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With the title:
**The role of Non-Governmental Organisations toward addressing poverty in the
Nkomazi Local Municipality in Mpumalanga**

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Date of submission

Date of submission: 19 January 2018

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I, Mandla Abednico Mubecua, would like to declare that I have read and understood the policies and rules of the University of Zululand pertaining to the postgraduate research. On that note, I would like to declare that I have complied with the specified requirements. As a result, I obtained an Ethical Clearance Certificate for the study in November 2017 (**Ethical Clearance Certificate Number: UZREC 171110-030 PGM 2017/433**) and I have complied with the special conditions set out in the certificate. I would further like to declare that this work is my own effort and it has not been submitted for any degree purposes or published elsewhere, either in whole or in part. I have complied with the University of Zululand's Plagiarism Policy, hence the study has undergone text-matching and similarity-checking procedures to ensure it is free of plagiarism. All sources of information employed in the study have been fully acknowledged.

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Signed.....

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At: University of Zululand

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DEDICATION

This research is dedicated to my father Flavio Mubecua, and my mother Duduzile Mahlalela.

ABSTRACT

The aim of this study is to assess the role of NGOs in addressing poverty, and it was conducted in the Mpumalanga province, under Nkomazi Local Municipality. This study situates the development of NGOs within the theoretical frameworks of Keynesianism, the neo-liberal economic system, and from the theory of NGOs as a third sector. The Keynesian system holds that increased government expenditure results in a corresponding increase in economic output. The Keynesians welfare system supports the active participation of government in the economy. However, at the height of the Keynesian economy, NGOs did not receive due attention. The policies of the Keynesian economy did not support NGOs until the role of the multilateral organisations rose to prominence, and it was then that NGOs gained recognition. Problems with Keynesian economics led to the emergence of neo-liberalism, and neo-liberalism shaped policy in a way that favoured economic growth through the Market.

It was within the framework of neo-liberalism that NGOs arose to prominence. This occurred under the auspices of multilateral organisations which encouraged the rise of NGOs. However, the poor performance of the State and the Market, with regards to poverty and development gave rise to the emergence of NGOs as a third sector. Literature relating to this study further shows that the operation of NGOs as a third sector depended on factors such as leadership, management, adaptability, financial capacity, corruption, and accountability.

The present study adopts a mixed-method approach. This entails the integration of positivism and interpretivism into a philosophy of post-positivism. Therefore, this study uses both qualitative and quantitative data. Qualitative data was collected through structured interviews, while quantitative data was collected by questionnaires. The qualitative data were analysed by content analysis, the quantitative data were analysed by SPSS. The findings of this study show that NGOs mostly experience the following challenges: high staff turnover, mostly because of low wages; limited resources, and a lack of permanent structures from which to work. Even though NGOs experience these challenges, the results of this study show that the NGOs in the study area are able to adapt and work in an environment characterised by limited resources. Lastly, regardless of the challenges experienced by NGOs, this study shows that NGOs have a role in poverty reduction.

In terms of recommendations, this study recommends that NGO sponsors should pay attention to the challenges relating to the buildings structures where NGOs' operate. The study also

recommends that NGO sponsors have to review the wages of NGO workers against the wages of retail workers. Moreover, it is further recommended that NGO staff needed to be capacitated by developing some skills, such as proposal writing. Lastly, this study recommends that NGOs develop new strategies for sustaining themselves, such as starting other income streams. All-in-all, the study concludes that NGOs in the Nkomazi Local Municipality play a meaningful role in addressing symptoms of poverty.

Keywords: Keynesian system, neo-liberalism economic system, poverty, NGOs.

ACRONYMS AND ABBREVIATIONS

AGM	Annual General Meetings
AIDS	Acquired Immune Deficiency Syndrome
CBO	Community Based Organisation
CSO	Civil Society Organisation
DSD	Department of Social Development
ID	Identity Document
IDP	Integrated Development Plans
KZN	KwaZulu-Natal
MDG	Millennium Development Goals
NGO	Nongovernmental Organisation
GDP	Gross Domestic Product
NPO	Non-Profit Organisation
ODA	Overseas Development Assistance
HIV	Human Immunodeficiency Virus
SDGs	Sustainable Development Goals
SPSS	Statistical Package for the Social Sciences
UN	United Nations
USAID	United States Agency for International Development

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CHAPTER ONE

ORIENTATION OF THE STUDY

1.1 INTRODUCTION

Non-governmental organisations (NGOs) are considered to play a vital role in addressing some of the challenges facing poor people, through the provision of education, health, safety and hunger-reduction programmes (Mustafa, *et al.*, 2000). There are thirty-three NGOs operating in the Nkomazi Local Municipality that deliver different social services to different local communities. These include NGOs which deal with health, education safety, hunger and orphans (Nkomazi Local Municipality, 2007). This study focusses on NGOs that specialise in health, poverty alleviation, and education in the Mpumalanga Province under the Nkomazi Local Municipality. It explores whether these NGOs played a role in alleviating poverty. This chapter introduces the study. It covers the background of the study, statement of the problem, objectives of the study, research questions, and research methodology, which include: the target population, sampling procedure, and research instrument, as well as data collection techniques. Further, this chapter looks at ethical considerations, resources, the feasibility of this study, intellectual property and finally, the organisation of this study.

1.2 STUDY BACKGROUND

South Africa faces numerous challenges, including (among others) reducing poverty, inequality, and also improving economic growth and economic development. One of the effects of Apartheid is that it relegated the majority of the population to live below the poverty line and the majority of them were black people (Saayman, *et al.*, 2012). Post-1994, the situation seems not to have changed much as unemployment and poverty is still high in South Africa (Motloun and Mears, 2002), even though South Africa has undergone vast political and social change (Ngwane, *et al.*, 2001). Even though things have changed, the spread of poverty in South Africa continues to affect the country, as it is still in the process of becoming developed (Noble, *et al.*, 2007).

During Apartheid, NGOs tended to work against the state, providing support systems to those South Africans who were neglected by the state. These NGOs were supported by foreign governments and international donor agencies, which channelled funds to assist these organisations to fight against Apartheid (Hirth, 2009). Today, NGOs continue to play an

important role in assisting and building the community. Further, NGOs speak on behalf of the voiceless people in the community (Driel and Haren, 2003).

NGOs in South Africa have been in existence as early as the 1980s, and traditionally, there are three different kinds of NGOs: 1. NGOs serving in the anti-Apartheid movement (Heinrich, 2001); 2. Liberal NGOs supporting changes in Apartheid policies within the political system; 3. NGOs who were providing service delivery without partaking in political issues (Heinrich, 2001).

1.3 STATEMENT OF THE PROBLEM

Governments in developing countries generally face challenges such as limited finances, poor governance, and corruption (Banks and Hulme, 2012). Poor governance tends to be a symptom of a failed state. Developing countries also face the challenges of disease and inequality (Campbell and Campbell, 2007) in an environment of weak states (Kraxberger, 2012). Weak or failing states impact on state-led development initiatives. The failure of state-led development, starting in the early 1970s and 1980s, fuelled the interest in NGOs as alternative development vehicles, which offered innovative and people-centred approaches to service delivery, advocacy, and empowerment (Banks and Hulme, 2012). NGOs and other organisations have taken action to address the issue of state failure (Brooks, 2005).

There are thirty-three NGOs within Nkomazi Local Municipality (Nkomazi Local Municipality, 2007). They deal with health, education, safety, and poverty. These NGOs have been in existence in the Nkomazi Local Municipality since 2006. In spite of the presence of these NGOs, which have been operating in the area for more than ten years, the Nkomazi Local Municipality (2012) has reported that its poverty rate is still relatively high. In support of the findings of the Nkomazi Local Municipality, the Mpumalanga Department of Finance (2013) also states that, compared to other 18 local municipalities in the Province of Mpumalanga, the Nkomazi Local Municipality had higher levels of poverty. In view of the presence of NGOs in the area and the relatively high levels of poverty, this study assesses if NGOs have a role towards addressing poverty in Nkomazi Local Municipality. Further, as has been indicated above, no meaningful research that had been conducted before in the area of the study to determine if NGOs could make a meaningful contribution to the community. This study seeks to fill this gap. In short, this study assesses if NGOs in the Nkomazi Local Municipality had a role in poverty alleviation.

1.4 AIM AND OBJECTIVES OF THE STUDY

1.4.1 Aim of this Study

The aim of the study is to explore the role of NGOs in addressing poverty within Nkomazi Local Municipality.

1.4.2 Objectives of this Study

The objectives of the study are:

- 1.4.2.1 To find out how the community understood the role of the NGOs in the study area.
- 1.4.2.2 To determine if NGOs in the study area had the leadership capacity to help alleviate poverty.
- 1.4.2.3 To examine whether the NGOs in the study area had the adaptive capacity to be able to address poverty.
- 1.4.2.4 To assess the accountability procedures of the NGOs in the study area.
- 1.4.2.5 To examine if NGOs in the study area could be relied upon to reduce poverty.

