording ensure that all the interviews are recorded. The researcher interviewed 12 participants distributed as per the following table:

**Table 1.1 Table of Participants**

<b>Gender</b>	<b>Community Members</b>	<b>eThekweni Municipality Officials (CSW Division)</b>	<b>Councillor</b>	<b>TOTAL</b>
F	5	1	0	6
M	4	1	1	6
<b>Total</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>12</b>

### **3.4.2 Semi-structured interviews**

Semi-structured interviews were used in the study as they are most suitable ones. They can elicit more personal responses and views about the unpacking of voluntary participation of community members in the CSW programme in the eThekweni Municipality. Semi-structured interviews enable recurrent data review to look for new themes and maintain participant integrity (Noble and Smith, 2015). This study used a semi-structured interview since it has the benefit of being sensibly objective and allowing for individual replies (Kallio, Pietilä, Johnson and Kangasniemi, 2016). According to Jamshed (2014), interviews are a common method of acquiring qualitative research data because people believe that speaking is natural. Using a tape-recording for each interview, the researcher was able to focus without being interrupted. According to Creswell (2018), one advantage of using a tape recorder throughout the interview is that it enables researchers to compile more thorough data than note collecting. The researcher was able to interview two participants per day in their houses on weekends because the sample

size was small. Interviews took one to two hours using a semi-structured interview. Participants frequently shared their past experiences regarding volunteering in the interviews. A few restrictions came up during the procedure. Interview appointments were planned so as not to interfere with the participant's commitments.

The study used semi-structured interviews to gain the residents' views on factors that deter community members from volunteering in the CSW programme in the eThekweni municipality, factors in favour of the volunteering, and strategies for inviting community members into volunteering for programme. The semi-structured interviews used customary open-ended questions and were successful in eliciting rich and varied information from participants (Creswell, 2014). The questions used by the researcher were a good way to collect data, with the same precisely worded questions in equal order. According to Brinkmann (2014), structured interviews are primarily based on the belief that questions are worded in a clear unambiguous way which is comprehensible to the interviewee. The researcher will interview 12 participants distributed as per Table 1.1.

According to Aka (2019) a mailed questionnaire would not be able to provide as deep an insight into the respondent's attitudes and the factors that led to them. Because it allows for the expression of viewpoints, the researcher determined that semi-structured interviews are often the most suitable for interview studies in development-related research, and used them as a significant tool for this study. The semi-structured interview enabled the researcher and participants to develop a personal and committed relationship. As more volunteers came to trust the researcher and comprehend the goals of the study, more data was produced. In comparison to other methods, the semi-structured interview was able to produce richer and more valuable data because it was dependent on items from the interview guide (Merriam and Tisdell, 2015).

### **3.4.3 Document analysis**

In this study, data analysis was used as a secondary approach to collect data. This was chosen because, in some cases, documents could reveal interactions and daily routines related to the research problem (Ma, 2015). It was applied to this study's interview-based data in order to support, confirm and improve and enrich it. As a method of gathering data, document analysis focuses on all forms of written communication that could provide an insight into the research problems (Maxwell, 2017). In order to analyse documentary evidence and respond to specific research questions, the study employs document analysis a type of qualitative research (Frey,

2018). In order to develop insight and empirical understanding of the construct being researched, document analysis like qualitative research analysis methodologies, necessitates repeated review, study and interpretation of the data (Taherdoost, 2021). This involves the collection of data from relevant published research material, research reports and related documents available online and in libraries for critical analysis, such as Government reports and eThekweni Municipality reports, white papers, review strategies, annual reports, quarterly surveys, the Integrated Development Plan for CSW, interventions dedicated to volunteerism and other relevant reports. To achieve a convergence and corroboration, qualitative research must incorporate several (at least two) sources of evidence and make use of a variety of data sources and methodologies (Morgan, 2022).

### **3.4 LITERATURE REVIEW**

A literature review was conducted allow the researcher to state the significance of the problem, develop the research design, and connect the study's findings to prior knowledge and suggest future research (Kallio *et al.*, 2016). It also allowed the researcher to access the findings of studies that were closely related to the one being conducting (Creswell, 2017). A literature review allows the researcher to recognise methodological approaches that have previously been employed to investigate comparable phenomena and recognise contradicting findings (Ngulube, 2015). It also provides comparisons to the social scenes that were witnessed, a scholarly language to combine accounts, or analytical frameworks to analyse data (Kallio *et al.*, 2016). A literature review was conducted to allow the development of a theoretical or analytical framework that will serve as a scientific foundation for the study interpretation of the facts collected in the field.

Throughout the investigation, secondary data were used to collect information and offer strong support for the topic on hand. Secondary data are those which have already been gathered for purposes aside from the current issue. For this study, secondary data was gathered by consulting books, articles, and journals associated with volunteerism. Secondary data was very helpful in that it enhanced the depth and originality of the research, while drawing on previous results by other researchers (Mason, Augustyn and Seakhoa-King, 2021). Creswell and Poth (2016) indicated that researchers can study literature reviews and summarise the main findings from various writers. To guarantee the validity and accuracy of the study, the researcher employed a triangulation technique that included a review of the literature. The researcher used a literature review to identify unanswered questions from previous studies.

### **3.5 DATA ANALYSIS**

Thematic analysis was used in this study to examine empirical data. Qualitative analysis is used to analyse qualitative data that is a type of thematic analysis (Terry, Hayfield, Clarke and Braun, 2017). The classification and presentation of the themes (patterns) pertaining to the collected data are the part of thematic analysis. According to King, Horrocks and Brooks (2019), themes that are deliberated in the data produced through thematic analysis and actual quotations are used to help readers understand the themes. Braun and Clark (2013) the researcher help by the thematic analysis to address the research questions, a narrative that shines a light on findings in relation to the research topic is established thematic analysis. The ability of thematic analysis is to recognise, comprehend and analyse participants knowledge and experiences as well as patterns that appear in the data made it a suitable method for this study.

Thematic analysis is reflected to be the best suitable for any qualitative study that attempts to find employing interpretations (Braun and Clark, 2019). According to Vaismoradi et al. (2016) thematic analysis entails to categorising and presenting themes associated with collected data. It uses interpretations to cover a variety of subjects while providing in-depth data illustration. According to Tracy (2019) the researcher used data analysis in order to turn data into a narrative and draw analyse conclusion. The data analysis technique is able to breaking through the large amount into a smaller portions (Cohen, Manion and Morrison, 2018).

#### **3.5.1 Data preparation and familiarisation**

The process of data preparation entails verifying or logging the data, verifying its accuracy, entering it into a computer, changing it and creating and documenting a data base structure that combines the various metrics (Coussement, Lessmann and Verstraeten, 2017). At this stage of preparation and familiarisation the researcher organises the data well and also carried out a thorough literature review that looked at the subject from a theoretical angle. This helped with the design of the interview guide and gave the researcher access to a variety perspectives of the subject under study from academic experts. This entailed field notes, focus groups, and transcription of interviews (Dawadi, 2021). At this stage the interviewees would probably be protected by giving them pseudonyms (false names) or code numbers to ensure confidentiality and to protect their identities. The transcripts have to be cleared of the names and other identifying information of the participants (Dawadi, 2021).

According to Braun and Clarke (2021), the researcher must be familiar with the data before beginning an analysis. As a result, the researchers gave their full attention to the depth and breadth of the data they had obtained. Before conducting the analysis, researchers at this phase must make sure they have collected and comprehend their data (Creswell and Poth, 2016). At this phase of the procedure, the researchers must immerse themselves more thoroughly in the data. It usually includes watching videos or listening to audio tapes, reading the data several times, making notes and memoranda of what the researchers observe, and what they believe is happening in the data (Dawadi, 2021).

According to Mezmir (2020), this familiarisation period assists the researcher with a general understanding of the material and reflecting on its overall significance. Creswell (2018) asserts that this procedure necessitates the researcher to read the dataset again in order to identify themes and patterns. Therefore, the researcher becomes more familiar with the data by transcribing interviews. According to Roulston (2014), transcription can be a tedious, time consuming and uninteresting procedure, but is also a good way to become acquainted with the data.

### **3.5.2 Inducing**

According to Merriam and Tisdell (2015), an inductive research process “builds abstractions, concepts and hypotheses from the facts” in the hope that themes will emerge from a detailed examination of a method of observations and instances. Data analysis involves recognising themes that naturally arise from the data, which is a significant and important component of the inductive method. The researcher was now completely comfortable and had confidence in the content of the earlier transcribed data. Codes were created when the transcribing was finished. The researcher created themes by reading transcribed data which was then divided into subthemes. Braun and Clarke (2021) state that the goal of inducing is to identify the ideal amount of complexity that neither oversimplifies the subject matter nor goes beyond what can be covered in the context of a Masters dissertation. According to Merriam and Tisdell (2015) analysis advances as “tentative categories, properties, and hypotheses continually emerge and must be tested against the data”.

Dusi and Stevens (2022) contends that themes are created throughout the coding process and created from generated codes, further noting that certain starting codes create primary themes and others create sub-themes. The themes are then examined and described. When they are discovered by the researcher, these new themes and patterns are highlighted. According to

Creswell (2018), manual coding refers to the practice of a researcher noting patterns in texts using a highlighter while manually coding their data. The researcher achieved this by methodically going through the entire set of data and selecting pertinent data points from words, paragraphs and phrases. This enabled the researcher to categorise the data and separate it into several categories.

### **3.5.3 Coding data themes**

According to Theron (2015) coding is a method of organising data so that the researcher can more easily understand the underlying messages the data portrays. Coding is the crucial link between gathering data and elucidating the significance of that data. The main idea or substance of the data is captured by a code by which a descriptive construct is created by the researcher. In this study, eThekwini officials, community members and the ward councillor provided a significant amount of textual data using semi-structured interviews and the document reviews method. Data coding is carried out by selecting data points that can be used independently so that the researcher can recognise patterns and themes as they develop from participant responses (Creswell, 2013). To make sure that the study questions were fully addressed, this process was performed many times. Following the completion of the transcriptions, member checking was carried out to give the participants a chance to evaluate the transcription and check the accuracy of the data entered.

The researcher then started to analyse the topics that had been coded by grouping them into prospective themes. The data was reanalysed by the researcher who looked for new codes and overall themes. Williams and Moser (2019) hypothesises that themes must be able to respond to the study questions, and emerging themes were in line with those questions. The researcher was able to discover complementary themes in light of the literature review (Chapter 2). This enabled the researcher to identify the factors that deter community members from volunteering in the CSW programme of the eThekwini municipality. According Dusi and Stevens (2022) a good code is one that accurately reflects the phenomenon's qualitative diversity. Data is organised by encoding so that themes can be found and developed as a result.

### **3.5.4 Elaboration**

Elaboration is the process through which the researcher examines themes, codes and how they relate to one another (Assarroudi, Heshmati Nabavi, Armat, Ebadi and Vaismoradi, 2018). Thematic formulations either supported or disagreed with the conclusions drawn from the literature review and the theoretical framework applied in this study. The main goal of this step

was for the researcher to review and fine-tune the preexisting themes in order to confirm their relevance to the research topic. According to Fisher and Aguinis (2017), themes must be refined and tuned on two crucial levels. The researcher evaluated the coded data extracts at level one by reading all the coded extracts for each theme. Level two is where the applicability of specific themes to the data collection is determined (Fisher and Aguinis, 2017). As a result, the researcher checked the whole set of data again to ensure that each topic made sense in connection to it and to see if any information within a theme had been overlooked during coding. The researcher felt confident in the numerous themes it had uncovered by this point and how they related to one another and earlier works of literature.

### **3.5.5 Interpretation/ generating meaning**

Once the coding was finished and data categorised, the researcher needed to enter the interpretative mode more thoroughly. According to Willig (2014) at this stage the researcher must move beyond the factual information and careful analysis of it in an effort to provide their personal perspective of what is happening. What the researcher has observed and discovered must generate meaning. At this stage, according to Willig (2014), researchers to be more impulsive, creative and passionate. To understand what the “whole” is or might be, the researcher must look beyond the codes, categories and data bits (Maher, Hadfield, Hutchings and De Eyto, 2018). The researcher at this stage must make sure that the meaning inferred has a clear and understandable connection to the facts in order to contribute quality research. The components of the data must be connected to the overall picture. According to Rudestam and Newton (2014), it is a duty of the researcher to always respect the meaning of the participants, be reasonable in the interpretations and fully disclose the facts supporting any assertions that have been made. This stage of the data analysis process involves using data to analyse and explore the connections between the themes that have arisen, as well as connections to the researcher’s thoughts, the literature and previous research.

### **3.6 VALIDITY, RELIABILITY AND RIGOUR**

Ma, (2015) states that it is challenging to generalise findings from a qualitative study this reveals by the literature. On the other hand, Ma (2015) the study validity and reliability can be improved. In qualitative research, Cope (2014) describe validity and reliability in terms of credibility and dependabilits. Coleman (2022) He believe that including other researchers in the study and using the variety of data collection result in credibility. The use of triangulation is a significant idea. According to Merriam and Grenier (2019) define triangulation as the utilisation of many sources and detection of consistency among sources in qualitative research.

In terms of how the data will be gathered and analysed the research structure reveals the validity of the study. According to Pierce (2008) the ability of the data gathered to address the study's objectives and research questions constitutes validity.

In order to ensure that the findings are reliable, trustworthy and verifiable several processes will be addressed: validity and trustworthiness. Venkatesh *et al.* (2016), the trustworthiness of the data refers to credibility and is a greatest evaluated by the participants. Credibility is the self-assurance in the veracity of the data (Kang, 2021). According to Van Wijk and Harrison (2013) credibility means that the research should be in charge of the entire study process, establish confidence by maintaining confidentiality and keeping all promises and comprehend the phenomena of interest from the perspectives of the participants. Venkatesh *et al.* (2016), qualitative researcher's version of reliability is the dependability and refers to how consistent the study completed on time. According to Myers (2019) this criterion is supported in part by detailed descriptions of the situation, particularly as it evolves through time. The degree to which result may be verified or validated by additional sources is known as confirmability (Venkatesh *et al.*, 2016). This study will follow those procedures. Cohen *et al.*, (2013) define triangulation as an effective strategy for proving qualitative research particularly concurrent validity.

### **3.6.1 Credibility**

Venkatesh *et al.* (2016), Credibility refers to the trustworthiness of the data and is best evaluated by the participants. Kang (2021) define credibility as confidence in the truth of data. The truth value of qualitative research or whether the study's conclusions are true and accurate is measured by its credibility. This suggests that the research findings are reliable, credible, and reasonable. A manageable sample of participants was used for semi-structured interviews to assure the study's level of credibility. The participants' original arguments were evoked within their context. Digital recordings were also used to edit transcripts to verify correctness. It is partly dependent on the credibility of the researchers as well as the methodologies they use. Procedures that can be utilised to boost the credibility of qualitative investigations include triangulation, extended engagement with data, persistent observation, negative case analysis, member checks, and referential adequacy.

According to Self (2014), credibility also refers to how the people on whose behalf the research was conducted support the researcher's views. This means that the researcher's conclusions or descriptions must correspond to the participants' experiences and what they described in the

course of the interviews. In other words, if participants were to read the research findings, they must be able to recognise the information they provided even after it has been interpreted. In another way, the interpretation should not change the participant's intended meaning.

### **3.6 2 Triangulation and expert evaluation**

In qualitative research, the term 'triangulation' refers to the utilisation of several techniques or data sources to create a thorough comprehension of phenomena (Assarroudi *et al.*, 2018). Triangulation has also been considered as a qualitative research technique to test validity by comparing data from various sources (Triangulation, 2014). The importance of triangulation must be highlighted once more in this context to counteract the impact of investigator bias in order to ensure reliability. The researcher can decide how much the data and constructs that emerge from the methodological description are likely to be accepted by providing a detailed methodological description. Using meticulous transcription techniques, schematic design for systematic computer based coding and counting in qualitative research are ways to guarantee rigour and reliability (Gunawan, 2015).

To improve the quality of the study, the researcher triangulated the data. Data triangulation concentrates data on responding to the main study question and any supporting questions (Creswell, 2014). By using methodological triangulation, the researcher was able to identify methodological biases (Mills, 2014). Additionally, methodological triangulation prevents the temptation to rely on one approach and ensures that the numerous data sources provide additional avenues for validating the result of other methods (Moon, 2019). The study's credibility was enhanced by data from numerous sources that supported and clarified the research question (Marshall and Rossman, 2014).

### **3.7 ETHICAL CONSIDERATION**

When conducting human affairs ethical consideration principles and concept should be maintained (Bhasin, 2020). Ethical guidelines ensure that no one behaves in a way that is detrimental to society or a specific person. The University of Kwazulu-Natal Humanities and Social Sciences Research Ethics Committee approved the ethics for the project. Participants were emailed information pamphlets outlining the purpose and objectives of the research. The interview questionnaire and informed consent were emailed prior to all interviews (Annexure C). Employing strategies that help to assure honesty when collecting data is one technique that ensures it is acquired ethically. This involves making certain that those who agree to participate in the study are aware of their freedom to decline and are participating freely (Arifin, 2018).

According to Cox, Suarez and Marya (2023), ethical principles give the researcher a foundation on which to assess their own behavior. When conducting face-to-face interviews with a vulnerable group of participants, ethical concerns become more prominent (Arifin, 2018), at the same time adhering to the ethical committee's rules regarding the use of minors in the research projects because, according to Creswell (2014), it considers them to be vulnerable. Therefore, the researcher made sure that no participant's human rights were violated while data was being gathered. Smythe and Murray (2014) contend that ethical restrictions must be implemented. The researcher sampled only those who were above 18 years for this study. To be sure that human rights were protected, the researcher used a strict guideline.

### **3.7.1 Anonymity and confidentiality**

The data that is provided by the participants cannot be shared with anyone else without their permission. When there was supervision, the researcher made the participants aware of the possibility of sharing information with the supervisor. All the participants sampled in this study were informed of the confidentiality of the information they provided during the interviews. As a result, neither the participants' identities nor their home addresses were shared during the interview. It is implied by the anonymity that the researcher withholds the participants' names (Lancaster, 2017). Therefore, during the research for this study, participants were promised that they would remain anonymous. During the interviews, to prevent the participant's identities from being revealed, a false name was given to each participant. Petrova, Dewing and Camilleri (2016) claim that doing this shields research subjects from any harm that might come from taking part in the study.

Although the nature of the study was not sensitive, the researcher verbally agreed to keep participants' privacy confidential (Creswell, 2014). The safety opinions that might be offensive to the municipality had to be kept private (Hoft, 2021). Then the participants offered to provide further details. Since the majority of participants did not have a problem with being recorded, the researcher proceeded by using an audio recorder to collect data after the field work, and all the data would be stored securely (Vanclay, Baines, and Taylor, 2013). Participants had a chance to ask any questions they had about privacy, anonymity and confidentiality (Sim and Waterfield, 2019).

### **3.8 LIMITATIONS OF THE STUDY**

Numerous difficulties was encountered, during interviews with the community dwellers. Sometimes they do not want to disclose any personal information because of the fraud

happening in South Africa, or some will want something in return such as food parcels or money to draw their attention and/or participation. This would however be overcome by introducing the selected participants and clearly explaining the purpose of the study to all participants. Furthermore, there are number of challenges that researcher thinks that was encountered while conducting this study. Firstly, it was the time spent waiting for a response from the Ethics Committee after submitting the proposal. Secondly, it was the length of time spent trying to get the Gatekeeper's letter from the eThekweni municipality to conduct the study. Another problem a researcher was encountered was to getting participants to agree to take part in the study. Once the participants agree to participate it was the different times each individual is available. Furthermore, the researcher had a significant financial difficulties due to the cost of buying stationery, recording tape, printing informed consent form, transportation expenses and language editor money. Due to the researcher full-time employee, there may not be enough time to complete the study. The participants could occasional be too busy taking care of their own business or to attending earlier scheduled appointments to make time for the researcher. Logistical challenges was costly and time-consuming process for meeting the community members to participate in the research study.

### **3.9 CONCLUSION**

This chapter provided an overview of the research methodology. It discussed and described the result of the research design, sampling strategy, and data collection techniques and data analysis. Further discussed was how the study validity, reliability and rigour improved. The chapter also discussed the ethical considerations and limitations of the study when gathering data. The findings and interpretation of the data will be discussed in Chapter four.

## **CHAPTER 4**

### **PRESENTATION OF THE FINDINGS**

#### **4.1 INTRODUCTION**

Chapter 3 discussed the research methodology of the study. This chapter presents the findings and discussion of data collected regarding unpacking the voluntary participation of community members in the Cleansing and Solid Waste (CSW) programme of the eThekweni Municipality. The researcher used face-to-face interviews and document analysis to collect data for this research project. The data collected were coded using qualitative inductive codes. Using inductive codes helped the researcher to group the data according to themes, and analysed the data according to these themes (Kynngäs, 2020). In this research study, inductive coding helped the researcher to organise the data so that it made sense of the scope coverage of the dataset.

The project was to answer the following research questions:

- What factors promote community members' volunteering in the CSW programme in the eThekweni Municipality?
- Which factors deter community members from volunteering in the CSW programme in the eThekweni Municipality?
- How can community members be invited to volunteer in the CSW programme in the eThekweni Municipality?

The data interpretation and analysis wanted to achieve the following research objectives:

- To describe the factors in favour of the volunteering of community members in the CSW programme in the eThekweni Municipality.
- To explain factors that deter community members from volunteering in the CSW programme in the eThekweni Municipality.
- To describe strategies for inviting community members into volunteering in the CSW programme in the eThekweni Municipality.

#### **4.2 PARTICIPANTS**

Chapter 4 of this research project analysed data from respondents from which discussions emerged, and the researcher interpreted the data to generate findings. However, the findings that are presented in this research study were based on the respondents' subjective views not that of the researcher. The research study used interviews to collect data from twelve

participants, two of which are eThekweni municipality officials, nine are community members and one ward councillor. They all wished to remain anonymous so they can speak freely. They participants were coded for anonymity and easier reference in the data presentation and analysis (See Table 4. 1).

Table 4.1: Table of participants' codes and brief profile

<b>Category of Participant</b>	<b>Gender</b>	<b>Code</b>	<b>Age</b>
1. Ethekwini Municipality official	Female	EM1	45
2. Ethekwini Municipality official	Male	EM2	52
3. Councillor	Male	C3	59
4. Community member	Female	CM4	38
5. Community member	Female	CM5	29
6. Community member	Male	CM6	35
7. Community member	Female	CM7	24
8. Community member	Male	CM8	40
9. Community member	Male	CM9	42
10. Community member	Female	CM10	46
11. Community member	Female	CM11	25
12. Community member	Male	CM12	34

EM stands for EThekwini Municipality;, CM stands for Community Members;, C stands for councillor.

### **4.3 FINDINGS OF THE STUDY**

Themes and subthemes were drawn from field data and were used for logical data analysis. They are: participants` understanding of volunteering for CSW, factors in favour of community members` volunteering for CSW, factors that deter community members from volunteering in CSW, and invitational strategies for volunteering in CSW. (See Table 4.2)

**Table 4.2 Themes and sub-themes**

Themes	Sub-themes
4.1. Participants' understanding of volunteering for the CSWP	<ul style="list-style-type: none"> <li>• Getting a paying job at the CSW.</li> <li>• Stigma attached to volunteering for the CSW.</li> <li>• Volunteering during the floods of April 2022.</li> <li>• Volunteering is a social behaviour.</li> <li>• Passive volunteering for the CSW.</li> </ul>
4.2. Factors in favour of community members volunteering for the CSWP	<ul style="list-style-type: none"> <li>• Volunteering rewards and economic freedom.</li> <li>• Volunteering for the CSW is a good opportunity.</li> <li>• Volunteering to network and meet new people.</li> <li>• Many community members are introduced to the CSW through religion and politics.</li> <li>• Responding to recycling waste education.</li> <li>• The drive by CSW to partner with other organisations in the community.</li> <li>• The broad drive by CSW to partner with celebrities and the rich elite.</li> </ul>
4.3. Factors that deter community members from volunteering for the CSWP	<ul style="list-style-type: none"> <li>• Community members do not know about the CSW and its volunteer programmes.</li> <li>• Community members are ashamed of working with waste at the CSW.</li> <li>• Political parties influence how community members volunteer, and those for which they volunteer.</li> <li>• Community members blame the CSW for the uncollected waste in their communities.</li> <li>• Uncollected waste causes disease and an unsafe environment.</li> </ul>
4.4. Invitational strategies for volunteering for the CSWP	<ul style="list-style-type: none"> <li>• The CSW should create awareness and hold campaigns about solid waste management in communities.</li> <li>• Educating community members about keeping a clean environment.</li> <li>• Previous volunteers should be prioritised when job opportunities arise at the CSW.</li> <li>• Cleaning waste and creating food gardens in communities.</li> <li>• Educating community members about the 'three RRRs' (Recycling, reuse, and recovery).</li> </ul>
4.5. Suggestions to keep volunteering as an ongoing practice in the CSWP	<ul style="list-style-type: none"> <li>• CSW should have recognition awards for volunteers.</li> <li>• Proper training for volunteers.</li> <li>• The Municipality should work together with trusted organisations such as churches and Community-Based Organisations (CBO).</li> <li>• Volunteers should be prioritised when job opportunities arise at the CSW.</li> <li>• Awareness campaigns about illegal dumping sites within the community.</li> <li>• The Municipality should form a Volunteer Coordination Office (VCO) to mobilise volunteer community members.</li> </ul>

### 4.3.1 Participants' understanding of volunteering

Participants were required to explain their understanding of volunteering (Interview Guide, Question 1). The concept of volunteering is complex and each person has a unique view of what it means. All twelve participants have an understanding of what a volunteer does in the community. Emerging data has revealed that people are aware of what volunteering is. The interviews confirm the following finding quotes:

*“Volunteering is when you donate your time and skills for free for a community project or activity. Volunteering assists by socially experiencing shared community experiences and giving people common goals and purpose.”* (EM1 and CM7)

*“It is to perform duties willingly without expecting any form of remuneration. This is normally done as a philanthropic gesture which shows that you subscribe to the development of the community, families, and individuals. Volunteering is a broad concept or practice as it may be more complex when the intentions and ulterior motives for volunteering may be interrogated, as lately, one has not a huge of young people volunteering with the hope of securing a paid job.”* (C3)

*“Volunteering is an activity that is given by someone offering his or her time to any cause or Organization without receiving any form of remuneration. Although it may be a “free service”, it does have a benefit for both the organization and the volunteer. The Organization's benefit is offering a service that encourages social cohesive relations with its local communities. The volunteer's benefit would be fulfilling his or her civil obligation or moral responsibility to a community or the experience gained, for future employment.”* (EM 2)

*“I think it is one's choice and personal way of helping anyone with work they can do or can no longer do especially being disabled or advanced in age. For me, Volunteering is a self-chosen act or doing helping activities for whatever length of time for no reward. I can do the activities alone, in a group of interest, with members of the same interests, and address a specific need of the beneficiary of my efforts. I see it as a way I would want to spend my free time every time I am not going to work. It could be one day a week or every day when on holiday just to help others. These could be institutions, individuals, wildlife, and my immediate environment.”* (CM 5)

*“Volunteering is doing work or labouring for the good of others for no remuneration as a way of helping. For me, it covers a lot of activities in the spirit of Ubuntu in which helping is at the centre. Volunteering is a set of activities undertaken out of the free will, for the public good, and where the reward is not the primary motivating factor. I would want to add that Volunteering is what I can decide to do for no concrete gain for a short time alone or on behalf of my employer for no gain for the company or organisation. Another way of explaining Volunteering is a place/environment-specific activity I would engage in for no pay, at my own time, to benefit a specific group of people, humanity in general, and even wildlife. Any activity in which I am going to spend my free time for no pay to the benefit of anyone, institution, group of people, or the environment for the good of society is what I call Volunteer” (CM6)*

Butcher and Einolf (2017) confirm these findings by indicating that volunteering is when community members are involved in local government by working with people who have chosen to dedicate their time to improving their community, well-being and just improving the quality of life in the community. For example, after the floods that hit eThekweni in April 2022, people volunteered their time to clean the sand and fallen debris on the roads so that the public could use the roads. They did not wait for the government to send officials to clean but community members themselves were calling each other and pooling their resources to clean the road. This proves that community members are willing to volunteer. That is why this research study seeks to unpack the voluntary participation of community members in the CSW programme of the eThekweni Municipality

The literature review Chapter 2 (section 2.2.1) confirms these findings. Stukas *et al.*, (2015), define volunteerism as a type of social behavior where an individual or group freely choose to spend their time and labour to assist organisations, groups, and individuals for a certain course. Furthermore, this is usually done through a non-profit organisation. However, government departments also provide many opportunities for community members to volunteer. The literature review Chapter 2 confirms these findings. Moremi (2017), supports the findings by defining volunteering as a substantial human resource that is utilised for the benefit of others or important initiatives in the community. However, Moremi (2017), also states that community members who volunteer are exploited by development programmes and this deters community members from volunteering in the future. For example, volunteers in the CSW programme can benefit in many ways, including improved mental health. Whittaker *et al.*, (2015) confirm these

findings by pointing out that volunteering has benefits which include higher self-esteem, and the volunteer gains a range of skills and talents that can lead to future employment and improved physical and mental health. The theory gives credence to these findings because the community participation theory describes volunteerism as any activity that time is given for free to benefit group or organisation. According to the community participation theory, everyone in the community who is impacted by a choice has the right to actively engage in the community decision-making process (Staples, 2012). This is because the community participation theory describes the process of assisting underprivileged and minority groups in a community to develop their capabilities and improve their lives.