1.5 RESEARCH QUESTIONS

1.5.1 Primary Research Question

Did the NGOs at Nkomazi Local Municipality play a role in addressing poverty?

1.5.2 Secondary Research Questions

- 1.5.2.1 How does the community understand the role of the NGOs in the study area?
- 1.5.2.2 Did the NGOs in the study area have the leadership capacity to help alleviate poverty?
- 1.5.2.3 What was the adaptive capacity of the NGOs in the study area to deliver on poverty alleviation?
- 1.5.2.4 Could NGOs in the study area be relied upon to reduce poverty?

1.6 SIGNIFICANCE OF THE STUDY

This study provides knowledge about the responsibility and fruitfulness of NGOs in Nkomazi Local Municipality. Furthermore, it generated scientific knowledge that could help NGOs to enhance strategies for delivering relevant services to the community. It will also help to identify factors or challenges that may hinder the NGOs to work effectively.

1.7 CONCEPTUALISING NGO'S ABILITY TO ALLEVIATE POVERTY

The main question of this study deals with NGOs ability to alleviate poverty. Therefore, Figure 1.1 provides a conceptual framework of the role of NGOs plays in this regard. This framework is discussed in detail in chapter two.

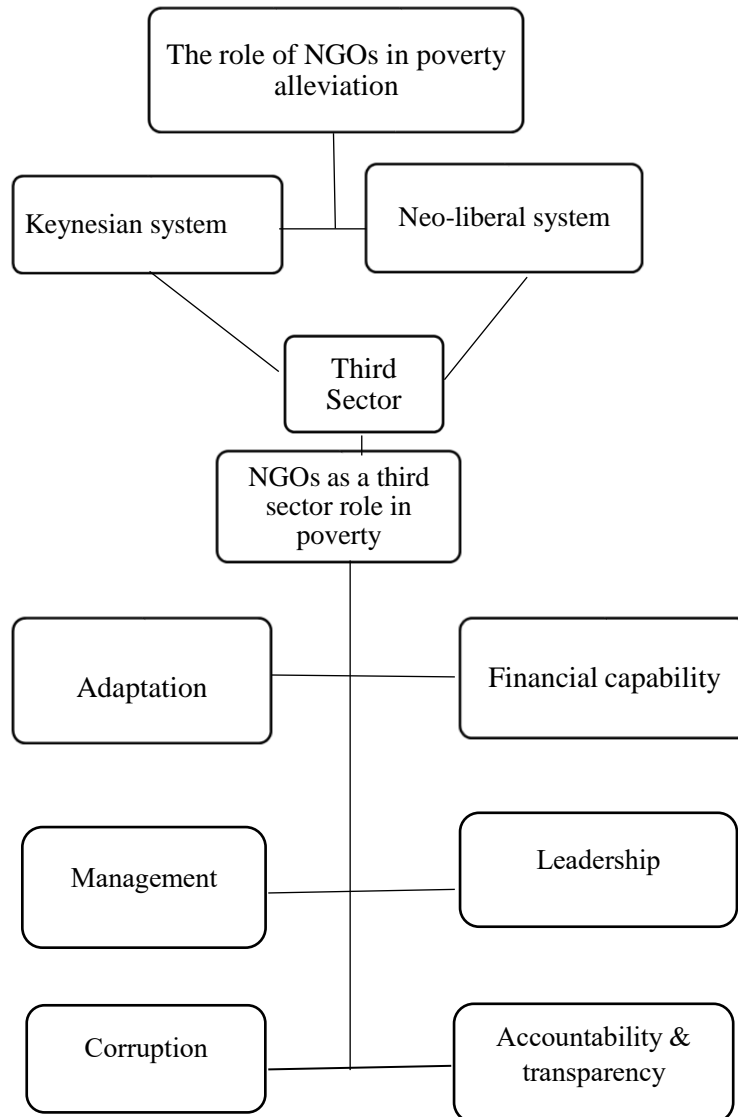


Figure 1.1 Conceptual Framework of the role of NGOs to delivery on poverty (Source: author).

Figure 1.1 shows that the role of NGOs in poverty can be understood in terms of the Keynesian and Neo-liberal economic systems. The failure of both the state and market to deliver on issues that relate to poverty have caused NGOs to emerge as a third sector in the economy. This section will focus on the important factors relating to NGOs and their role in poverty alleviation, which

include: leadership, management, adaptability, financial capacity, corruption, and, accountability, as shown in Figure 1.1.

1. 8 DEFINITION OF CONCEPTS

Concepts are below defined to avoid ambiguity. The two most important concepts that need to be defined in term of this study are *poverty* and *NGOs*.

1. 8.1 NGOs

NGOs are considered to be organisations that are not initiated or run by the government (Berlin, 2009). Therefore, NGOs may be regarded as organisations that are supported or financed by the government but not owned by them. NGOs are well known for two primary functions: firstly, NGOs gather resources from different sponsors so that they can provide services to poor people; secondly, NGOs conduct campaigns that influence social change (Zanotti, 2010). The concept of an NGO is used when referring to a non-profit organisation, where participation is voluntary, and for civil society organisations (Swilling and Russell, 2009). This study defines NGOs as organisations that are funded by the government but not owned by the government. In addition, NGOs deal with different social activities to relieve hunger, suffering, and promote the interest of the downtrodden.

1. 8.2 Poverty

Poverty is a state in which individuals lack the financial resources to satisfy their basic needs and reach a minimum standard of living (Misturelli and Heffernan, 2008). Poverty is also seen as the unavailability of the important resources, resulting in people being unable to meet their daily basic needs (Nilsson, 2012).

1. 9 RESEARCH METHODOLOGY

This section covers the research paradigm, it also discusses the research design of the study. The research design comprises the target population, sampling method, and research instruments, as well as data collection. The section opens by discussing the research paradigm.

1.9.1 Research Paradigm

There are two ways of viewing knowledge: positivism and interpretive philosophy. Positivism would not be the right philosophy to use in a Social Science study but it is good for Natural

Science. It is not relevant to Social Science because Social Science is not governed by fixed and distinct rules (Houghton, 2011). The issue with positivism (or, the quantitative approach) is that it leads to generalisations. However, Social Science (conducted using the qualitative approach) leads to results that are not generalisable (Houghton, 2011). Positivism separates the researcher from the phenomenon of the study, which is not desirable in Social Science. In Social Science, the researcher and phenomenon of investigation become one. Moreover, positivist inquiry in Natural Science yields knowledge about how to understand the world and change it in order to satisfy real-world needs. Natural Science reaches for the goal of truth in formal propositions. The main intention of positivist research is to arrive at scientific laws.

As has been stated above, another way to view knowledge is through interpretive philosophy. Interpretive philosophy derives from social action theory (Houghton, 2011). The interpretive method is based on the idea that individuals are intricate, and different people experience the same objective reality in different ways. In interpretive philosophy, measurement is complicated or sometimes impossible. Interpretive philosophy focuses on the thoughts, processes, feelings, and emotions of the participants (Makhtar, *et al.*, 2016). The main goal of interpretivism is to hear answers directly from the participants (Engel and Schutt, 2014). Interpretivism is qualitative in nature; it leads to qualitative results. This study uses both qualitative and quantitative research approach.

Interpretivism and positivism, applied separately, would not be relevant to the study. It is for this reason that the study adopts a research philosophy and an approach that integrates the two philosophies. The philosophy that integrates both positivism and interpretivism is called post-positivism. Post-positivism is a way to enhance accuracy and to avoid biases, it also knits together both theory and practice. Post-positivism moves positivism from a narrow perspective to a wider or broader perspective for exploring the real world (Henderson, 2011). Post-positivism does not reject positivism but it holds that something exists subsequent to positivism that is worth considering (Henderson, 2011). Post-positivism allows for the use of a practical approach to collect data using more than one method (Henderson, 2011). The above discussion has partly justified why the study will not rely on positivism only, or interpretivism only. Instead, the study adopts a post-positivist approach. Moreover, the shortfall of both positivism and interpretivism as study approaches has been discussed. It was finally concluded that the study adopts post-positivism as an approach.

1. 9.2 Research Design

On the basis of the identified research paradigms, there are three research approaches, namely, qualitative, quantitative and mixed-method research (Creswell, *et al.*, 2003). This study examines the role of NGOs in addressing poverty, using a mixed-method approach. It is important to consider mixed method because it captures both qualitative and quantitative data (Creswell, *et al.*, 2003). Researchers use mixed methods in order to observe something from several angles or to have multiple measures of some phenomenon (Neuman and Wiegand, 2000). The next section covers the following subtopics: target population, research sampling, and data analysis.

1. 9.2.1 Target Population

It is essential for the researcher to identify the target population of the study (Creswell, *et al.*, 2003). The study targeted Nkomazi residents and NGOs who were working in the Nkomazi Local Municipality dealing with health, education, and poverty. Furthermore, NGOs were selected based on their experience they had in the study area.

1. 9.2.2 Sampling and Sample Size

This study uses purposive sampling. Purposive sampling is a non-probability sampling method that can be used in a special situation, where the sampling is conducted with a particular motive in mind (Creswell, *et al.*, 2014). In this study, the motive was to target NGOs who specifically deal with health, education, and hunger. Additionally, the NGOs selected for study participation should have existed for more than five years in the Nkomazi Local Municipality. It will not be fair to interview NGOs who have less than five years' experience in the municipality, such NGOs may not have enough knowledge that the study intend to know. The sample size is the calculations of the right number of subjects needed for a study (Parker and Berman, 2003). There were five NGOs at Nkomazi Local Municipality that were selected for participation, plus 24 Nkomazi residents.

1. 9.2.3 Research Instruments

This study uses structured interviews and documents for gathering qualitative data. The study used structured interviews because it provides a chance for the researcher to prepare questions before the interview day (Nieuwenhuis, 2007). The study used structured interviews because using structured interviews provides a chance for the researcher to prepare questions before the

interview day (Nieuwenhuis, 2007). For the quantitative data, the study uses open-ended questionnaires. Participants had to choose between siSwati and English language for their answers, depending on the language they preferred.

1. 9.2.4 Data collection techniques

Additionally, this study uses both primary and secondary data. Documents such as the Integrated Development Plan (IDP) and annual reports published by Statistics South Africa (Stats SA) formed the basis of the secondary data. The primary data was collected through structured interviews. Open-ended questionnaires were used to collect quantitative data.

1. 9.2.5 Data Analysis

Data analysis was used to present the result of this study in a summary form. The data is scientifically presented using graphs, tables, and charts for interpretation (Gillham, 2000). The study uses content analysis for the qualitative data and for the quantitative data the study used the computer software: Statistical Package for the Social Sciences (SPSS).

1.10 THE STRUCTURE OF THE STUDY

This section is about the structure of the study, which was organised into five chapters. The chapters were organised in this way: each chapter comprises an introduction, body, and summary.

Chapter 1: orientation of the study

This chapter contains an introduction to the study, which provides an overview of the study background, preliminary literature review, research problem, aim and objectives, research questions, the definition of concepts, research limitations, and methods of data collection, data analysis and methods of data interpretation.

Chapter 2: Literature Review

The chapter opens by discussing the historical development of NGOs. It also provides theoretical insight into NGOs by discussing the Neoliberal economic system and Keynesian welfare system. Moreover, the chapter discusses the criticism against NGOs, as well as poverty and its manifestation. Lastly, the chapter discusses ways to measure poverty.

Chapter 3: Research Methodology

Chapter three discusses the research design, research methods, and the role of the researcher in qualitative and quantitative research. The chapter goes on to discuss data verification, ethical considerations, disposal of the research data and records, validity and reliability.

Chapter 4: Results and Discussion of Data Analysis

This chapter presents the results of the qualitative data which were collected from the NGOs in the Nkomazi Local Municipality. The qualitative data was analysed using content analysis. Furthermore, the chapter analyses the quantitative data using SPSS, presenting the data in the form of charts, tables, and graphs.

Chapter 5: Summary, Conclusions and Recommendations

The last chapter gives a brief summary of the whole study. Moreover, the chapter provides closing remarks about the aim and objectives of the study. Lastly, the chapter provides recommendations based on the findings of the study.

1.11 CONCLUSION

The chapter has provided a background of the study, the statement of the problem, and the aim and the objectives of the study. The chapter went further to discuss the research methods of the study and also justified the reason for using the chosen methods. The following chapter comprises the literature review.

CHAPTER TWO

LITERATURE REVIEW

2.1 INTRODUCTION

Some NGOs are successful, while others are not that successful. Poor performance of NGOs is usually attributed to the unavailability funds and poor managerial skills (Ohler and Nunnenkamp, 2011). NGOs have been found to be generally more capable and productive than official aid agencies (Koch, *et al.*, 2009; Ohler and Nunnenkamp, 2011). They are credited with conveying an array of vital issues like reducing poverty and inequality. They also deal with global warming and health issues (Hsu and Hasmath, 2014). Since states sometimes run out of resources to deliver social services (Cai and Zhang, 2016), NGOs tend to have the capability to fill this gap by providing social welfare services to fight poverty (Frangonikolopoulos, 2014). With the above introduction as a background, the present chapter reviews the literature on NGOs. It opens by exploring the history of NGOs and thereafter it situates NGOs within the context of the theory. This chapter also provides a detailed discussion of the conceptual framework of the study. The last part of the chapter explores poverty, its manifestations, as well as criticisms against NGOs.

2.2 HISTORICAL DEVELOPMENT OF NGOs

NGOs emerged in the 19th Century (Davies, 2008). Davies (2008) goes on to say that the first NGOs operated as anti-slavery advocates. This society was led by Frederick Douglass, who himself escaped from slavery (Page and Adams, 2014). The Anti-Slavery Society was the first organisation of its kind to be concerned with slavery issues (Davies, 2008). The anti-slavery NGOs also worked in the areas of health and welfare; the Red Cross was the first in this category (Shinnar 1995; Davies, 2008; Pinkney, 2009). The Red Cross organisation started in the 1800s. It looked after wounded soldiers during the war (Sandoz, 2007; Crossland, 2010). The abolitionist Anti-Slavery Society was developed from anti-colonial independence movements (Mustafa, *et al.*, 2000; Midathada, 2014).

When anti-slavery NGOs started, they began as small charitable organisations, formed to oppose enslavement (McDonagh, 2002). For an example, the anti-slavery organisations involved in opposing public violence also became involved in social contestation and mass protests (Klotz, 2002). Other phenomena connected with the abolitionist movement were the American Revolution and Protestant Christians (Ward, 2007; Berman, 2009; Lind, 2010).

Abolitionist organisations donated money for conducting public lectures and distributing pamphlets (Ward, 2007). As a result, the Abolition of the Slave Trade Act in 1807 was passed (Du-Bois, 2014; Farrell, *et al.*, 2007; Oldfield, 2012). The Abolition of the Slave Trade Act in 1807 opposed the transatlantic slave trade (Skocpol, *et al.*, 2000; Ward, 2007). The passing of this act also gave impetus to other organisations, like the International Order of Good Templar, established in 1852 by the Reverend of a Methodist Church (Skocpol, *et al.*, 2000; Davies, 2008); the International Workingmen's Association that started in 1864, which promoted human rights (Morgan, 1965; Skocpol, *et al.*, 2000; Davies, 2008); the International Peace Bureau formed in 1891, which promotes peace (Skocpol, *et al.*, 2000; Davies, 2008), and lastly the International Alliance of Women, which originated in 1902 – which campaigned for extending the vote to women (Skocpol, *et al.*, 2000; Davies, 2008).

During the 20th Century, the work of NGOs began to be recognised by multilateral institutions, which included the United Nations (UN) (Kamat, 2004; Tandon, 2000). The UN began to fully recognise NGOs after the World War II (Stohl and Stohl, 2005; Kennedy and Dornan, 2009). The history of NGOs in UN reveals that NGOs were first used at the formation of UN in 1945, after the end of the Second World War (Reibaldi and Grimard 2015; Söderbaum 2010; Ward 2007; Martens, 2006; Willetts, 2002). In the early eighties, the UN started to accommodate NGOs by giving them permission to participate in the international policy (Kamat, 2004).

Within the 1980s NGOs started to expand (Slatter, 2006; Galway, *et al.*, 2012). During this period NGOs were considered as agencies that would remain at a distance from government, acting as their conscience and offering a moral critique to states (Leve and Karim, 2001). During the 1980s NGOs shifted from emergency and conflict relief to focus on community participation programs (Galway, *et al.*, 2012). Banks and Hulme (2012) support this view by also revealing that NGOs in the 1980s started to offer innovative and people-centered approaches. From the World War II to the early 1980s the number of established NGOs was still small (Mustafa, *et al.*, 2000; Ward, 2007; Galay, *et al.*, 2012).

NGOs also focused on the empowerment of communities, through participating in development activities (Debiel and Sticht, 2005). From the mid-1980s to late 1990s NGOs increased in numbers around the world to modify the economic and political philosophy of this time. During this period, NGOs started to be considered as development alternatives that can help the poor (Debiel and Sticht, 2005; Paffenholz and Spurk, 2006; Galway, *et al.*, 2012). In

the early 2000s to more recently, the works of NGOs were structured by the Millennium Development Goals (MDG) and poverty reduction plans (Brinkerhoff, *et al.*, 2007; Galway, *et al.*, 2012).