All twelve participants understand the principles of volunteering. However, participants such as C3 acknowledge that many youths volunteer in the hopes of securing a paying job in the CSW. The councillor accused community members of having ulterior motives when they volunteer because they do not volunteer to give back, but community members, especially young people, volunteer because they are unemployed.

#### **4.3.2 Factors in favour of the volunteering of community members in the CSW programme in eThekweni Municipality.**

The eThekweni Municipality faces a lot of service backlog and volunteering can help to bridge this gap because it can be a key aspect which does not need any budgeting. Community members can volunteer and help to lower the service delivery backlog while also gaining experience that can be used in their future endeavours. Volunteering promotes economic, social, psychological, and political growth in the community which in turn encourages community members to volunteer.

Participants were asked to explain factors that motivate community members to volunteer in the CSW programme of the eThekweni municipality. All participants shared their views on this. Emerging data has revealed some of the five factors that promote volunteering in the CSW programme at the eThekweni municipality, namely volunteering rewards and economic freedom, volunteering to network and meet new people, observing religious and political education, the broad drive by CSW to partner with celebrities and the rich elite and responding to recycling waste education. Participants clearly articulated their understanding of these factors.

#### 4.3.2.1 Volunteering rewards and economic freedom.

All nine community members who were interviewed point out that there are no job opportunities so they volunteer for the CSWP with the hope that somehow the municipality may give them some money. Therefore community members view this as economic freedom. These findings are supported by the following quotes:

*“There are no jobs so if they volunteer in CSW the programme, somehow the Municipality may give them small tokens in cash. Some join to keep occupied, and active and make names for themselves in the municipality. South Africa being a democracy, some community members can be motivated by the spirit of activism, belonging to an association, working together with others, and remaining active in associations thus finding V an appropriate space for ideals.” (CM6)*

Dwyer *et al.* (2013) confirm these findings by mentioning that volunteers are motivated by economic freedom when they volunteer. Sometimes it happens that a person must pay transport money to go to the site where they volunteer and when community members are not working, volunteering becomes a challenge because they do not have the resources to do so. Moreover, when volunteers are given a stipend, it encourages them to volunteer because they do not have to worry about the cost, and it boosts the local economy because these community members spend this stipend in their community by buying food and other necessities.

The literature review in Chapter 2 confirms these findings, Morris *et al.*, (2017), reveal that community members are more likely to volunteer in today's economic climate because volunteering allows them to gain work experience, which boosts their chances of finding a new career. When unpacking the data analysis, it was revealed that volunteering is not a problem, but it is the challenges that come with volunteering that causes problems. For example, when people volunteer they should be rewarded at the end. It does not have to be monetary but giving community members an attendance certificate will go a long way to showing appreciation of the volunteers. Veerasamy *et al.*, (2013), approve of this finding by pointing out that many psychologists believe that volunteer activities are comparable to clarity and can boost academic achievement and increase students' awareness of the responsibilities of living in a society. It also motivates youth to become active in the social issues that face their communities, which aids in the development of their human capital, which is necessary employment.

Furthermore, giving volunteers compensation for using their resources like transport money will encourage other community members to volunteer because they can do it for nothing and

there is no economic barrier for volunteers. Menyuka *et al.*, (2020) Chapter 2 confirm these findings by indicating that in South Africa the average volunteer is paid R2584 per month. This money is not a salary or wage but is transport and food money so that the volunteer will be able to arrive on time and to eat where they volunteer. The literature review Chapter 2 (section 2.4.1.4) proves these findings, The data reveals that some community members are willing to take care of their environment regardless of the fact that municipalities have employees who are paid for that work. The theory gives credence to these findings because the community participation theory describes the process of assisting underprivileged and minority groups in the community to develop their capabilities and improve their lives. Community participation according to Staples (2012), provides chances and outlets for community members to express their views on development both directly and indirectly.

#### **4.4.2.2 Volunteering to network and meet new people.**

Four participants who were interviewed felt that people participate in volunteering because they want to be associated with each other and improve their relationship with others in society. One participant reveals that when they meet to clean their environment they turn to socialise. These findings are supported by the following quotes:

*“When we participate in the CSW programme, we improve our relationship with one another in society. To clarify this, when we meet to clean our environment we turn to socialize, we know each other and gain pleasure from that. It is like when we meet to play games and sport together, this builds friendship amongst society members.”* (CM4 and CM12)

*“People want to be associated with other people. The urge to socialize and interact with other people in the area is high. Even though this does not give them any income. We are also social beings as human beings. They can be motivated to learn a new set of skills from volunteering. Since frequently educated to do the intended function, this can be useful for broadening skills. Through volunteer work, you may eventually be able to secure a position or a contract to carry out volunteer work. People participate in voluntary work because they want to be acknowledged when a position becomes available.”* (C3)

Hunter and Ross (2013) (Chapter 2) confirm these findings that volunteering helps community members to make new friends and strengthens existing connections and contacts. When sharing an activity, a volunteer is exposed to people who share similar interests and is a good way to

network and meet new people. When people from all parts of the community collaborate, they frequently discover that they have a lot in common, since collaboration enhances communication and understanding. Cunningham (2019), confirms these findings by pointing out that many community members learn or are introduced to volunteering through politics where they are asked to campaign and wear t-shirts for their chosen political party. This in turn teaches community members about the importance of volunteering, especially when their political party wins. This teaches community members the importance of volunteering and how effective it is, and why they should consider volunteering again in the future.

Whittaker *et al.*, (2015) (Chapter 2) confirm these findings by revealing that visiting new places you have never been to and having new experiences can create a new interest for the volunteer because volunteering allows people to meet each other and try new things. It also allows individuals to expand their networks and improve their social skills. Williams-Pulfer (2016) gives credence to these findings by pointing out that most of the skills learned through volunteering are the same skills that are a requirement for prospective employers. People volunteer because they want to meet their neighbourhood residents and get along with them. The theory gives credence to these findings. The community participation theory in community activities promotes social interactions because when individuals work together toward a common objective, they tend to feel more connected. Volunteering is about teamwork and making any task easier when many hands share the work “Together everyone achieves more”.

#### **4.3.2.3 Observing religious and political education**

All twelve participants pointed out that people are motivated by churches to volunteer while others join for the purpose of doing well in the name of political grouping. The participants revealed that many people are under the impression that volunteering will increase their chances of being employed by being exposed to council officials who can then know their names and faces. These findings are supported by the following quotes:

*“I believe that some of the factors that motivate people to volunteer are their religion, for example, where I am from most of the volunteering, I see in the community is done by churches and youth groups that are church-based. I do not know the CSW programme, and I have never had people or saw an advertisement that they need volunteers. Only politicians come to ask people to volunteer on their campaigns and promise those jobs but never deliver in my community.” (CM10)*

*“They can be motivated by love for one’s Municipality environment. Some want to mix with others as they do the work. Others just join for purpose of doing well in the name of political grouping. Some community members are by their nature interpersonal, motivated by their desire to fulfill their leisure activities, helping others outside the home, in the community, and joining and participating in associations. People are motivated to volunteer for CSW by the high possibilities of getting media coverage, meeting new friends, and feasting refreshments after work. Other community members are naturally sociable and open with not-so-close people and Volunteering is an opportunity for them.” (CM 5)*

The literature review Chapter 2 (section 2.4.1.1) agrees with these findings. Whittaker *et al.*, (2015), state that volunteering promotes culture because it has the potential to help community members to explore their community and visit places or heritage sites they have never been to. For example, volunteering exposes community members to other people’s cultures and way of life which strengthens social bonds in the community. Anderson *et al.*, (2014), confirm these findings by pointing out that it also allows individuals to expand their networks and improve social skills.

Emerging data reveal that political factors in the eThekweni municipality are currently the main motivating force behind the idea of people volunteering. Many people assume that volunteering will give them political status or put them in a positive political light so that if they belong to a political party this will give them a better opportunity for jobs when they are available. This influences people to volunteer under false pretensions as the intention to be a part of the municipality is not the key focus which is to be viewed positively for their political esteem. Many people are under the impression that volunteering will increase their chances of being employed by being exposed to council officials who can then know their names and faces. The theory gives credence to the findings by indicating that community participation improves democratic processes, as evidenced by an increased trust in community groups and governance. According to Christens (2012), one of the benefits of community participation is that it promotes human rights and equality. Community participation, for example, is a way for residents to solve human environmental and social issues.

#### **4.3.2.4 The broad drive by CSW to partner with celebrities and the rich elite.**

Eleven participants who were interviewed suggested that political volunteers can partner with other organisations and celebrities to encourage clean-up campaigns with community

members. These findings are supported by the following quotes:

*“Volunteers are mostly civic minded which will therefore have an active role in the political arena. Human Settlement and Infrastructure partnered with CSW by bringing South African communities, most loved soccer players Chiefs to participate in cleaning up the beach environment. This kind of initiative gives great spinoffs for the city on a political level. It shows that those occupying leadership positions, famous or celebrities also give their time to volunteer in keeping a healthy and clean environment.” (EM1)*

The literature review in Chapter 2 fails to give credence to the findings on CSW to partner with celebrities and the rich elite that motivate community members to volunteer. This is because volunteering in the CSW programme has not been studied before in KwaZulu-Natal. The most common studies of volunteering are based on COVID-19 and its impact on volunteering, moving towards virtual volunteering. Emerging data has revealed that political parties can ask influencers, celebrities, and business people to help and donate funds to the community, and community members can donate their time for that project since it will help the whole community. Furthermore, another factor that motivates community members into volunteering is that many community members prefer volunteering for a local government that is ruled by their favorite political party.

Emerging data has revealed that political volunteers can partner with other organisations and celebrities to encourage clean-up campaigns with community members. This will encourage community members to volunteer because when they see their favorite celebrities also cleaning up waste and dirt it removes the stigma that is attached to cleaning waste. For example, when unpacking the data there were community members who felt that cleaning waste is not how they would choose to volunteer their time and skills. When they see that even people on TV volunteer, that will increase the chances of more community members volunteering for the CSW project. The theory gives credence to these findings by indicating that community participation is a procedure that enhances implementation or policy and will be more successful if a wide range of stakeholders agree with it and work together to make it a reality (Carpentier, 2016).

#### **4.3.2.5 Responding to recycling waste education**

One of the participants who were interviewed revealed that people volunteer because they are dependent on waste collection for a living. They become e-wastepreneurs to bring food to

their table which is why they are motivated to clean their environment. The participants suggested that CSW should encourage recycling to minimise waste in the landfills, and conserve non-renewable energy resources, hence saving our environment for future generations. These findings are supported by the following quote:

*“In my community, there are many people who are wastepreneurs which means people who recycle waste for a living. Community members who are Entrepreneurs in recycling waste such as paper, cans, and plastic products, which are sold at the local Buy Back Centre. Adopt a Spot program encourages communities to volunteer their time by cleaning their surroundings such as the road verge next to one's home.” (EM2)*

Baruch *et al.*, (2016) confirm these findings by pointing out that in any community in the eThekweni municipality, there are already people who depend on waste collection for a living. For example, recent studies have shown that the number of waste that is recycled by community members has increased by 45% in the past 5 years. Emerging data also revealed that the CSW programme works with other organisations in the community to deliver various initiatives. These organisations create jobs and expose community members to different fields where they gain all kinds of skills that can be used for future employment. The CSW acts as a bridge between community members and these organisations, because when people volunteer for the CSW project it provides a sense of community and improves social relationships with other people which promotes social cohesion and economic growth. These findings are confirmed by (Holdsworth and Brewis, 2014). Hobbs and White (2016) also confirm these findings by pointing out that people are more likely to volunteer for community initiatives when the local government is involved because it is the government that is closest to the people. Local government has the means to unite community members and encourage them to participate in CSW programmes. The theory gives credence to these findings because when people from various parts of the community come together to collaborate on a project, they frequently discover they have a lot in common, since collaboration increases communication and understanding (Bovaird, 2007).