NGOs are credited for being closer to the people. They practice a bottom-up approach that promotes the participation of local people in decision making and grassroots mobilisation movements (Panda, 2007). During the 2000s the concept NGO is considered to be a concept that comprises a collection of organisations with different purposes and philosophies (Zohir, 2004; Arenas, *et al.*, 2009). Teegen *et al.*, (2004) hold the same view, stating that there are four kinds of NGOs which include: social purpose, club, advocacy and operational NGOs. Social purpose NGOs are organisations that promote social interest. Club NGOs can be seen by sharing the benefits among members of the organisation (Teegen, *et al.*, 2004). Advocacy NGOs promote rights of the people regardless of their status and background (Prakash and Gugerty, 2010; Brown *et al.*, 2012). They also act on behalf of the voiceless people. Shivji (2006) also adds that advocacy NGOs focus on human rights, gender, development, environment, and governance. Lastly, operational NGOs pay much attention to development-related programmes and provide goods and services to the needy (Kamat, 2003; Teegen, *et al.*, 2004).

The history of NGOs is important, for it helps us to trace the previous and the changing role of NGOs to its present form. This section discussed the history and origins of NGOs, through examining their emergence. It was explained that NGOs emerged in the 19th Century in the form of the Anti-Slavery Society and Red Cross. In the 20th Century, the work of NGOs began to be recognised by multilateral institutions (like the UN). In the early eighties, the UN started accommodate NGOs by giving them permission to participate in international policy-making. As a result, NGOs shifted from emergence and conflict relief to focus on the community development programmes. In the early 2000s to more recently, the work of NGOs started to be recognised by through the work towards reaching the MDGs (now updated to the Sustainability Development Goals, or SDGs). The following section situates NGOs in a theoretical context.

2.3 SITUATING NGOs IN A THEORETICAL CONTEXT

This section situates NGOs within Keynesian and Neo-liberalism theoretical frameworks. The discussion opens by exploring the role of NGOs within the Keynesian economic system.

2.3.1 Keynesian theory and NGOs

Keynesian theory is named after John Maynard Keynes (Wang, *et al.*, 2010), who wrote the book called *The General Theory of Employment, Interest, and Money* in 1936. This book deals with government intervention in the economy. The emergence of Keynesian theory was an answer to the recession that took place in 1929-1930 (Willis, 2011). The theory holds that the increase in government expenditure also causes an increase in economic output (Odhiambo, 2015). The Keynesian system supports the active participation of government in the economy (Chipaumire, *et al.*, 2014). At the height of the Keynesian economy, NGOs were neglected (Krasner, 2001), it is also believed that NGOs worked in secret (Iriye, 1999). The only NGOs which existed during the heyday of the Keynesian economy were anti-slavery organisation and the Red Cross organizations, as was discussed in the previous chapter. The policies of the Keynesian economy did not support NGOs until the role of multilateral organisations rose to prominence and it was then that NGOs gained recognition. NGOs were protesting against the government, which supported the policies of the Keynesian economy, these NGOs were fighting against slavery (Spar and La-Mure, 2003). The failure of the government to support NGOs prompted NGOs to seek support from merchants or the market (Spar and La-Mure, 2003).

At certain points in time, NGOs not only protested the state but they also took their protests to corporations (Spar and La-Mure, 2003); they wanted the market to take over the work of government (Spar and La-Mure, 2003). During this period (the 1930s) NGOs were not called 'NGOs' but they used the name 'organisation' to refer to NGOs (Werker and Ahmed, 2008), as mentioned earlier, the concept of an 'NGO' was derived from the UN in 1945. In the late 1970s, the Keynesian economic system started to be less effective because of high inflation and unemployment rates (Fontana, 2005; Marangos, 2006). As a result, the economic policy shifted from Keynesian welfare to the neo-liberal market-oriented system (Hursh, 2005). The section below discusses the shift from the Keynesian economy to neo-liberalism, it also discusses how NGOs operated under the neo-liberal policies.

2.3.2 Neo-liberalism and NGOs

The problems with Keynesian economics in the late 1970s led to the emergence of neo-liberalism, and neo-liberalism shaped policies in a way that favoured economic growth, which is market driven (Jessop, 2002; Brenner, *et al.*, 2010). Neo-liberalism was initially

implemented in the USA, UK, Canada, and the rest of Western Europe, during the 1980s (Bieler, 2003; Hursh, 2005; Nega and Schneider, 2014). Although neo-liberalism started in the 1980s its importance grew significantly in the 1990s (Bieler, 2003; Kipnis, 2007; Holmes, 2011). During this time (the 1990s) the work of NGOs tended to focus more on areas like peace, human rights, climate change, HIV&AIDS and corporate responsibility (Kaldor, 2003). The policies of neo-liberalism promoted deregulation, privatisation and the cutting of tax (Palley, 2005). Neo-liberalism brought transformation in the economic system (Brenner, *et al.*, 2010) because it supports the market principle of competition (Gane, 2009).

The transformation made by neo-liberalism provided a space for NGOs to operate (Holmes, 2011) since both sectors (public and private) were unable to satisfy the needs of the marginalised (Palley, 2005). NGOs appeared as a third sector (the role of NGOs as a third sector is further discussed below) that does not belong to the government, nor in the private sector (Haugh and Kitson, 2007; Eden, 2012). Consequently, it can be said that the rise of neo-liberalism in the 1980s was followed by the rise of NGOs (Harvey, 2005). Neo-liberalism under the auspices of multilateral organisations, automatically encouraged the rise of NGOs (Nega and Schneider, 2014). Multilateral organisations supported these organisations (NGOs) through the provision of funds.

NGOs themselves have played a major role in expanding neo-liberal policies (Manji and O’Coill, 2002). As it has been mentioned, NGOs are supported by multilateral organisations (UN and World Bank). Scholars believe that NGOs fulfil the mission of these multilateral organisations, which is connected to the idea of neo-liberalism (Mercer, 2002). NGOs are organisations which are known to support a free market system (Kaldor, 2003). The expansion of NGOs was intended to close the vacuum left by the rolling back of the state (Harvey, 2005). The rolling back of the states has given NGOs the opportunity to fill the gap left in service provision (Kamat 2004; Holmes 2011). The ineffectiveness of government made economic actors and organisations to come up with a new theme: “small government, big society” (Yin, 2009). The increasing number of NGOs is a consequence of the failure of various states to address social issues (Qiusha, 2006; Paffenholz and Spurk, 2006; Hsu, 2014; Chimiak, 2014). Chimiak, (2014) adds that NGOs arose as one of the main mediums for good governance.

2.3.3 NGOs as a Third Sector

NGOs have emerged as the third sector participating in the development agenda. As mentioned earlier, there are three sectors responsible for service provision. These include the public sector, the private sector, and third or NGO sector (Crittenden and Crittenden, 1997). NGOs as the third sector participating in the development agenda first emerged in Europe, mainly in France and the United Kingdom (Bidet, 2002). This role of NGOs as the third sector began because of state failure (Karim, 2008) and the failure of the market to render the expected services (Zerbe and McCurdy, 2009). Those who oppose market theory believe that the market does not use resources in a sustainable way (Zerbe and McCurdy, 2009). Additionally, they believe that the market also does not show a fairness in terms of resource distribution (Zerbe and McCurdy, 2009).

Market failure occurs when the market fails to produce public goods (Biernat-Jarka, 2016), and when companies do not have complete information about the economy (Biernat-Jarka, 2016). On the other hand, state failure is brought about by the inability of the state to supply sufficient public goods to its citizens (Flanigan, 2014). State failure can be recognised by its symptoms: loss of physical control in the political structure, erosion of authority, inability to provide services to the community and the inability to interact with peers (Helland and Borg, 2014). The state is considered to have failed if the political and economic system is weak (Carment, 2003) and political leaders fail to take control (Helland and Borg, 2014). Lastly, is evident through poor governance (Ezrow and Frantz, 2013).

All of the above symptoms impact badly on the country's economy (Dorussen, 2005; Ezrow and Frantz, 2013). The services that were provided by the state were no longer satisfying the public's needs (Kim, 2000). Some of the poverty which is prevalent today can be attributed to state failure (Karnani, 2016). This then brings about the emergence of NGOs as the third sector in development. NGOs were conceived of in order to close the gap created by an ineffective public and private sector (McGill and Wooten, 1975). NGOs provide services that other sectors do not provide or do not provide appropriately (Kotler and Lee, 2009). Moreover, NGOs role as a third sector allow them to act as catalysts for change and as watchdogs; they make sure that both the state and market must fulfil their duties, in that NGOs hold them accountable (Karnani, 2016). For example, the Techno-serve NGO in Mozambique worked with both the market and the state to ensure economic growth (Karnani, 2016).

Techno-serve did not avoid market or government, instead, it worked equally with both sectors (Karnani, 2016). Even though a state may fail, the availability of the third sector nonetheless plays a vital part in influencing a state's foreign policy and decision-making (Gentry, 2016). As mentioned before, regarding states' inability to provide services, NGOs have taken up the role of providing for the needs of the community. Conditions enabling them to take up this role include being transparent and non-bureaucratic (Mohanty, 2002). Being non-bureaucratic means that NGOs are able to readjust their programmes quickly to suit a certain situation (Sarmah, 2007). NGOs as a third sector are called non-governmental so that bureaucratic barriers cannot block their activities or programmes (El-Gack, 2012).

As the third sector, NGOs have the capacity to save communities from the poor operation of government (Yoshimoto, 2006). The role of NGOs as a third sector differs from country to country; it is determined by political history and the level of state control (Lyons and Hasan, 2002). In other countries, like Germany and Netherlands, these third sector organisations have played an important role in constructing a post-war welfare state (Brandsen and Pestoff, 2006). The third sector is the alternative service provider, as it engages in community-building programmes (Evers, 1995). Moreover, the third sector is capable of making a measurable contribution to the development of the state (Hershey, 2014). It is also able to help people at grassroots level in a way that states cannot (Lukaszczyk and Williamson, 2010) because NGOs start with a specific purpose (Lukaszczyk and Williamson, 2010).

Staff members belonging to the third sector usually reside close to the client's geographical location and also they tend to speak the same language as their beneficiaries (Razvi and Roth, 2010). As a result, NGOs as a third sector usually have a more harmonious relationship with nearby rural people than local government members (Sarmah, 2007). NGO members share the same passion for helping at the grassroots level (Lukaszczyk and Williamson, 2010). There are problems that cannot be resolved without the interference of NGOs (Lukaszczyk and Williamson, 2010), no matter how much the private and the public sector may try to solve them (Kotler and Lee, 2009). When NGOs provide services, they don't just provide what they think is needed; they check to ensure that what is being provided will meet the needs of the community or overcome their challenges (Fonjong, 2006). Currently, NGOs are being relied upon for the regular provision of services (Kelly, 2013).

NGOs as a third sector use their spare time and energy for community building (Sarmah, 2007). For example, NGOs organise poverty-alleviation campaigns (Kotler and Lee, 2009). The sense of duty among NGO members is stronger than that of members of the public sector. This is because their duties are more earnestly dedicated to deliver the poor from the trap poverty (Sarmah, 2007). NGOs as a third sector have been seen as a useful tool for encouraging community participation (El-Gack, 2012). NGOs do not generate profit and in cases where profits are generated, the proceeds are usually channelled back into the organisation (Barr, *at al.*, 2005). They work to attract funds from sponsors and allocate these funds to charitable causes (Barr, *at al.*, 2005). NGOs, as a third sector, are good because they adopted a holistic approach; they do not focus on a single activity (Barr, *at al.*, 2005). NGOs develop the community by using their own local resources, making it less likely that the community will harm its own environment (El-Gack, 2012).

Women in developing countries remain trapped in a cycle of poverty, as men are generally more prepared to leave their spouses and children at home to seek opportunities in urban areas (El-Gack, 2012). The existence of NGOs as a third sector has given women the opportunity to have a voice in community development (Dar, 2013). In order to ensure community development and the participation of the poor, energetic organisations that do not cause harm is needed (Chamber, 1997). NGOs as a third sector are seen as a relevant sector committed to ensure sustainable community participation (El-Gack, 2012). NGOs as a third sector play an important role through funding. They channel funding resources to local agencies to conduct research on how to fight with diseases like HIV&AIDS, malaria, and tuberculosis (Kotler and Lee, 2009). They also fight against unemployment by providing job training (Kotler and Lee, 2009).

NGOs contribute to the shaping of democracy and taking it from being an idea into practice. Members of NGOs are volunteer-based, but they have a desire to participate actively (Lukaszczyk and Williamson, 2010). NGO members show interest in development, without financial expectations (Lukaszczyk and Williamson, 2010). Meeting their goal is enough reward for NGO members (Lukaszczyk and Williamson, 2010). The term ‘third sector’ comprises a number of organisations: non-profit organisation, voluntary, independent, charitable, civil society, and NGOs (Najam, 2000; Brandsen and Pestoff, 2006). The duties of these organisations listed above are similar to one another (Najam, 2000). There is no difference among these organisations, because all are not for profit and are non-governmental.

Unfortunately, the term ‘third sector’ carries with it the negative connotation of being ‘third-in-line’ when it comes to assisting national development (Crittenden and Crittenden, 1997).

The role of NGOs has been contextualised within the theoretical frameworks of the Keynesian welfare system, the neo-liberal economic system, and NGOs as a third sector. The work of NGOs within Keynesianism, Neo-liberalism, and NGOs as a third sector will also appear later in the conceptual framework of this study. This present section reveals that NGOs play an important role as the third sector, following the failure of the state and the ineffectiveness of the market. Even though NGOs are highly praised in many quarters, some scholarship nevertheless has subjected them to scrutiny. This dealt with in the section below.

2.4 CRITICISM OF NGOs

This section interrogates NGOs in terms of their transparency and accountability, capability, and corruption. The chapter opens by discussing transparency and accountability.

2.4.1 Transparency and accountability

Even though NGOs are praised in some quarters, there are those who are critical of them (Banks and Hulme, 2012). Scholars (Burger and Owens, 2010) critique NGOs on the ground that they are facing challenges relating to transparency and accountability. The issue of transparency and accountability in the NGO sector has attracted the focus of researchers and policy-makers (Rodríguez, *at al.*, 2012). NGOs claim to be transparent and accountable, but some fail to provide correct information in their annual reports (Burger and Owens, 2010). There are limited NGOs that are ready to face the risk of being transparent and accountable (Burger and Owens, 2010).

There are some reasons that cause NGOs to fail to be transparent or accountable, one of the reasons is that donors want to hear success stories about how the NGOs have been effective in carrying out their projects (Burger and Owens, 2010). If the report states that a certain project has failed or it was not successful sponsors end up withdrawing funds (Burger and Owens, 2010). As a result, NGOs end up deciding to provide false information, which is ironic, in the sense that false information sometimes enables NGOs to access further funding from sponsors (Rodríguez, *at al.*, 2012). Negative reporting to sponsors discourages the continuation of funding to these organisations (Burger and Owens, 2010). Being transparent and accountable

is good because it develops the trust of the donors and also it eliminates conflicts of interest (Rodríguez, *at al.*, 2012).

2.4.2 Capabilities of NGOs

Apart from the factors of accountability and transparency, there have also been accusations that NGOs are small in size, with limited capabilities. Additionally, questions have been raised about the sustainability of their projects (Nega and Schneider, 2014). The responsibilities of NGOs are small and limited because of their not having enough of resources (Fonjong, 2006). Resource shortages limit them from performing their expected duties (Naidu, 2001).

NGOs are criticised for pretending to reduce suffering, instead of solving the roots causes of poverty (Shavji, 2004). In other words, some NGOs provide poor people with food to eat, which is a short-term relief, instead of teaching people how to generate money so that they can continue to buy their own food (Shavji, 2004). NGOs do not have proper planning. Lack of proper planning also shows that some NGOs lack a sustainable vision (Shavji, 2004). Some NGOs deal with economic contingencies, failing to be agents of change, as a result, they simply are not doing enough to be able to be seen to perform (Banks and Hulme, 2012). Sometimes NGOs are made up of people in rural areas who do not have proper skills and lack the necessary competences to be effective (Marcinkeviciute and Zukovskis, 2016). Most of NGO members in rural areas do not have a formal education, this affects the ability to deliver services (Marcinkeviciute and Zukovskis, 2016).

There is a view that the term ‘NGOs’ is a contradictory concept. Critics argue that NGOs, by their nature, are government-allied, since there is no ‘non-governmental organisation’ without ‘government’ (Edwards and Hulme, 1995). The phrase ‘non-governmental’ is the opposite of ‘government’, meaning that it ultimately derives from the government. The existence of government also influences the existence of NGOs (Banks and Hulme, 2012). If the government is well-developed, this influences NGOs so that they are also well-developed, but if the government is not developed, NGOs in that state wo not be developed either (Banks and Hulme, 2012). At some point, the term ‘NGO’ has been seen as a rubbish bin, containing any organisation that does not belong to the government. All organisations that do not belong to the government are called ‘NGOs’ (Rucht, 1996; Furtak, 1997).