#### **4.3.3 Factors that deter community members from volunteering in the CSW programme in the eThekweni Municipality.**

The data revealed that community members do not volunteer to help other community members or community initiatives, but because they need employment. Volunteering gives them hope that they will get a job after they have volunteered for a certain project. Through volunteerism,

community members can build capacity in the community by volunteering their time and skills to improve relationships between community members and build social capital for collective benefits to the community.

Participants were asked to explain factors that deter community members from volunteering in the CSW programme of the eThekweni Municipality. All twelve participants shared their views on and their ideas, information, and opinions were crucial in clarifying the factors. Participants identified five factors that deter volunteering for the CSWP in the eThekweni municipality namely i) community members do not know about the CSW and volunteer programmes; ii) political parties influence how community members volunteer, and what they volunteer for; iii) community members blame the CSW for the uncollected waste in their communities; iv) uncollected waste causes disease and an unsafe environment; and v) no compensation for income or job opportunities for volunteering.

#### **4.3.3.1 Community members do not know about the CSW and its volunteer programmes.**

All nine community members who were interviewed confirmed that the lack of knowledge about volunteering contributes to the lack of community participation in community projects. One participant mentioned that sometimes they are told by people who are close to a ward councillor. The participants suggested that the eThekweni municipality should use different communication platforms to advertise volunteering opportunities. The following quotes from some of the interviews confirm these findings:

*“There is a lack of education to make people aware of the importance of Volunteers in the CSW programme could be in place but not all of us know about it and that we should volunteer.” (CM7)*

*“I think what deters people to volunteer in the CSW programme is the lack of information about it. For example, I did not know about it until today when you asked me about it. And in most communities, people do not have the resources to access the internet and this takes away their access to all kinds of information, including volunteering sites and posters on the internet.” (CM8)*

The literature review (Chapter 2 section 2.4.2.2) gives credence to these finding. Morris *et al.*, (2017) confirm this by revealing that one of the reasons why people do not volunteer is a lack of knowledge about volunteering. For example, organisations are no longer canvassing/campaigning for volunteers using a door-to-door campaign. Instead, everything is

done online, which is excluding other communities from volunteering. Volunteering positions are frequently advertised alongside job postings, which makes it difficult for someone who is not looking for work to find them. Dempsey-Brench and Shantz (2021) confirm these findings that people do not understand the importance of volunteering because officials do not visit community members and teach them. The lack of knowledge about volunteering might make some individuals question the organisation's intentions and not feel safe.

Furthermore, the lack of knowledge about volunteering contributes to the lack of community participation in community projects. This is because studies by Talò *et al.*, (2014) (Chapter 2) confirm these findings by illustrating that citizen participation in local affairs leads to effective decision-making in the community. When communities are well-informed about the project they make sure that the project does not break any environmental laws or regulations. Butcher and Einolf (2017) accept these findings by revealing that people do not volunteer because they do not know about the available volunteering opportunities. The lack of knowledge about volunteering opportunities is a problem, especially in local government, because at that level of government the people in rural areas lack certain resources that are needed to access volunteering opportunities. The theory gives credence to these findings that participation is all about giving the community chance to voice an opinion, influence how decisions are made, and effect change.

#### **4.3.3.2 Political parties influence how community members volunteer, and what they volunteer for**

All twelve participants revealed another factor that deters community members from volunteering in the CSWP is that when politicians want to gain favours from communities, some parties use the platform for promises that may not be fulfilled in the future. One participant mentioned that it is a burden when it comes to job opportunities because they do not get recognition as a volunteer. The following quotes from some of the interviews confirm these findings:

*“Some believe it is business for African National Congress (ANC) supporters and cannot go there and mix with people of other political parties. When politicians want to gain favor from communities some use this platform with promises that in the future may not be fulfilled. Others stay away because the municipality has funds to employ or hire workers, CSW management companies. If we pay tax and revenue fees every month we can't be motivated to do Volunteering work where our tax should be working”* (CM5, EM2, CM4, and C3)

*“Politics deter community members to volunteer in the CSW programme. For example, as much as volunteers are providing their services through volunteering, it becomes a burden when it comes to job opportunities they do not get recognition as volunteers, while others will get a permanent job through politics but others remain as volunteers forever. This is the reason why people stop volunteering because they find it so unfair for them.” (CM9)*

Van Ingen and Wilson (2017) confirms these findings by pointing out that political parties in local government, especially at the ward level, are responsible for the small number of community members that volunteer in community projects. For example, when a political party is promising employment if people volunteer, what happens to the community members that do not support that political party? Automatically they will not volunteer. However, if political parties were to advertise projects and explain the skills and benefits to the community members and community, the project will include people of all ages, races, and political parties. Emerging data has revealed that when politicians want to gain favour with communities, some use the volunteering platform with promises that may not be fulfilled in the future. This makes community volunteers lose faith in political leadership.

Political parties do not work alone. Sometimes they work with municipal officials which makes community members trust them even more. Rodell (2013) also accepts the findings by revealing that it also discourages communities to work with municipal departments that are seen to have colluded or aligned with certain political parties because of what has happened in the past when they volunteered. Furthermore, political parties go even further to promise volunteers jobs within the municipality without thinking about the consequences for these disappointed volunteers. Williams-Pulfer (2016) (Chapter 2) of the literature review confirms these findings by mentioning that political parties always have an agenda and sometimes they use community members to push that agenda. For example, when unpacking the data about political volunteers, some of the issues and challenges that arose were that the promises made to volunteers should be kept by those who are making them because when community members are given false information, they do not just stop volunteering, but they lose trust in all forms of local government. Hobbs and White, (2016) confirm these findings.

Emerging data has revealed that even though there are political parties that use community members to volunteer for their agendas, there are political volunteers that do good and give back to the community. Suaedy (2014) give credence to these findings by mentioning that politics can be used to gain volunteers and bring about positive changes in the community.

Political parties have a huge following which influences political leaders to do well in the community knowing that community members will support them. These findings are confirmed by Williams-Pulfer (2016) who reveals that when the opposing party wins the election, community members who belong to the political party that lost tend to criticise everything that is done by the ruling party. Sometimes the information given out by ward councillors can be misleading because one participant (CM9) stated that community members are encouraged to volunteer, but that encouragement comes with empty promises which then later make community members doubt volunteering and some do not volunteer at all.

These findings confirmed by Eliasoph (2013) who emphasises that volunteering should be done by the free will of the individual, not because they have been promised something, but because they want to help, learn new skills, and share their skills and existing knowledge. In local government, political parties tell community members to volunteer and provide membership cards for that political party for community members so that they can gain employment. This strategy is used by council officials with the hopes of inviting more community members to volunteer. However, emerging data has revealed that community members do not volunteer any more because they have been lied to by council officials and this deters them from volunteering. The theory gives credence to these findings, Carpenter (2012) states that participation in the context of development is the active engagement of individuals in political parties, local governments, and developmental organisations to influence decisions that have an impact on their lives.

#### **4.3.3.3 Community members blame the CSW for the uncollected waste in their communities.**

All nine community members who were interviewed revealed a factor that deters community members from volunteering in the CSW programmes, which is that people blame CSW for the waste that accumulates in the environments they live in. Participants felt that CSW have showed that they fail to recognise their role in waste management in the eThekweni municipality. The following quote confirms this finding:

*“In places where waste accumulates or is not collected at timeously include places such as informal settlements and other informal dwellings and these have a psychological effect on people as there is a tendency towards impoverishment in these communities. For example, people in these places are already angry at the CSW for not picking up their waste, now why would they volunteer to go clean other places?” (CM11)*

The emerging data reveal that in informal settlements waste is not collected timeously, and it accumulates until the bins cannot hold any more. Gumi (2015) gives credence to these findings by revealing that waste collection in informal settlements is poor compared to other areas of the eThekweni municipality. This is due to the people who are awarded tenders to clean townships but end up not honouring their contracts to clean and pick up the waste. That is why many volunteers no longer believe in volunteering because their efforts come to nothing. Not collecting waste has psychological effects on community members when it comes to volunteering because they are already waiting for the CSW to collect waste and it is not doing this. This in turn creates a distrust of the CSW and volunteering. The findings were accepted by Elwood *et al.* (2012), who pointed out that community members have shown that they fail to recognise their role in waste management in the eThekweni municipality because community members do not want to pay for service delivery participating in waste management campaigns.

**Figure 4.1 Waste that was not collected by the CSW in one of the eThekweni municipality' informal settlements.**



*The photo was taken by Zandile Mgenge at the Isiphingo pilgrim transit camp on 22 December 2022*

Figure 4.1 shows all the waste that was not collected by CSW at the eThekweni municipality Pilgrim transit camps in Isiphingo. One of the reasons why community members do not volunteer is the lack of service delivery in their communities. Figure 4.1 gives credence to findings by confirming how waste accumulated and caused an unpleasant smell for community members after it was not collected by CSW for months. The researcher took the picture using direct observation.

The biggest challenge in waste management in informal settlements is that the animals soil the waste. These findings were confirmed by Sepadi (2022) who revealed that, in informal settlements, waste is not collected and it piles up. When there are nappies in the waste, animals rip them apart causing more waste all over the community and this deters community members from volunteering for the CSW programmes. Furthermore, community members do collect their waste and do try to recycle but the problem is with the waste management companies that do not do the jobs assigned to them.

#### **4.3.3.4 Uncollected waste causes disease and an unsafe environment.**

All twelve participants who were interviewed mentioned factors that deter them from volunteering in the CSWP. They are scared of getting diseases because CSW does not collect waste on time. Two participants revealed that when waste is not collected for a month they sometimes dig holes for the waste and burn it. The following quotes from interviews confirm the finding:

*“Volunteering can deter people to volunteer because they are scared to get the disease. People think that cleaning work is for certain people who are uneducated this will deter youth especially those who qualify to participate in the CSW Programme.” (CM12)*

*“Factors that deter people from volunteering for the CSW programme may include the social stigma attached to picking up waste as well as the physical attributes that accompany it. Waste that may have been lying around for many weeks or litter that has accumulated in specific areas do not lend to a sanitary space which then deters people from being looked at in a negative light when associated with picking up waste in public places.” (EM1)*

Furthermore, when waste is not collected, the smell can cause a lot of diseases and an unsafe environment. Shoniwa and Thebe (2020) confirm these findings by mentioning that in informal settlements children sort through the waste looking for toys and other things they can play with which leads to some of them being cut by broken bottles. The community members end up cleaning up the waste themselves.

When waste piles up like in Figure 4.1 it becomes dangerous for community members because when waste is left unattended it becomes a breeding ground for communicable diseases and small animals like rodents, mosquitoes, and rats. Chapter 2 confirms these findings by Thobejane (2022) who testifies that these vectors can increase the prevalence of waterborne

diseases such as cholera and typhoid. Moreover, the factors mentioned are part of the reason why community members do not volunteer for the CSW project.

There are many challenges caused by uncollected waste in the eThekweni Municipality. Emerging data revealed that in South Africa there are parks that are closed because people have been dumping waste there hoping that the municipality will collect it. When this waste piles up parks are closed because of the smell and the waste that is spread all over the park. These findings are confirmed by Mutyambizi *et al.*, (2020) who state that there are businesses that had to be closed because the area they used to operate in had not been cleaned and the waste has caused the environment to be unsafe.

**Figure 4.2. Some of the factors that deter community members from volunteering for the CSW programme.**



*The photo was taken by Zandile Mgenge at the Isiphingo pilgrim transit camp on 16 December 2022*

This photo was taken by the researcher who had heard that there would be a clean-up campaign for the festive season. Emerging data revealed that one of the reasons why community members do not volunteer for the CSW programmes is because they blame the CSW for the uncollected waste in their communities. For example, Figure 4.2. shows that the waste bins are full, and waste is all over the place. It looks like waste in this area has not been collected for months. The bins have fallen over, and the waste is obstructing the road.

Furthermore, if the waste shown in Figure 4.2 is left like that and not collected by waste removers, the animals tear up the plastics looking for food which exacerbates the situation since animals can carry the waste into other parts of Pilgrim transit camps in Isiphingo. Emerging data has revealed that another factor that deters people from volunteering is the fact that they

expect the ruling party to do everything in the community. Van Ingen and Wilson (2017) confirms these findings by indicating that when people vote, political parties promise them many things including jobs and infrastructure, which is why it becomes hard to volunteer after they have been promised jobs. All participants were able to give their ideas and knowledge on the factors that deter participation in volunteering for the CSW programme of the eThekweni Municipality. Their opinions were very useful. The theory gives credence to these findings by indicating that some community members may be disinterested in helping and believe that the local government, rather than citizens, should tackle the community's problems.

#### **4.3.3.5 No compensation income and job opportunities for volunteering**

All twelve participants pointed out that people do not volunteer for the CSWP because there is no monetary gain and at the same time it does not guarantee any permanent employment. One participant said it was a waste of time since volunteering does not compensate them. The following quotes from some of the interviews confirm these findings:

*“The demotivating cause is that it is little known about. There are no monetary gains at a time we are poor. People would rather rest than go into Volunteering at CSW. Some may be demotivated by the fact that perhaps no adequate protective clothing is given to volunteers. So, there is fear of contaminating airborne diseases, and the effects of chemically toxic substances that may have been disposed of in the wrong places. People fear the nature of waste the eThekweni CSWP deals with. Look at medical wastes illegally disposed of at the seashores During the Covid-19 Pandemic, there was not enough discipline in urban people to ensure that face masks are not thrown anywhere. You can also see that the municipality has not controlled minimal businesses such as barbershops, hair salons, food vending, fruit vending, and hawking making our streets too dirty particularly the disposal of waste is poor. Such makes the CSWP unattractive. Let us not forget that the eThekweni municipality mayor does not have a budget for volunteers at all.” (CM6)*

*“Economic factors that deter people from volunteering in the CSW volunteering platform include the fact that employees may be over a temporary period, Easter holidays or December summer holidays. These periods of temporary volunteerism or employment usually do not come with compensation. For example, volunteering does not financially compensate an individual it then becomes unfeasible for community members to accept volunteering over a long-term period.” (EM 1)*

In Chapter 2, Thobejane (2022) confirms these findings by mentioning that the majority of volunteers receive no compensation, although certain government and donor agency volunteers receive stipends from NGOs. Emerging data revealed that community members' volunteering also plays an important role in whether they will volunteer in the future or not. People tend to not volunteer when they are not compensated, and it becomes impossible to volunteer long-term because in South Africa unemployment is high. These findings are confirmed by Rodell (2013), revealing that people volunteer with the hopes of getting employment at the end of their volunteering process.