2.4.3 NGOs and corruption

Sometimes NGOs use donor resources unethically, spending funds meant for the benefit of their communities in the pursuit of private wealth or gain (Smith, 2010). Sometimes the issue of corruption in NGOs becomes a sensitive issue (Smith, 2010). Some people start NGOs with the expectation of funding, once they get the money they deregister the NGO and use the money for starting shops (Dupuy, *et al.*, 2015). For example, NGOs in Ethiopia were the first in Africa to receive big funds from Overseas Development Assistance (ODA) (Dupuy, *et al.*, 2015), about 45% of NGOs in that country deregistered after obtaining funds (Dupuy, *et al.*, 2015). The NGOs which did not deregister in Ethiopia were also accused of being ineffective in rendering services (Fafchamps and Owens, 2009). The issue of corrupt NGOs impacts on the growth of countries' economies (Smith, 2010).

Other factors relating to corruption in NGOs stem from poor planning (or a total lack thereof) at the same time as these organisations pretend to be in possession of more information than they actually have. Corrupt NGOs spend public resources on bribery, instead of helping the poor (Epperly and Lee, 2015). Corruption is not only expressed in the form of financial scandals, but it also results when NGOs deviate from their primary mission and vision (Edwards and Hulme, 1995). Countries that have a high rate of corruption in the NGO sector fail to allocate their resources equitably, instead, resulting in only a few people properly benefitting from those resources (Epperly and Lee, 2015). Sponsors are watchful for anything that looks like corruption or that might be considered abuse of their funds (Edwards and Hulme, 1995). NGOs should behave honestly instead of acting like for-profit firms. In cases where there is an opportunity for committing fraud, NGOs should avoid them (Rodríguez, *at al.*, 2012).

2.4.4 NGOs and Developing Countries

NGOs are also accused of pursuing the agenda of developed countries in developing countries. Sometimes the existence of NGOs undermines the work of governments in developing countries (Lehman, 2007). A case in point is that of USAID which was given a sum of \$2 million by the US government to promote democracy in Venezuela, this was interpreted as an act staging a 'soft coup' (Ebrahim, 2017). Further, between 2004 to 2006 USAID has allocated \$15 million in support of 300 NGOs in developing countries, this disbursement of funds has also been seen as an act motivated by the goal of undermining the governments of developing countries. NGOs also structure the aid system in a way that favours donors. In that way,

some NGOs work only to please the donors, instead of satisfying the needs of the communities they purportedly serve (Banks and Hulme, 2012).

NGOs are criticised for being a potential vehicle for promoting neo-liberal policies. When the neo-liberal agenda fails in developing countries NGOs tend to leave a weakened economy (Lehman, 2007). NGOs undermine the state because they have ideas that contribute to the loss of the rights of the state (Shavji, 2004). As a result, NGOs may prevent radical change from happening in cases when it's actually needed.

There are numerous issues that have been raised by scholars about the operation of NGOs. It may be said that NGOs pursue the agenda of developed countries. Sometimes they spend the finances that they have acquired from sponsors on bribery. It is also the case that some people start NGOs with the expectation of funds, and once they receive those funds they deregister the NGO. The following section encapsulates and conceptualises the role of NGOs in alleviating poverty.

2.5 CONCEPTUALISING NGO'S ROLE TO ALLEVIATE POVERTY

The main question of this study deals with the role of NGOs to in alleviating poverty. On the basis of the literature, this study conceptualises the role of NGOs in poverty alleviation in terms of the model presented in Figure 1.1. The section that follows discusses, in detail, the conceptual framework on the role of NGOs to deliver on poverty.

2.5.1 Leadership

The success of NGOs is determined by the leadership of the country in which they are situated (Abdel-Kader and Wadongo, 2011). Leadership comprises communication, commitment, creativity, and righteousness. Lack of these aspects of leaderships affect the operation of NGOs (Rhoden, 2014). Communication is about aligning NGO stakeholders with the vision and mission of the organisation's strategic intent. It also includes giving feedback to the volunteers and managers of NGOs so that a learning process can take place (Abdel-Kader and Wadongo, 2011). Good communication in the NGO sector enhances organisational performance (Hume and Leonard, 2014). Communication helps NGO leaders to benchmark their performance against other related organisations (Abdel-Kader and Wadongo, 2011). There are four things that need to be communicated in the NGO sector to ensure that they are effective in their roles: the context within which the strategy develops; where the plan of the NGO organisation is

taking them; where they are; how they are going to achieve their objectives (Puth, 2002). Effective communication among NGOs also improves the relationship between the NGOs and donors (Jameson, 2017). Lastly, communication helps to connect NGOs with their internal and external stakeholders (Jameson, 2017).

Another component of leadership is commitment. Since every year NGOs are expected to submit their annual report, this means that if the NGO leaders are not committed to their work they fail to submit the required annual report (Suárez and Marshall, 2014). For this reason, it is difficult for NGOs to increase their work capacity with poorly committed leaders (Suárez and Marshall, 2014). If NGOs are committed, it makes it easier for them to meet project deadlines and the set annual budgets (Brière, *et al.*, 2014). For example, committed NGO leaders will take their time to plan their projects, which will not be the case for those who are not committed to their work (Brière, *et al.*, 2014).

Creativity is another constituent of leadership. Creative NGO leaders are able to create a formal mission statement and also develop a strategic plan that will guide the NGO's projects (Suárez and Marshall, 2014). This strategic planning has to be aligned with the objectives of the NGO, and this can be a challenge to less creative NGO leaders (Abdel-Kader and Wadongo, 2011). Creativity also goes hand in hand with the levels of education among NGO leaders; creative NGO leaders use their academic knowledge to run NGOs. If the leadership does not have knowledge of their work or are not educated, they will not be able to develop the vision, mission and a strategic planning required to run an NGO (Suárez and Marshall, 2014).

The last fundamental of leadership is righteousness. In order for NGOs to function well they must work faithfully. The leadership of NGOs includes trustees and boards of directors (Rhoden, 2014). The factors that affect the role of NGOs have to be undertaken by the trustees and boards of directors. The trustees and boards of directors play an essential part in attaining the goals and visions of NGOs (Iecovich, 2005). A board of directors that has a good background in working in the NGO sector, as well as being well capacitated in terms of skills, can facilitate NGOs to reach their main targeted goal (Iecovich, 2005).

The section focused on the role of NGOs in poverty reduction, it discussed the role of NGOs by examining the components of leadership which include: communication, commitment, creativity, and righteousness. It also showed that the absence of these components may affect

the operation of NGOs. The chapter proceeds to explore the role of management in NGOs' effectiveness.

2.5.2 Management

Another factor which determines the role of NGOs is management. Management is the life-blood of all NGO projects (Lewis, 2006). Management involves accountability, flexibility and effective decision making (Suárez and Marshall, 2014). Since the management of NGOs involves accountability, this raises the question; "to whom are NGOs accountable?" Obviously, they are accountable to their sponsors (Lekorwe and Mpabanga, 2007). However, management's ability to ensure that accountability occurs among NGOs is debatable. NGO staff work voluntarily, they are not elected, as is the case in the government sector. Government comprises many members elected by citizens, requiring them to be accountable to these citizens. In the NGO sector, it is a different story; the chain of accountability cannot be established as easily because NGOs are not elected (Kamat, 2004).

It has even be said that there is no accountability structure for NGOs (Lekorwe and Mpabanga, 2007). Against the above view, O'Leary (2016) believes that even though NGOs work voluntarily, they still have to be accountable to their beneficiaries and to their grant providers. Accountability obligates NGOs to deliver the services that they promised to deliver to the community (O'Leary, 2016). Of the same view is the Rights-Based Approach, based on the belief that NGOs have to be accountable to their beneficiaries (Kindornay, *et al.*, 2012). In addition, in order for NGOs to successfully practice accountability, courses on accountability should be compulsory for NGO volunteers and leaders (Appe and Barragán, 2013).

Since accountability has been discussed above, the discussion will proceed to flexibility. It is evident that NGOs are more complicated than other sectors and this complexity has an effect on their performance (Meyers, 2004). In order for NGOs to improve their work performance they have to be flexible (Latif and Williams, 2017). Allowing flexibility does not mean that the organisation will deviate from its main aim (Manders, *et al.*, 2016).

Decision making is one of the factors that have to be considered by management. NGOs have to make serious decisions about life and death in communities since there are large numbers of people who require help from them. There are also limited resources for solving all the issues faced by poor people, so NGOs have to make decisions on how to help the community within

these limits (Heyse, 2013). Resilient decision making helps NGOs to develop proper strategic planning and also to make the goals of the organisation clear (Jung and Lee, 2013). Some NGOs fail to practice effective decision making simply because of ethnic or the religious beliefs (Kamat, 2004). In the NGO sector, the decision-making process has to be made clear from the outset, that is whether a top-down or bottom-up approach is to be used. The clients, staff, and all other stakeholders in the organisation has to participate in making these initial plans (Abdel-Kader and Wadongo, 2011).

The issue of management has been addressed by exploring: accountability, flexibility and effective decision making. The following section discusses the role of NGOs in adaptability.

2.5.3 Adaptability

The role of NGOs will be affected by their adaptability. NGOs must be able to adapt to work in different environments. They must adapt to work in an environment of limited resources. NGOs that operate in places that experience resource shortages – for example, electricity or water – face immense challenges. Learning to adapt is the only solution (Bolton and Abdy, 2007). It is also important for NGOs to be able to adapt to working in an environment constrained by little funding. Failing to adapt may discourage the work of NGOs, especially in cases where they don't receive their expected funds. Adaptation makes NGOs accept the fact that they have limited resources, this helps them to develop sustainable finances (Santini and Cavicchi, 2014). NGOs have to also adapt to the religion that is practiced by the community where they work. If a Christian-led NGO works in a community dominated by Muslims, the NGO will have to adapt to accept their beliefs. Additionally, NGOs that operate in communities that support a certain political party not supported by the NGO, also adapt and respect the principles of the community. Failing to adapt may have a negative impact on NGO projects (Brière, *et al.*, 2014).

This section discussed adaptability by looking different aspects, establishing that NGOs have to adapt to work in an environment of limited resources. It was also noted that NGOs must be able to adapt to the religious practices of their host communities. The following section focuses on the financial aspect of NGO's role.

2.5.4 Financial Capacity

The main aim of NGOs is to attract financial resources from donors and distribute them to their beneficiaries (Abdel-Kader and Wadongo, 2011). The success and failure of NGOs is therefore dependent on their financial capacity (Kaplan, 2001). NGOs' financial capacity is determined by their budgeting strategy (Brière, *et al.*, 2015). A good budgeting strategy promotes the sustainable dispersal of funds among NGOs' projects. An NGO with a good budgeting strategy is able to proceed to operate even when confronted with a financial crisis. Budgeting also helps to monitor the unnecessary spending of NGOs (Kaplan, 2001). Training is required for the leaders of NGOs and this training must include the proper management of finances and budgeting (Nankervis and Compton, 2006).

NGOs must also learn to create a favourable relationship with their donors so that they can make their request for funds successful. There are ways of keeping up a good relationship between the NGOs and donors. For example, the principles of reciprocity, responsibility, reporting, and relationship nurturing should be observed. Reciprocity requires that NGOs must show gratitude towards their donors. Also, NGOs must learn to report on their progress, this is related to accountability (Barr, *et al.*, 2005). The finances of the organisation can be determined by the size and the age of the organisation. Donors are inclined to supply more to NGOs audited by a qualified auditor. The success of NGOs depends on the financial support given to the organisation by the sponsors (Dyczkowski, 2015).

2.5.5 Accountability and Transparency

The issues of accountability and transparency do not appear for the first time in the present study, as they have been discussed in detail earlier. Accountability and transparency are two of the factors that have impacted the role of NGOs in poverty alleviation. NGOs have to be accountable to their donors and to their beneficiaries. The poor implementation of accountability and transparency have been shown to have a negative impact on the outcomes of NGOs.

2.5.6 Corruption

Sometimes NGOs are corrupt, which weakens their performance, yielding poor results. It is discussed above that people start NGOs with the expectation of funds, without the desire to help the community. After obtaining funds they reject their work plan and misuse the funds for

private gain (Dupuy, *et al.*, 2015). Since the issue of corruption among the NGOs has already been discussed, this study will not dwell on it further.

This conceptual framework summarises various aspect from literature on the topic of NGOs. Its aim, in the present study, is to discuss the role of NGOs in poverty reduction. It has been demonstrated that the ineffectiveness of Keynesian and Neo-liberal inflected service provision led to the emergence of NGOs as a third sector. However, the role of NGOs as a third sector has been hindered by a number of factors: leadership, adaptability, management, accountability and transparency, corruption and financial capacity. Having covered the conceptual framework, it is also important to explore poverty and its manifestations, which is dealt with in the section below.

2.6 Poverty and its Manifestation

This section discusses poverty and its manifestations as mentioned above. It opens by discussing the MDGs, SDGs, and poverty. Furthermore, the section discusses the causes of poverty. The section closes by examining methods to measure poverty.

2.6.1 MDGs, SDGs, and Poverty

Many different countries suffer from different types of crises, such as HIV&AIDS, corruption, and poverty (Lachaud, 2007; Mwansa, 2011; Hansen and Paintsil, 2016). However, among the three crises ‘poverty’ remains the biggest challenge that requires a special attention (Douglas, 2016; Xu, *et al.*, 2017). The 1960s saw social scientists and politicians, paying significant attention to poverty, which had notably become dominant (Will and Vatter, 1965). As a result, on the 8 of January in 1964 the United State of America’s president Lyndon B. Johnson announced the ‘war on poverty’ during that period (Haveman, 2016). Multilateral organisations established the MDGs (Briant-Carant, 2017). The first objective of the MDGs was on poverty reduction.

The establishment of these MDGs was the result of the summits and conferences that were conducted by the UN in the 1990s (Jolly, *et al.*, 2009; Gaffey, *et al.*, 2015; Mohammadi, *et al.*, 2017). For example, in 1992 the UN held its Rio conference. This conference put together an inspiring programme of action: ‘Agenda 21’. The aim of Agenda 21 was to ensure that the present generation utilise the available resources in a way that will ensure that these resources will continue to be available for future generations.

The MDGs originated in the 1990s, they were officially accepted in the Millennium Summit conducted by the UN in 2000 (David, 2011; Mohammadi, *et al.*, 2017), as a product of a National Millennium Declaration (Udjo and Lalthapersad-Pillay, 2015). The Millennium Summit was attended by 189 UN member states who agreed upon these goals. The perpetuation of poverty made the various stakeholders at the MDG conference consider the alleviation of poverty and hunger as the first objective of MDGs, as stated before (Churchill and Smyth, 2017). The main intention of MDGs was to halve poverty from 1990 to 2015 (Churchill and Smyth, 2017). The MDGs additionally incorporated other, different dimensions relating to development, such as poverty, inequality education, and environment, under its framework (Montgomery and Weiss, 2011; Gaffey, *et al.*, 2015; Jacob, 2017).

There are three actors that implemented the MDGs, *viz*, public, private and NGO sector (Kotler and Lee, 2009; Lee and Kotler, 2016; Brinkerhoff *et al.*, 2007). Each of these sectors has its advantages and disadvantages. The public sector lacks the resources to successfully implement the MDGs (Kotler and Lee, 2009; Lee and Kotler, 2016; Brinkerhoff and Brinkerhoff, 2002). While the private sector does not have time to concentrate on the needs of the people, instead they pay much attention to profit (Karnani, 2016; Brinkerhoff and Brinkerhoff, 2002).

The ineffectiveness of the private and public sector has provided a space for NGOs to implement the MDGs (Brinkerhoff and Brinkerhoff, 2002; Brinkerhoff, *et al.*, 2007). In 2008, the UN predicted that there is no African country that can achieve all these goals (Lomazzi, *et al.*, 2014). Reports on African countries' progress towards the MDGs (Botswana, Swaziland, Namibia, and Lesotho and so on.), showed that, although they may meet some of the goals, it would be impossible for any of these countries to meet all the goals before 2015. Indeed, the MDGs were not met in Africa as well as in South Asia (Hogan, *et al.*, 2010). In June 2014, the UN shared the proposed post-2015 SDGs to improve and rearrange the MDGs so as to overcome and learn from past shortfalls. The first objective of SDGs is also to alleviate poverty just like the MDGs (Brinkerhoff, *et al.*, 2007).

Since the MDGs expired in the year 2015, it was on the 25 to 27 of September 2015 that the UN Sustainable Development Summit adopted the 2030 SDGs (Starrs, 2015; Janowski, 2016; Jacob, 2017). The SDGs make up a central agenda that comprises a number of goals (Janowski, 2016). The 2030 Agenda for Sustainable Development is made up of 17 sustainable goals plus

169 targets (Rickels, *et al.*, 2015). The SDGs are, importantly, much deeper and more determined compared to the MDGs (Vandemoortele, 2014). In order to avoid the mistakes of the MDGs' implementation, the SDGs are being implemented in conjunction with the best possible monitoring system. The SDGs are still a relatively new concept and therefore, there has not been any research regarding their success or otherwise (Jacob, 2017).