Emerging data reveals that there are no monetary gains at a time of poverty. People would rather rest than volunteer for CSW. It becomes hard for community members who are not working or volunteering to gain skills so that they can increase their chances of gaining employment because they do not have money. The Literature Review (Chapter 2, section 2.4.2.3) confirms these findings. Piatak (2016) also confirms these findings by pointing out that one of the factors that discourages community members from participating in volunteering is unemployment. This may be viewed as a waste of time by other community members because unemployment is a tragic phase in many people's lives. However, in South Africa, there are high levels of unemployment and people end up volunteering to get any form of income so that they can support themselves.

Chapter 2 confirms the findings by Chi *et al.*, (2021), that the stipend given to volunteers is made so that they can focus on their work and gain new skills. It has caused volunteers to decline because young people are looking for employment and a salary, and volunteering does not meet their expectations. People volunteer with the hopes of getting employment at the end of the project and this deters community members from volunteering. Gaining employment at the end of volunteering is not guaranteed. Anderson *et al.*, (2014) give credence to these findings by revealing that community members volunteer for different reasons, but emerging data from respondents shows that community members volunteer to get a job. Out of all the people interviewed, only two said they would consider volunteering even if they get nothing in return. The theory gives credence to the findings by indicating that the theory was created as a new strategy to offer the poor and minorities a stronger voice and allow them to participate in community development decision-making.

#### **4.3.4 Strategies for inviting community members into volunteering in the CSW programme in the eThekweni Municipality.**

Participants were asked to provide strategies that can be used by the eThekweni municipality to invite community members to volunteer in the CSW programme (see Interview Guide, Question 4). All twelve participants shared their opinions on the strategies that the eThekweni municipality should use to encourage community members to volunteer in the CSW programme. The participants' ideas, knowledge, and opinions were very crucial when describing strategies for inviting more community members to volunteer in the CSWP.

Participants identified five strategies for inviting community members to volunteer in the CSW programme in eThekweni, namely: i) CSW should create awareness and hold campaigns about solid waste management in communities, ii) educate community members about keeping a clean environment, iii) teach schools about volunteering, iv) provide rewards and recognition for the volunteers, and v) educate community members about the 'three RRRs (recycling, reuse, and recovery).

##### **4.3.4.1 The CSW should create awareness and hold campaigns about solid waste management in communities.**

All participants felt that the eThekweni municipality failed to campaign enough about volunteering opportunities for the community members. All twelve participants who were interviewed revealed that one of the challenges that causes people to not volunteer is the lack of information about volunteering campaigns, therefore awareness campaigning is a good strategy for inviting community members to volunteer. The following quotations support these findings:

*“Strategies to be used to invite volunteers is that the municipality should have one on one sessions with the volunteers to seek their problems and give them a chance to answer any question that the volunteers might have. This will be done to show that they are also recognized as volunteers. If there are job opportunities the volunteers must be a first preference as they have experience.” (CM11)*

*“Municipality should have awareness campaign to announce volunteer opportunities on relevant websites, personal appearances at employment fairs, elder centres, and other events or using emails, such as individual, handwritten notes and mass mailing. More education and awareness campaigning needs to be done to ensure that people are aware of the need to take care of the environment since most CSW programmes aim at keeping the city clean.” (C3 and CM8)*

Emerging data has revealed that some of the strategies to invite people to volunteer include having one-on-one sessions with volunteers, and giving them a chance to ask questions and gain clarity on what it is they are doing and how it is contributing to the community's well-being. These findings are confirmed by Wan et al. (2019) by emphasising that it is important to create awareness about solid waste management to increase the chances of community members volunteering in solid waste management initiatives. For example, the CSW can campaign and raise awareness about solid waste management by involving and communicating with a wide range of stakeholders in the community for the campaign to be successful and yield more volunteers. Emerging data has also revealed that more education and awareness campaigning needs to be done to ensure that people are aware of the need to take care of the environment. Studer and Von Schnurbein (2013) confirm these findings by revealing that a volunteer's benefit would be fulfilling his or her civil obligation or moral responsibility to a community, or the experience gained for future employment.

Chapter 2 (section 2.4.3.4) gives credence to these findings. Agathangelou (2015) points out that educating people about volunteering and its benefits helps to connect individuals with other marginalised groups with whom they share the same interests. Moreover, Dempsey-Brench and Shantz (2021) confirm these findings by revealing that when people are educated about volunteering it improves communication and skills which leads to improved productivity for the project and the volunteers. It is the municipality's responsibility to create awareness campaigns about volunteering so that more people will be given the chance to volunteer. Emerging data revealed that one of the challenges that deter people from volunteering is the lack of information about volunteering campaigns, therefore awareness campaigning is a good strategy to invite community members to volunteer.

**Figure 4.3 Community members working with CSW members to clean some of the townships in the eThekweni municipality as part of the “clean my neighbourhood campaign by the eThekweni municipality.**



*The photo was taken by Zandile Mgenge at the Isiphingo pilgrim transit camps on 16 December 2022*

Emanating from the data analysis is that some of the strategies for inviting community members into volunteering in the CSW programme in eThekweni included the CSW going into communities that have waste collection challenges and asking them to help with cleaning. For example, during data observation, the researcher was able to take photos of community members working with the CSW members to clean some of the eThekweni townships as part of the clean my city campaign in December 2022. Figure 4.3 shows the fruits of community participation where community members are working with the CSW to clean Isiphingo pilgrim transit camps. During the campaign community members came out in numbers since they too hated living in an area covered with waste. Initiatives like Figure 4.3 bring communities and the municipality together towards a common goal which in turn builds trust and a relationship between the two. This then leads to more community members volunteering. Figure 4.3 gives credence that if there is an awareness campaign for people to volunteer in the CSW programme, the municipality should maintain the programme. Ngcamu (2014) confirms this finding by declaring that community participation is crucial when making decisions in the community. The theory also confirms this finding (Breakfast *et al.*, 2015). Community participation means that the people of the community should be involved in community projects and activities to solve their concerns.

#### **4.3.4.2 Educating community members about keeping a clean environment and teaching schools about volunteering.**

All twelve participants who were interviewed pointed out that churches are one of the trusted organisations that are closest to the community members and they believe that municipalities should engage with churches to invite people to volunteer to clean their environment. Participants believed that churches can play a crucial role in inviting people to volunteer in the CSWP. Two participants reveal that schools can be the first institutions for voluntary work. The following quotations support these findings:

*“Community members should be told that volunteering can help them enjoy a clean environment without rodents, bad smells, etc. For example, if community members are told that they should volunteer by trusted organisations in the community, trust me they will volunteer. These trusted organisations like churches, I believe that churches can play a crucial role in identifying members with an ambition to volunteer. People can be easily convinced in the church so it is up to the municipality to take the initiatives to engage with churches.” (EM2)*

*“Schools can be the first institutions for voluntary work. Volunteering should be taught from pre-school to university. Learners in this generation understand what volunteer work means. They do and practice such skills theoretically in the subject known as life orientation. Therefore because of such understanding, we shall deduce that the schooling community is cultured in such a way that they can demonstrate what volunteering means.” (CM4 and CM6)*

The Literature Review (Chapter 2 section 2.4.3.1) gives credence to these findings. Bartram *et al.*, (2017), confirm these findings by revealing that organisations and businesses should adopt different means of volunteering to boost the number of community members who wish to assist in community projects. A church is one of the trusted organisations that are closest to the people and have influence over them. When people are told at church that volunteers are needed for a certain community initiative or programme, they are more likely to volunteer because they trust the church. Furthermore, turning places that were filled with waste into food gardens not only gets rid of the overpowering smell and waste, but it creates employment because people who work these gardens sell their crops back to the community members. These findings are confirmed by Chifamba (2013) who points out that some of the profits from food gardens are used to donate stationery to welfare and underdeveloped schools in the community.

When an organisation helps community members it increases its chances of getting volunteers from community members because it already has a relationship with the community. Shandra (2017) supports these findings by indicating that institutions and organisations should first determine what kind of skill set they require, why they require volunteers, and for how long. This explains what and why volunteers are required, and this technique will help to raise the number of volunteers needed by the institutions.

Emanating from the data is that due to education and the schooling system, children are already involved in volunteering activities in school and they should grow up with some idea of what volunteering is and how it can solve some of the challenges in the community, especially those that the community depends on the government to solve. These findings are confirmed by Thobejane (2022) who revealed that education plays an integral part when looking for volunteers because children at school practice it and they are taught what volunteering is and the benefits it can have for the whole community. Participants suggested that volunteering should be taught from pre-school to tertiary level. This will plant the spirit of volunteering in children because they have a better understanding of it. The theory gives credence to the findings that participation can boost public confidence because it creates an engaged civil society and strengthens the credibility of final decisions by being open to competing claims and points of view.

#### **4.3.4.3 CSW should provide rewards and recognition to the volunteers.**

All twelve participants revealed that the municipality should provide rewards and give incentives as recognition of their participation in volunteering for CSW. One participant suggested that incentives can be in any form, e.g. grocery vouchers, stationery, and certificates to motivate them to volunteer. The following quotation supports these findings:

*“I think approaching the various groupings in the community and persuading and luring them into Volunteering is a good strategy. Providing rewards, accolades recognition for participation in Volunteering for CSW in eThekweni should be introduced.” (CM5)*

The Literature Review (Chapter 2 section 2.4.3.2) gives credence to these findings. Hunter and Ross (2013) state that to encourage people to volunteer in community projects their contribution should be rewarded with an award ceremony to celebrate the volunteer’s contribution. Volunteers should be given rewards and incentives when they finish a goal to motivate them to volunteer again. Moore *et al.*, (2014) approve of these findings by revealing

that incentives and food parcels enable organisations to keep good help while attracting more volunteers because giving incentives increases production, safety, and other things the organisation seeks to promote or do. Dempsey-Brench and Shantz (2021) approve of these findings by indicating that people are more inclined to volunteer for a project if they receive a letter of reference and a certificate for their efforts, as these can be used to help community members when seeking employment. The theory of community participation gives credence to these findings by pointing out that everyone in the community who is affected by a choice has the right to actively engage in the community decision-making process (Staples, 2012).

#### **4.3.4.4 Educating community members about the ‘three RRRs’ (Recycling, reuse, and recovery).**

All twelve participants who were interviewed pointed out that there is a lack of education to make people aware of the importance of recycling. Therefore, participants emphasised that more educational awareness regarding recycling needs to be done to ensure that people are aware of the need to take care of the environment. The following quotation supports these findings:

*“CSW should encourage recycling with the effort to minimize waste, and conservation of non-renewable energy resources hence saving our environment for our future generation. The municipality should work hand in hand with entrepreneurs of recycling waste such as paper, cans, and bottles and approach them to volunteer at the CSW programme and help them to transport their recycling since this person they are not working they would like to join this programme.”*

(EM1)

These findings were confirmed by Mabaso (2019) who declared that when community members are used to recovery, reuse, and recycle it will increase the probability of community members volunteering for the CSW projects because they would have experienced the benefits of keeping a clean and safe environment. When community members are taught about the importance of recycling, they can all participate without even knowing they are preventing or helping waste companies to recycle some of the waste. For example, community members should be given waste bins for recycling items like cans and bottles. When these are recycled people who need money pick them up all over the community and take them to recycle sites and are paid for the amount they brought in.

People who recycle cans, cardboard, and both plastic and glass bottles have contributed to waste management in many communities because they collect this waste and recycle it. The

CSW should have more waste recycling sites near places where waste is not collected because community members can volunteer and pick up the waste and recycle it because they would get money which will help towards ending South Africa's high unemployment rate. When community members recycle waste many of them use manufactured wagons which are not safe, and some use trolleys stolen from grocery stores. Emerging data has revealed that the CSW should register these people as volunteers and help them with waste-carrying trolleys because they contribute towards waste management in the community. The theory gives credence to these findings because when people from various parts of the community come together to collaborate on a project, they frequently discover they have a lot in common since collaboration increases communication and understanding (Bovaird, 2007).

#### **4.3.4.5 Volunteering opportunities should be published on different social platforms**

All nine community members who were interviewed pointed out that they fail to get information regarding volunteering in the CSW programme, and no one notifies them or communicates with them about the volunteering opportunities. Usually, they are unaware besides seeing a few people assembling or coming back to volunteering. Participants suggested that the eThekweni municipality should publish the volunteering opportunities on different platforms. The following quotation supports these findings:

*” Activities regarding volunteerism should be published in magazines, newspapers, and newsletters and should have a platform, which caters to all the volunteering activities in the municipality. Publishing must not only use magazines or newsletters only but also the radio, social media, and television. Remember volunteering is aimed at developing our society economically and socially. Modern technology must be employed because modern technology will spread the gospel of volunteering faster than any other strategy.”(CM12 and CM10)*

Emerging data reveal that activities regarding volunteerism should be published in magazines, newspapers, and newsletters and should have a platform which caters for all the volunteering activities in the municipality. These findings, confirmed by Suaedy (2014) revealed that many people listen to the radio during the day and only watch television (TV) in the evening, so the radio can be used to target the people who have free time and could volunteer. Access to technology is a major problem in the rural areas of the eThekweni municipality, and using advances in technology has caused many people to stop buying newspapers because they can now read news on their phones. The radio can be one of the most effective tools when spreading

the word about volunteering projects. Chapter 2 confirms the findings of Bartram *et al.*, (2017), that organisations and businesses should adopt different means of volunteering to boost the number of community members who wish to assist in community projects. Emerging data reveal that municipalities should use posters and place them in the community's public spaces like Clinics, tuckshops and libraries, so that people can know about them and be aware of what they do. Maybe then people will consider volunteering for their programmes. The theory gives credence to these findings Staples (2012). The advantage of the community participation theory is that it enhances citizens' problem-solving knowledge and skills. For example, utilising community members' local expertise results in practical and successful solutions.

All twelve participants provided their opinions on strategies that the eThekweni municipality should use to invite community members to volunteer in the CSW programme. The preceding quotes demonstrate that participants had suggestions for the strategies that could be used to invite residents to volunteer in the CSWP. The following are crucial roles that they think volunteering can play in helping CSW to manage waste.

#### **4.3.5 Suggestions to keep CSW volunteering programmes an ongoing practice at the eThekweni Municipality.**

Although the study did not plan to determine what could be done to ensure volunteering for the CSWP was sustainable, it was unavoidable due to the enthusiasm displayed by the participants. This section summarises what they felt could be done.

In South Africa, there are high rates of drug abuse which is why the community should also help in keeping the youth off the streets and volunteering is the perfect place to start. Volunteering can be an ongoing practice at the eThekweni Municipality by collaborating with other community-based organisations (CBOs) to spread awareness and information about volunteering in the community. The emerging data revealed earlier that it becomes easier to reach community members when the eThekweni municipality engages with trusted organisations such as churches and other CBOs in the community because this allows the CBOs to identify members who have the ambition to volunteer.

Participants were asked to give suggestions about what should be done to keep volunteering as an ongoing practice in the CSW programme in eThekweni municipality. (See Interview Guide, Question 5). All twelve participants shared their opinions this. Most of the participants agreed that creating job opportunities and recognition awards for volunteering will help CSW to have sustainable volunteers. The following quotes from some of the interviews prove these findings:

*“The CSW should have recognition awards for volunteers because, without them, they would not reach the goals that they have set for themselves. Therefore, volunteers must be recognised and appreciated by giving those awards. Proper training for volunteers is also needed so that volunteers will have better understanding and knowledge of the duties they are carrying; this will cause more people to volunteer.” (CM11)*

*“To have a volunteering programme on an ongoing basis there must be an element of supervision reward and as well as of recognition. There also needs to be an element should if a volunteer extends his or her resources and/or is required to use it's required to use transportation there is a means to compensate this person without there being an abuse of this facility. Systems of accountability need to be put into place such that the ongoing volunteer programme has a list of participants in the ward and community context and access is given to the ward councillor or to the programme leader to access the volunteers which to take part in the programme.” (EM1)*

*“When they are opportunities that arise within the unit, people that always volunteer in CSW programmes should also be considered. This will make people want to volunteer more if they see that their efforts are being recognised. They will volunteer more if the opportunity arises because it would be something they enjoy doing.” (CM12, CM9 and CM8)*

*“I believe volunteering in the community long term can be possible if people stop lying and using community members. At church community members volunteer because they feel safe and trust the pastor and I believe the CSW should try to build trust between them and community members.” (CM4)*

*“I think if eThekwini municipality forms a Volunteer Coordination Office (VCO) to prioritise the mobilisation of community members for volunteering in municipal CSW activities. Marketing strategies can be applied in combination with and for volunteers in CSWP. This can be in the form of issuing protective clothing to volunteers who will retain them and use them in V work with CSWP. T-shirts promoting volunteerism and volunteering for eThekwini CSWP can be used for volunteers via collaborations with clothing manufacturing industries. In this both volunteering in CSW and the clothing manufacturing company are incidentally*

*marketed by the logo or inscriptions of the clothing given to volunteers to the CSWP. Further schools that participate in volunteerism for CSWP should be recognised in any way possible-awards; for me, Radio, television, and local newspapers need to cover live activities in CSWP to invite others. As it stands now, very little is being done in the way of promoting volunteering in CSWP.” (CM7 and C3)*

*“Community leaders should raise awareness about illegal dumpsites in the community and use their experience to create clean up campaigns in the community because waiting for the municipality to approve the budget takes time. I believe volunteering is already an ongoing practice in some parts of eThekweni municipality. Take Chesterville for instance, their clean-up campaign last year was organised by a few community leaders so that waste was affecting tourism in the community during the festive season. And the events were successful in the evening it become an unplanned social gathering where people laughed and got to know each other a bit more.” (EM2)*

The Literature Review (Chapter 2 section 2.4.2.3) gives credence to these findings. Hunter and Ross (2013) agree with these findings by revealing that to encourage people to volunteer in community projects their contribution should be rewarded. For example, organisations can have an award ceremony to celebrate the volunteer’s contribution. Moore *et al.*, (2014) confirm these findings by pointing out that this reward may include food parcels, certificates of recognition, transportation, and complimentary t-shirts or hats, thus they are more willing to volunteer for organisations. Furthermore, Moore *et al.*, (2014) confirm that incentives and food parcels enable organisations to keep good help while attracting more volunteers because giving incentives increases production, safety, and other things the organization seeks to promote or do. Emerging data reveals that it is hard for community members to volunteer when they are unemployed because they could be using that time to find work. That is why CSW should meet people halfway by giving them food vouchers and transport money. It is human nature to say “thank you” once a person has helped you, therefore if CSW wants to keep volunteering as an ongoing practice they should have ceremonies or awards dedicated to appreciating volunteers to keep volunteering as an ongoing practice. Chi *et al.*, (2021) give credence to these findings by revealing that the stipend that is given to volunteers is made so that volunteers can focus on their work and gain new skills.

Whittaker *et al.*, (2015) in Chapter 2 confirm these findings. Organisations can attract many volunteers by teaching new volunteers the skills that they will need to function properly and effectively as part of the organisation by creating a training plan. When emerging data findings reveal that to keep volunteering as an ongoing programme, volunteers should be appreciated and be given proper training and awards so that when the campaign ends the volunteers have also benefited from the programme and they have a better understanding of their duties and how they can apply them for future employment and other aspects of life. Agathangelou (2015) gives credence to these findings by pointing out that educating people about volunteering and the benefits of volunteering helps to connect individuals with other marginalised groups with whom they share the same interests.

Wearing and McGehee (2013) confirm these findings by suggesting that keeping community members from volunteering is that when they volunteer and gain skills needed for that project, then opportunities arise, but people with qualifications are hired instead of them. This is a challenge for many organisations since most turn to volunteers because they do not have the funds to hire professionals to work on that project. Emerging data has shown that it does not show gratitude to people who did not volunteer. That is why if the CSW wants to keep volunteering as an ongoing practice they should choose from their volunteering database when they hire community members for paying positions. This will increase the number of people who want to volunteer in the CSW because it will not only contribute towards ending unemployment, but will be creating opportunities for community members.

The emerging data reveal that in trusted organisations like churches, community members volunteer because they feel safe and trust the pastor. The Literature Review did not cover the findings based on churches. However, the participants approve of these findings from the above quotes. The theory confirms these findings by Bovaird (2007), indicating that when people from various parts of the community come together to collaborate on a project, they frequently discover they have a lot in common since collaboration increases communication and understanding. Volunteering can be an ongoing practice at the eThekweni Municipality if the municipality collaborates with other community-based organisations (CBOs) to spread awareness and information about volunteering in the community. The data revealed earlier on that it becomes easier to reach community members when the eThekweni municipality engages with trusted organisations such as churches and other CBOs in the community because this allows the CBOs to identify members with ambitions to volunteer.

Community-based organisations already have a connection to community members who trust these organisations, so using CBOs can increase the number of those willing to volunteer in the CSW. That is why people can be easily convinced in the church, so is up to the municipality to take the initiatives to engage with churches and other CBOs in the community to increase the number of volunteers. Furthermore, using CBOs to engage with community members will increase the chances of them volunteering because CBOs are standalone organisations that are not influenced by political parties or the government. This means that there will not be people who will not want to volunteer just because the ANC is leading that particular local government.

Emerging data reveal that the eThekweni municipality should form a Volunteer Coordination Office (VCO) to prioritise the mobilisation of community members for volunteering in municipal CSW activities. The Literature Review did not cover the findings based on the Volunteer Coordination office. However, the participants approve of these findings, as shown by the quotes. The participants further elaborate that this can be in the form of issuing protective clothing to volunteers who will retain them and use them in volunteering work with the CSWP. T-shirts promoting volunteerism and volunteering for the eThekweni CSWP can be given to volunteers via collaboration with clothing manufacturing industries. In this way, both volunteering for CSW and the clothing manufacturing company are marketed by the logo or inscriptions of the clothing.

Emerging data has revealed that community leaders also play a significant role in the community which helps to decrease waste dumping. Participant (EM2) mentioned that a clean-up campaign at Chesterville was organised by experienced community leaders in the hopes of reducing waste during the festive season. Community members came out in numbers and the area was cleaned. Some community members donated big black plastic bags to put waste in and some used their cars to transport waste to the landfill site. The clean up was successful and ended up being a social event where it created a greater sense of unity and friendship among community members in the eThekweni municipality.

Furthermore, emerging data reveals that Chesterville is a good example of how to keep volunteering an ongoing practice in the eThekweni Municipality. The participants suggested that all wards should do clean up campaigns because they not only help to minimise waste in the community but also they also create bonds and build good relations among community members. The CSW should consider working with ward councillors to keep volunteering an ongoing practice because they are the closest government to the people and are in a position to

maintain a good relationship with volunteers by sending text reminders about major events in the community, birthday wishes and posts to volunteer for. Mahnachova, Semeniuk and Yanush (2019) confirms these finding by mentioning that to maintain a volunteering base the organisation should create an environment for volunteers where they can openly talk about their experiences thus far. This will build a good relationship between volunteers and the CSW because it is easier for community members to volunteer by cleaning up their community and it becomes cheaper for the CSW because the only thing they need to do is provide waste collection products. Furthermore, it will ensure that community members are volunteers at the grassroots level. The theory gives credence to these findings. Breakfast, Mekoa and Maphazi (2015), Community participation means that the people of the community should be involved in community projects and activities to solve their concerns. Engaging with or volunteering for neighbourhood associations, non-profit organisations and local government are examples of community participation.

All twelve participants provided their opinions on keeping volunteering as an ongoing practice in the CSWP of the eThekweni municipality. The preceding quotes demonstrate that most participants suggest that job opportunities and reward recognition is the best way to keep this programme as an ongoing practice in the CSWP.

#### **4.4 CONCLUSION.**

This Chapter presented the demographic profiles of participants. The core findings of the study are: i) a general understanding of volunteering, ii) the factors that motivate community members to volunteer in the CSW programme, iii) factors that deter community members from volunteering in the CSW programme, iv) strategies to invite community members to volunteer, and v) strategies for keeping volunteering as an ongoing practice. The study objectives have been used to generate the themes for the discussions. The categories and subcategories were addressed using real quotes from the participants, as well as data collection. The Literature Review served as support for the findings. The researcher used formal and informal interviews to capture the voices of the respondents. Direct observation and pictures were also used to collect data for the study, as well to support the information collected by the researcher.

The last Chapter of this study will present a summary of the discussion, findings drawn from the data, and recommendations by the researcher on strategies to invite more community members to volunteer in the CSW programme of the eThekweni municipality.

## **CHAPTER 5**

### **SUMMARY OF FINDINGS, RECOMMENDATIONS AND CONCLUSION**

#### **5.1 INTRODUCTION**

Chapter five of this research study summarises the findings, and presents the recommendations and conclusions made by the researcher using the empirical data presented and discussed in Chapter four of the study and the Literature Review in Chapter 2.

The study answered three research questions: What factors encourage community members to volunteer in the CSW programme? What factors deter community members from volunteering in the CSW programme? How can community members be invited to volunteer in the CSW programme in the eThekweni municipality? Participants were asked to define the concept of volunteering in order to see if they understood exactly what volunteers was expected to do when participating in the programme. Several sources were accessed to determine the meaning, forms, factors in favour and factors against volunteering. The theoretical framework of community participation was discussed and was helpful in determining how volunteers should participate in community development activities. Chapter five further identifies the theoretical intentions as a new contribution to the field, the significance of the study, and areas for possible future research. The community participation idea was designed to address the limitations of the top-down approach to development by establishing a bottom-up method that would give the voiceless a voice.

The concept of volunteering has been discussed as a type of social behavior where an individual or group freely choose to spend their time and labour in assisting organisations, groups, and individuals with a certain course. This chapter will discuss the factors in favour of volunteering in the CSW programme and factors that deter volunteering (see Sections 5.3.2 and 5.3.3). Strategies that can be used to invite more community members to volunteer in the CSWP were also identified. In addressing the research questions, the aims of the research study which were to establish guidelines on how to invite more community members to volunteer in the CSWP were attained.

## 5.2 RECAPITULATION OF RESEARCH OBJECTIVES AND RESEARCH QUESTIONS

**Table 5.2.1 Research objective and research questions**

	<b>Research Objectives</b>	<b>Research Questions</b>
<b>1.</b>	<ul style="list-style-type: none"> <li>To describe the factors in favour of the volunteering of community members in the CSW programme in the eThekweni Municipality.</li> </ul>	1. Which factors promote community members' volunteering in CSW programme in the eThekweni Municipality?
<b>2.</b>	<ul style="list-style-type: none"> <li>To explain factors that deter community members from volunteering in the CSW programme in the eThekweni Municipality.</li> </ul>	2. Which factors deter community members from volunteering in CSWP programme in the eThekweni Municipality?
<b>3.</b>	<ul style="list-style-type: none"> <li>To describe strategies for inviting community members into volunteering for the CSW programme in the eThekweni Municipality</li> </ul>	3. How can community members be invited to volunteer in the CSWP programme in the eThekweni Municipality?

## 5.3. FINDINGS

In this research project conclusions were drawn from the findings presented in Chapter 4 of the research study. Themes and sub-themes emerged from the findings and Literature Review in Chapter 2. These findings were presented as follows:

### 5.3.1 Participants understanding of volunteering at the CSWP.

Participants understand what volunteering for the CSWP is. The data from participants has revealed that volunteering in general is when community members donate their time to help the community without any monetary reward or compensation. Participants stated that volunteering is a set of activities undertaken out of their free will, for the public good, and where the reward is not the primary motivating factor. The participants further revealed that community members understand that volunteering for the CSWP is participating, acting, or taking part in the CSW programmes without expecting anything in return (see section 4.2.1). Furthermore, participants understood volunteering for the CSWP as donating time to help with the CSW to collect waste in the eThekweni municipality. However, there were participants who revealed that they did not know about the CSW and its volunteering programmes.

The findings in Chapter four revealed that participants volunteer for the CSWP in the hopes of permanent employment at the end of the campaign. Participants revealed that this is due to the high unemployment rates in South Africa. They also understand that involving community

members in community initiatives not only helps the community, but it helps community members individually because when they participate, they gain confidence, self-esteem, new skills and knowledge. However, even though community members understand volunteering for the CSWP, passive participation is a problem. For example, this is the type of participation where community members are not involved in decision-making in the community. Community members are only allowed to volunteer in community initiatives that have been thought out or designed and controlled by political parties.

Furthermore, this is because participants have revealed that political parties influence how community members volunteer and what they volunteer for. Participants revealed that political parties use the volunteering platform to push their agendas and promise people employment in order to gain favour with communities. Emerging data revealed that after the floods in April 2022 many people volunteered to clean their communities and help to remove waste that obstructed roads and other community assets. This shows that community members understand what volunteering is and what it means for the CSWP.

### **5.3.2 Factors in favour of community members volunteering in the CSWP.**

The eThekweni Municipality faces a lot of service backlog and volunteering can help to bridge this gap. It can be a key aspect since it does not need any budgeting. When the researcher was analysing data, many subthemes emerged about the factors that are in favour of community members volunteering in the CSWP (see section 4.3). Emerging data revealed that there are many rewards that lead to economic freedom when people volunteer for the CSWP. People learn new skills when they volunteer, and these skills can be used to gain employment in the future or for personal development. This makes volunteering a good opportunity for community members to help both themselves and their respective communities.

Participants further revealed that volunteering for the CSWP can help community members to meet and make connections with other community members (see section 4.3.2). Through volunteering in the CSWP, community members are able to travel around their community and meet other people who share the same ideals, likes, and goals which boosts their self-esteem and confidence. These findings concur with those of Bartram *et al*, (2017) who stated that meeting new people also means sharing different resources with them. For example, through volunteering, community members with the same ideals and goals can come together to create businesses or initiatives in the community which would have not been possible if they had not met through volunteering.

Another factor in favour of community members volunteering in the CSWP included religion and politics. Participants revealed that both religious and political organisations have the power to mobilise volunteers since people trust these organisations, which in turn enables them to influence volunteers (see section 4.3.3). When unpacking the data analysis, it was revealed that volunteering is not a problem, but the challenges that comes with it that causes problems. For example, participants revealed that they would like to volunteer but the problem is the transport and food. There would be more people volunteering for the CSWP if the expenses they incur were paid by the CSWP because this will give them economic freedom when they volunteer.

Participant revealed that teaching community members about recycling introduces them to the CSWP which increases the chances of those who are involved in recycling to volunteer in the CSWP (see section 4.3.5). Participants further revealed that working with celebrities and different organisations in the community builds community trust and knowledge about the CSWP which increases the chances of community members volunteering.

### **5.3.3 Factors that deter community members from volunteering in the CSWP.**

The participants in this research project pointed out that there are already factors which deter community members from volunteering for the CSWP. For example, emerging data revealed that there are many community members who did not know about volunteering at the CSWP (see section 4.4.1). These findings are in line with what was discussed in Chapter 2 by Robertson (2020), which is that people need to be exposed to information about the CSWP to be able to volunteer for it. This deters community members from volunteering because people do not want to volunteer for a programme they know nothing about. The lack of knowledge about volunteering for the CSWP contributes to the lack of community participation in the CSWP.

Another factor that emerged from the participants is that community members are ashamed of working with waste at the CSWP. For example, there is a stigma attached to collecting waste and people just do not want to do it. Participants further supported these findings by stating that the youth do not want to associate themselves with something that can be seen by their peers as uncool, or being seen wearing dirty overalls picking up waste, and this deters volunteering in the CSWP (see section 4.4.4). The participants further revealed that community members do not volunteer to help other community members or community initiatives, but they volunteer because they need employment and this gives them hope that they will get a job after they have volunteered in a certain project. However, when the campaign ends and

community members are not offered employment then they stop volunteering for the CSWP. These findings are in line with what was discussed by Menyuka *et al.*, (2020) in Chapter 2 of this research project that high levels of unemployment in South Africa contribute to community members volunteering for money or to get employment (see section 4.4.5).

The data from participants revealed factors that deter community members from volunteering in the CSWP is the influence of political parties on how community members volunteer, and what they volunteer for (see section 4.4.2). Political parties in local government, especially at ward level, are responsible for the small number of community members that volunteer in community projects. However, political parties always have an agenda and sometimes they use community members to push that agenda which deters community members from volunteering.

When unpacking the data about political volunteers, some of the issues and challenges that arose were that the promises made to volunteers should be kept by those who are making them because when community members are given false information, they do not only stop volunteering, but they lose trust in all forms of local government. These findings elaborated on the exploitation of empty promises that lead to community members not trusting the CSWP and other organisations in the community.

Participants confirmed that there are many challenges caused by uncollected waste in the eThekweni Municipality. In South Africa there are parks that closed because people have been dumping waste there hoping that the municipality will collect. When this waste piles up parks are closed because of the smell and the waste that is spread all over the park. This deters community members from volunteering because they are affected by the uncollected waste. Some community members do not believe in volunteering for the CSWP to clean other areas of the eThekweni municipality while the communities they live in are dirty.

Uncollected waste deters community members from volunteering in the CSWP because there are businesses that had to be closed because the areas they used to operate in have not been cleaned, and the waste has caused the environment to be unsafe. These findings are in line with those of Thobejane (2022) discussed earlier in this Chapter where uncollected waste causes diseases such as cholera and typhoid. Community members blame the CSWP for uncollected waste in their communities and this deters them from volunteering for the CSWP.

#### **5.3.4 The invitational strategies for volunteering in the CSWP.**

The participants revealed that one of the strategies for inviting community members to volunteer in the CSWP is that CSW should create awareness and hold campaigns about solid

waste management in communities (see section 4.5.1). The participants confirmed that organisations like the CSWP are no longer canvassing/campaigning for volunteers door-to-door. This can be done in several ways in the community. For example, the CSWP can create posters and paste them all over eThekweni, or go to local radio stations and advertise on air and in the newspapers about volunteering opportunities in the community. Participants also revealed that it would be easier to volunteer if they did not incur expenses when volunteering. These findings are in line with Moore *et al.*, (2014), who discuss that community members will volunteer if the CSWP provides food and merchandise. For example, if volunteers are offered lunch, transportation, and complimentary t-shirts or hats, they are more willing to volunteer because they will not have to worry about the basics needed when volunteering.

The findings of participants on invitational strategies for voluntary participation in the CSWP included educating community members about waste collection, its handling and disposal. Teaching community members will reduce the amount of waste that is uncollected and illegally dumped because they would have learned that there are waste products like cans, cardboard, and papers that can be recycled,. These can be recycled to make money which can help many community members who are unemployed (see section 4.5.4). Furthermore, educating communities about waste collection, handling and disposal will remove the stigma attached to waste collection once community members understand how important it is to keep a clean environment. Participants suggested that community members are more likely to volunteer when they see the people they look up to in the community volunteer. For example, when people see local celebrities and trusted community members volunteer, their followers are more likely to volunteer as well.

Participants suggested that the CSWP should have sessions where the volunteers are given a chance to voice their challenges and how those challenges can be solved. It is important to show volunteers that they are valuable by listening to their challenges and to let them know that they are not just wasting their time. Having sessions with volunteers allows the exchange of information that can be used by both the organisation and the volunteers to make sure that volunteering is rewarding (see section 4.5.1).

Findings from the participants also revealed that previous volunteers should be prioritised when job opportunities arise at the CSWP. This will encourage more community members to volunteer since it shows loyalty and appreciation to previous volunteers. This will in turn create advocates for the CSWP which community members can relate to, and peers who would like to volunteer because of the experience of the previous volunteers. When community members

volunteer to work at the CSWP they are in a better position to teach other community members about the recycling campaigns and how money can be made out of their waste. Furthermore, community members that have volunteered at the CSWP have a better chance of boosting a clean-up campaign like cleaning beaches and dams to increase tourism in communities.

#### **5.4 RECOMMENDATIONS**

The recommendations in this Chapter are based on the empirical findings presented in Chapter 4 and the Literature Review in Chapter 2. The findings revealed that community members do not know the importance of having a clean environment. This is a serious challenge since when waste is not collected it creates many types of diseases which spread in the community. That is why it is important to teach community members about the importance of keeping a clean environment. For example, community members need to be taught the alternatives for discarding waste instead of letting it pile up if the waste removers do not collect it.

Community members need to recognise that even though waste is not collected by the removers, they still need to make sure that waste is discarded properly. For example, community members could take their waste out only on days that they know that the waste removers are coming. Taking out waste early causes problems in the community since animals can tear plastic bags open looking for food. This leaves waste scattered all over the community causing diseases and polluting the environment. Community members can avoid all this if they volunteer to clean up the waste themselves in their community. Further, the fact that community members are letting the waste pile up shows that only a few people are willing to do voluntary work. That is why it is important for community members to volunteer. Creating a volunteering campaign can be done by anyone in the community.

The eThekweni municipality should make sure that when people volunteer in the community they are protected and not exploited. For example, many local organisations depend on donations to create and fund projects for which community members can volunteer. However, these donations often come with decision-making that is imposed from above and excludes community members using a top-down approach. If community members are going to start volunteering when they are still young, bottom-up approaches to development and volunteering should be used. If young people start benefiting from volunteering when they are still young, it will help not only them but also the community.

#### **5.4.1 The CSWP should create awareness about solid waste management in communities of the eThekweni municipality.**

Participants confirmed that the collection of waste in the community should be done by the CSWP. No participant took responsibility for community members who allowed waste to pile up and create diseases in the community. That is why the CSWP should create awareness about solid waste management. The community members also have the duty to look after their community, which is why it is important to volunteer.

However, participants revealed that they are not aware of the CSWP, and this has deterred community members from volunteering. Spreading awareness about the CSWP will bridge this gap between community members and the CSWP. When community members volunteer for the CSWP they can take the knowledge they learn back to teach other community members how to handle waste, especially when it is not collected by the waste removers.

#### **5.4.2 Volunteers at the CSWP should be rewarded.**

The participants revealed that one of the reasons why they do not volunteer is that they cannot pay the costs they incur when volunteering. For example, community members from the rural areas of the eThekweni municipality must pay over R25 to reach the CSWP offices. It would be better if volunteers were rewarded with transport money and food vouchers which will lessen the financial burden on them. This in turn will allow them to volunteer more often since there were participants who revealed that they have volunteered before but dropped out because of the financial strain.

#### **5.4.3 Political parties and religious organisations**

Political parties and religious organisations can be vehicles for the CSWP to encourage community members to volunteer. Community members trust these organisations and decision-making is done by their community members. Political parties and religious organisations are the closest to the community members and will create transparency between volunteers and the CSWP.

The CSWP should request permission to advertise volunteering positions with political and religious organisations so that they can reach more people, since these organisations have a massive following of local community members. However, any organisation that needs community members to volunteer should be transparent and tell them everything and do not lie or hide things, to ensure that community members are not misinformed. Volunteering should be done the right way and follow the correct procedures since it not only benefits the

organisation, but also the individuals who are volunteering. For example, community members should be actively involved in community projects to make sure that the project serves the best interests of the community. Not all organisations that community members volunteer for set agendas that benefit the community, but agendas that benefit external stakeholders in the project.

#### **5.4.4 The CSWP should have recognition awards for volunteers.**

Volunteers play a big role in the CSWP, which is why it is important to recognise their work and show appreciation for them. This can be done in a form of recognition awards which should be accompanied by a certificate that the volunteers can use to look for employment. It will recognise the skills and achievements the volunteers gained through the duration of the volunteering campaign. There are community members who did not finish school grades and can benefit greatly if they gain a certificate that can be used when looking for employment.

Giving awards to volunteers will encourage other community members to volunteer, since it shows that the CSWP acknowledges the volunteer's contributions. When a company celebrates volunteers it opens doors for them because word gets around, and once they mention that they come from the CSWP the hiring managers will be impressed.

#### **5.4.5 The CSWP should try to create job opportunities for the volunteers.**

When opportunities arise at the CSWP the people who always volunteer should be considered first. The CSWP works with other organisations that can benefit from volunteers. This is why the CSWP should share their volunteering data base with other organisations so that volunteers can be exposed to more volunteering programmes which for some might turn to employment. For example, when the CSWP shares their data, it not only helps the organisations it works with, but it exposes volunteers to several programmes that can improve their skills, information, and community.

#### **5.4.6 The CSWP should encourage young people to volunteer.**

The CSWP should encourage young people to volunteer because it is a good opportunity to try out different careers without making a long-term commitment. In South Africa there are high levels of unemployment but there are also skills shortages in certain sectors such as finance and information technology (IT). Volunteering can help to bridge this gap by exposing young people to these. Even if the youth do not find them interesting, they can still make connections for the future when they have more information about these sectors.

#### **5.4.7 Further research**

- Community members seem to not know their role in keeping a clean environment. Their information is limited to collecting waste and taking it to the dumping site where it is collected by the CSW officials. Further research should focus on how community members can contribute to keeping a clean environment in their communities.
- Further research is recommended to find out what happens to volunteers after they have volunteered for the CSWP because several participants revealed that they never finished their volunteering campaigns due to financial constraints, and other volunteers found employment elsewhere.
- Further research is recommended to find out if unemployment was not as high in South Africa, will there be more people who are willing to volunteer or do people only volunteer to seek employment?
- Further research is needed to determine what motivates community members to volunteer, Do they volunteer for the organisations they are interested in or the organisations that are available to them?

#### **5.5 CONCLUSION.**

In conclusion, this research study unpacked the voluntary participation of community members in the Cleansing and Solid Waste programme of the eThekweni municipality. All twelve participants shared their views on the factors in favour of the volunteering of community members in the CSW programme, factors that deter community members from volunteering, and strategies for inviting community members to volunteer in the CSW programme in the eThekweni Municipality. The participants' ideas, information, and opinions were crucial in clarifying these factors. The data presented in Chapter 4 shows that some of the factors that are in favour of the volunteering of community members in the CSWP included volunteering rewards and economic freedom. Volunteering for the CSW is a good opportunity for community members and can help them to network and meet new people. Some of the factors that deter community members from volunteering included that community members are ashamed of working with waste at the CSW. The research findings revealed that community members understand what volunteering is but many participants did not know about the CSWP, and those who knew of it only recognise the CSW as waste removers. Political parties influence how community members volunteer, and the programmes for which they volunteer. Political

parties use this platform to further their agendas to gain favour with the community. The CSW department should create awareness and hold campaigns about solid waste management in communities by educating community members about keeping a clean environment. Previous volunteers should be prioritised when job opportunities arise at the CSW and food gardens should be created.

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# ANNEXURES

## ANNEXURE A: ETHICAL CLEARANCE LETTER



10 January 2023

Zandile Zibuyile Mgenge (221113865)  
School of Built Environment & Development Studies  
Howard College Campus

Dear ZZ Mgenge,

**Protocol reference number:** HSSREC/00005064/2022

**Original title:** Unpacking the voluntary participation of community members in the Cleansing and Solid Waste (CSW) programme of the eThekweni Municipality

**Revised title:** Unpacking the voluntary participation of community members in the cleansing and solid waste programme of the eThekweni Municipality

**Degree:** Masters

### Approval Notification – Expedited Application

This letter serves to notify you that your application received on 27 October 2022 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**.

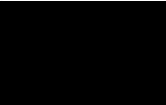
**Any alteration/s to the approved research protocol i.e. Questionnaire/Interview Schedule, Informed Consent Form, Title of the Project, Location of the Study, Research Approach and Methods must be reviewed and approved through the amendment/modification prior to its implementation. In case you have 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 10 January 2024.

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

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

Yours sincerely,



Professor Dipane Hlalele (Chair)

/ms

### Humanities and Social Sciences Research Ethics Committee

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

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

Founding Campuses: Edgewood Howard College Medical School Pietermaritzburg Westville

INSPIRING GREATNESS

## ANNEXURE B: GATEKEEPERS REQUEST LETTER

### Gatekeepers letter



16 August 2022

To whom it may concern

Zandile Mgenge, is a Masters student in the School of Built Environment and Development Studies formally requests permission to interview staff in your department and use the data produced by your institution for academic purposes. She would like to use this data for her Masters dissertation entitled: “**Unpacking the voluntary participation of community members in the Cleansing and Solid Waste (CSW) programme of the eThekweni Municipality**”. The dissertation will acknowledge the EThekweni Municipality and will be shared with the Cleansing and Solid Waste Unit if requested.

Thank you and Kind regards

*ENtini*

\_\_\_\_\_  
**Supervisor. Dr. Edmore Ntini**  
**School of Built Environment and Development Studies**  
Email: [Ntinie@ukzn.ac.za](mailto:Ntinie@ukzn.ac.za)  
Tel number: 031 260 2289/ [REDACTED]

Permission to collect data Granted by:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Cleansing and Solid Waste Unit

# ANNEXURE C: GATEKEEPERS PERMISSION LETTER ETHEKWENI MUNICIPALITY



POD 7, GROUND FLOOR, INTUTHUKO JUNCTION, 750 MARY THIPHE STREET, UMKHUMBANE, CATO MANOR, DURBAN 4001  
TEL: 031 322 4513, FAX: 031 261 3405, FAX TO EMAIL: 086 265 7160, EMAIL: MILE@DURBAN.GOV.ZA, WEBSITE: WWW.MILE.ORG.ZA

For attention:  
Chair of Research Ethics Committee  
School of Built Environment & Development Studies  
College of Humanities  
University of KwaZulu Natal  
Durban  
4041  
9 December 2022

**RE: LETTER OF SUPPORT TO Z.Z. MGENGE, STUDENT NUMBER 2211103865 - GRANTING PERMISSION TO USE ETHEKWENI MUNICIPALITY AS A STUDY SITE**

I am pleased to inform you that the **Cleansing & Solid Waste Unit and Municipal Institute of Learning (MILE)** at eThekweni Municipality recently considered a gatekeeper request from **Zandile Zibuyile Mgenge (Ms)** to use eThekweni Municipality as a research study site leading towards a **Master Of Social Science**. The request is to conduct a participant interview for a research study entitled **"Unpacking the voluntary participation of community members in the Cleansing and Solid Waste (CSW) programme of the eThekweni Municipality."**

We wish to inform you of the **ACCEPTANCE** of this request and hereby assure the student of our utmost cooperation towards achieving her academic goals; the outcome which we believe will help eThekweni Municipality improve its evidence-based on voluntary community participation. The student is reminded of the data collection conditions, ethical considerations as well as the current health related regulations when conducting the research. The student must take all necessary measures to ensure her personal safety during the research period as eThekweni Municipality indemnifies itself from any incidental claims that may arise.

It is mandatory for the student to contact **Dr Collin Pillay** to arrange a learning event where the researcher will share the findings and recommendations of the research output with the beneficiary unit prior to finalization.

Wishing the student all the best in her studies

Supported

Ms. Qaphila Gweneza  
Act Head: Cleansing & Solid Waste Unit  
eThekweni Municipality

Dr. Collin Pillay  
Program Manager: MILE  
eThekweni Municipality

I, Zandile Zibuyile Mgenge hereby accept as mandatory that I will comply fully as per the conditions stipulated above

Signed: .....

Date: 09/12/2022

## ANNEXURE D: PARTICIPANTS INFORMED CONSENT FORM (ENGLISH)

### Informed Consent Form

12 August 2022

Dear fellow participants

My name is Zandile Mgcage (22113365) from the University of KwaZulu-Natal, Howard College. I am conducting a study entitled: **Unpacking the voluntary participation of community members in the Cleansing and Solid Waste (CSW) programme of the eThekweni Municipality.** This study is supervised by Dr. Edmore Ntini at the School of Built Environment and Development Studies (BEDS), University of KwaZulu-Natal.

You are being invited to consider participating in this study that involves community members to volunteering in the CSW program of eThekweni municipality. The aim and purpose of this research is to invite more community members into volunteering for the CSW programme in eThekweni Municipality. The study is expected to enrol eleven participants who reside within eThekweni municipality. The study will use data collection methods including the structured and semi-structured interviews. The duration of your participation, if you choose to enrol and remain in the study, is expected to be 60 minutes. The study will not involve any risks or discomfort to you, however, I hope that the study will create awareness of voluntary participation of community members in the CSW program.

This study has been ethically reviewed and approved by the UKZN Humanities and Social Sciences Research Ethics Committee. In the event of any problems or concerns, you may contact the researcher at *School of Built Environment and Development Studies, University of KwaZulu-Natal, Durban Howard College, Cell: [REDACTED] Email: enquiries@ukzn.ac.za* or the UKZN Humanities and Social Sciences Research Ethics Committee/administration, Contact details as follows: *Research Office, Westville Campus, Govan Mbeki Building, Private Bag X 54001, Durban, 4000, KwaZulu Natal, South Africa, Tel: 031 260 4557, fax: 031 260 4609, email: HSSREC@ukzn.ac.za*

Thank you for agreeing to take part in the study. Before we start I would like to emphasize that:

1. Your participation in this survey is entirely voluntary;
2. You are free to refuse to answer any questions;
3. You may stop at any time to ask for clarity;
4. And, you are free to withdraw from the survey at any time.

The survey will be kept strictly confidential and will be available only to members of the research team. You are however advised that the contents of this survey may be disclosed if disclosure is required by the Law. Excerpts from the survey may be made part of the final research report. Therefore, do you give your consent to be used in this report?

## ANNEXURE E: PARTICIPANTS INFORMED CONSENT FORM (ISIZULU)

### Ifomu Lenyume Enolwazi

12 Agasti 2022

Ngiyamihingelela nonke

Igama lami ngingu/andile Mgenge (22113865) waseNyuvesi yaKwaZulu-Natal, eHoward College. Ngenza ucwangingo olusesihloko esithi: **Ukuvula ukuzibandakanya kwamalungu omphakathi ngokuzithandela ohlelweni lwe-Cleansing and Solid Waste (CSW)** lukaMasipala weTheku. Loluhlwana lwendaba nguDkt Edmore Ntini eSchool of Built Environment and Development Studies (BEDS), eNyuvesi yaKwaZulu-Natal.

Uyemnywa ukuthi uqhubeke ngokubamba iqhaza kulolu cwangingo olubandakanya amalungu omphakathi ukuthi azinikele ohlelweni lwe-CSW lukaMasipala weTheku. Inhlalo nenjongo yalolu cwangingo ukumema amalungu omphakathi amaningi ukuthi azinikele ohlelweni lwe-CSW kuMasipala weTheku. Loluhlwana kulindeleke ukuthi lubhalise abahluganyeli abayishumi nanye abahlala kuMasipala weTheku. Ucwangingo luzosebenzisa izindlela zokuqoqwa kwedatha okubhalelwa nezingxoxo ezihlelekile nezingahlelwane. Isikhathi sokubamba kwakho iqhaza, uma ukhethe ukubhalisa nokuhlala ocwangingweni, kufundeleke ukuthi kube yimizuzu engama abini ayisithupha (60). Ucwangingo ngeke lubandakanye noma yiziphi izingosi noma ukungachutuleki kuwe, nokho, ngelithemba ukuthi ucwangingo luzodala ukugwashisa ngokuzibandakanya ngokuzithandela kwamalungu omphakathi ohlelweni lwe-CSW.

Lolu cwangingo lubnyezwe ngokomthetho luthi lwagunyazwa yiKomidi le UKZN Humanities and Social Sciences Research Ethics. Uma kwenzeka kuba nezinkinga noma izinkathazo, ungathintana nomcwangingo wase-School of Built Environment and Development Studies, University of KwaZulu-Natal, Durban Howard College, Cell: [REDACTED] Email: [enquiries@ukzn.ac.za](mailto:enquiries@ukzn.ac.za) noma i-UKZN Humanities kanye neKomidi/ukuphatha kweSocial Sciences Research Ethics, Imininingwane yokuxhumana kunje: Research Office, Westville Campus, Govan Mbeki Building, Private Bag X 54001, Durban, 4000, KwaZulu Natal, South Africa, Ucingo: 031 260 4557, ifeksi: 031 260 4609, i-imeyili: [HSSREC@ukzn.ac.za](mailto:HSSREC@ukzn.ac.za)

Siyabonga ngokavuma ucuba nengxenywe ocwangingweni. Ngaphelele kokuthi siqale ngithanda ukugcizelela ukuthi:

1. Ukubamba kwakho iqhaza kwakho kulolu cwangingo kungokuzithandela;
2. Ukukhululekile ukwenqaba ukuphendula noma imiphi imihuzo;
3. Ungama noma nini ukuze ucele ukucaciseleka;
4. Futhi, ukhululekile ukuhosa ocwangingweni nganoma yiziphi isikhathi.

## ANNEXURE F: INTERVIEW GUIDE: (ENGLISH)

1. How do you explain your understanding of volunteering?
2. What would you say are the factors that motivate community members to volunteer for the CSW programme in eThekweni Municipality?

### **Probe:**

- a) Economic
  - b) Social
  - c) Psychological
  - d) Political
  - e) Any other
3. How would describe factors that deter community members from volunteering for the CSW programme in eThekweni Municipality?

### **Probe:**

- a. Economic
  - b. Social
  - c. Psychological
  - d. Political
  - e. Any other
4. Describe strategies you think can be used for inviting community members into volunteering for the CSW programme in eThekweni Municipality.
  5. What do you suggest should be done to keep volunteering as an on-going practice in the CSW programme in eThekweni?

## **ANNEXURE G: INTERVIEW GUIDE (ISIZULU)**

### **Translation to isiZulu**

#### **Isithasiselo A: Umhlahlandlela Wezingxoxo - Amalungu omphakathi**

**1) Ukuchaza kanjani ukuqonda kwakho umsebenzi wokuzithandela?**

**2) Ungathi yiziphi izinto ezigqugquzela amalungu omphakathi ukuthi azinikele ohlelweni lwe-CSW kuMasipala weTheku?**

Phenya:

a) Ezomnotho

b) Kwezenhlalo

c) Ngokwengqondo

d) Kwezepolitiki

e) Noma yimuphi omunye

**3) Zingachaza kanjani izinto ezikuvimbela ukuthi uvolontiyi ohlelweni lwe-CSW kuMasipala weTheku?**

Phenya:

a) Ezomnotho

b) Kwezenhlalo

c) Ngokwengqondo

d) Kwezepolitiki

e) Noma yimuphi omunye

**4) Chaza amasu ocabanga ukuthi angasetshenziswa ukumema amalungu omphakathi ukuthi azinikele ohlelweni lwe-CSW kuMasipala weTheku.**

**5) Chaza ukuthi yini ocabanga ukuthi kufanele yenziwe ukuze uqhubeke nokuvolontiya umkhuba oqhubekayo ohlelweni lwe-CSW eThekwini.**