However, regarding the MDGs, in some countries like China, goal number one, which is to "Eradicate extreme poverty and hunger" has been met (Awumbila, 2006), but in other places the levels of poverty continued to grow (Awumbila, 2006; Mabogunje, 2007; Collier, 2007; Claude, 2008). For example, on the African continent, the number of people going to bed hungry increased from 242 to 291 million (Mwansa, 2011). Although scholars believe that the rate of poverty has been reduced in some places (Thorat, *et al.*, 2017; Douglas, 2016). While people may escape poverty, there are new people who are falling into the trap of poverty, this means that poverty level has remained high (Douglas, 2016). The global financial crisis of 2008 and the failure of Lehman Brothers Holdings Inc. also perpetuated unacceptable levels of poverty (Edwards, 2010).

Lehman Brothers Holdings Inc. was the global financial firm started in 1850, which failed in 2008 (Sawada and Takasaki, 2017). The global financial crisis of 2008 had similar results as the Great Depression of 1930, which wreaked havoc on the economy (Sawada and Takasaki, 2017). In the year 2008, when the global financial crisis took place, a lot of people lost their jobs, this also increased the rate of unemployment and poverty (Zheng, 2013; Verick, 2012). Education is a method for fighting poverty (Douglas, 2016). People living in rural areas are at a higher risk of becoming poor, because of the unavailability of resources. Also, the increased difficulty of accessing a high level of education in these areas, means fewer people are likely to get good jobs and earn decent salaries (Sanz, *et al.*, 2017; Douglas, 2016). The behaviour of people maturing from childhood into adulthood also perpetuates poverty (Mazz, *et al.*, 2017). There are various reasons that make people fall into the poverty trap (Xu, *et al.*, 2017).

This section has provided a brief, historical understanding of poverty since the time when US president Lyndon B Johnson first announced his 'war on poverty'. It also showed that the first objective of the MDGs was to alleviate poverty and hunger. The first objective of the SDGs is also to alleviate poverty. The section below deals with the contribution of NGOs in poverty alleviation, focusing on the actual role of NGOs in poverty reduction.

2.6.2 Causes of Poverty

Poverty alleviation is currently a well-known term that has drawn the attention of many scholars and policy-makers. Understanding the roots of poverty can help in resolving the perpetuation of poverty (Churchill and Smyth, 2017). Historically, people believed that poverty is caused by laziness, carelessness, bad-luck, unwillingness to work and people's failure to save money for their future (Chow, 2015; Daniel, *et al.*, 2008). Regardless of these general causes, there are other factors that cause poverty, such as lack of education, poor health, natural disasters, unemployment, low wages and lack of opportunities (Niemelä, 2008; Sunderlin, *et al.*, 2008). This section discusses these causes, it starts with education.

2.6.2.1 Education and Poverty

There is a close relationship between poverty and education (Mihai, *et al.*, 2015). Lack and low levels of education have a negative impact and so perpetuate poverty (Tarkowska, 2002; Buarque, 2006; Niemelä, 2008; Tiwari, 2009). It is believed that poverty is caused by high rates of illiteracy (Yankson, 2008). Educating children in primary, secondary and tertiary school provides them with the opportunity to become successful in life (Mihai, *et al.*, 2015). Educated people have more opportunities for getting better jobs and earning good salaries (Asia-Mohamed-Yousif, 2015). It is widely held that it is important to get the best education from pre-school to tertiary-level, but some people cannot afford to pay the tuition of good quality institutions and this causes them to remain poor (Asia-Mohamed-Yousif, 2015).

Uneducated farmers who invest in farming find themselves poor since they lack the basic knowledge for successfully running a farm (Gärtner and Gärtner, 2011). Such people may sooner or later find themselves trapped in a dangerous cycle of poverty. It is easier for educated people to break the cycle of poverty (Asia-Mohamed-Yousif, 2015). Lack of education is not the only cause of poverty, poor health is another significant cause (Ushadevi, 2001), below follows a discussion of health and poverty.

2.6.2.2 Health and Poverty

There is a strong connection between poverty and being unhealthy (Silverman, *et al.*, 2017; Chaudhry, *et al.*, 2006; Mensah, 2006). Poverty and infection with debilitating diseases are closely related to each other, for the reason that there are high chances of infected people being trapped in the cycle of poverty (Whiteside, 2002). Poverty, in most households and nations, is

predictably caused by illnesses like HIV&AIDS, malaria, cholera, tuberculosis and malnutrition (Chow, 2015).

Poor health affects many children, for example, malnutrition, which is also symptoms of poverty (Arif, 2004). The illness of some members of a family also affects the resources and the income of the rest of the family (Masanjala, 2007). A family with a sick member will spend its income nursing the sick person. If someone dies in a family the money reserved for buying food and meeting other needs, is spent on preparations for the funeral (Whiteside, 2002). Many diseases, especially chronic diseases, have had a negative impact on the lives of people, these lead to high mortality rate, which is also a cause of poverty (Asia-Mohamed-Yousif, 2015). Scholars (Herman, 2014; Thorat, *et al.*, 2017; Sanz, *et al.*, 2017) believe that poverty can be solved by creating job opportunities.

2.6.2.3 Natural Disasters and Poverty

Natural disasters cause a lot of damage, not only because of the high number of deaths but also in terms of the livelihood of residents living in affected areas (Sawada and Takasaki, 2017). There are several natural disasters that have recently afflicted developing and developed countries (Sawada and Takasaki, 2017). The impact of natural disasters, especially in developing countries, has forced a number of people into poverty (Qianwen and Junbiao, 2007). Natural disasters also affect the economy, because they damage infrastructure, destroy businesses and also leave people homeless (Qianwen and Junbiao, 2007). The worst part about these natural disasters is that they are unpredictable. For instance, after a drought lasting five years, flooding can then become an issue (Qianwen and Junbiao, 2007). The natural disasters that affect the lives of people cause people to remain poor (Sawada and Takasaki, 2017). For instance, the tropical cyclone Deneo, which took place in Mozambique on February 2017, left people without homes and with damaged farms (Sakai, *et al.*, 2017; Faso, *et al.*, 2017; Manyathela and van-Rensburg, 2017).

Although there are many planned and successfully implemented strategies to alleviate poverty, due to the high number of natural disasters the levels of poverty still remain relatively high. There are other causes of poverty too. The below section looks at Individual Theory and poverty (Lakwo, 2008).

2.6.2.4 Individual Theory and Poverty

Individual Theory proposes that poverty is perpetuated by the choice we make in life. There are many choices undertaken by various people which lead them to poverty. Alcohol is one of the things which most people consider as a stress reliever, while on the other hand, it destroys lives (Cerdá, *et al.*, 2010). Alcohol affects the future of learners who are still at school, causing learners who are addicted to alcohol to be absent or regularly late for school (Davis and Grier, 2015). The absenteeism and late coming of learners eventually lead them to fail, after that they, drop out of school (Austin, 2012). In many different areas, poor people spend their money on drinking alcohol and gambling, this causes poverty to persist (Jung and Smith, 2007). There are many social causes of poverty, which are the result of the decisions of an individual person, for instance, family planning (Yankson, 2008). Some individuals decide to have a number of children even though they won't be able to take care of them (Yankson, 2008).

Another cause of poverty, especially in rural areas, is the issue of polygamy and the inheritance system (Mbirimtengerenji, 2007). Polygamy is a traditional method whereby a man is permitted to marry more than one wife (Khasawneh *et al.*, 2011; Fenske, 2015). Polygamy is closely related to levirate marriages, where a man is obliged to marry his brother's widow (Mbirimtengerenji, 2007; Fenske, 2015). Polygamist communities limit women's access education and job opportunities because they believe that a man should provide everything (Strauss, 2012). The worst part of these marriages is that spouses are not treated equally (Brooks, 2009; Strauss, 2012). Regardless of polygamy, rural areas are highly dominated by female-headed households (Liu, *et al.*, 2017), and it is known that a household that is headed by women is highly affected by poverty (Damaske, *et al.*, 2017).

These women are food insecure, they generate income for their children to eat and they are also responsible for the chores of the household (Mallick and Rafi, 2010). The female head raises the children without the help of a father (Liu, *et al.*, 2017; Mallick and Rafi, 2010). Female headship can be a result of a divorce or a separation of a father and the mother. Some people believe that a man should leave his wife and children to seek better opportunities (Liu, *et al.*, 2017). There are different ways of measuring poverty (Mowafi and Khawaja, 2005) such as relative poverty (Ravallion and Chen, 2011), the absolute poverty, Human Development Index, the latent class model and moderate poverty (Joo, 2011; Ravallion and Chen, 2011).

2.6.3 Measuring Poverty

The section below unpacks indicators of poverty, as it is important to identify the poor and the non-poor. It is important also to know the tools that can help someone to differentiate the poor from the non-poor. Asking people whether they are poor or not can be offensive to them (Deaton, 2010). The section below identifies these ways or tools for measuring poverty, which includes absolute poverty, relative poverty, moderate poverty, the Human Development Index and cross-national measures.

2.6.3.1 Absolute Poverty

The term ‘absolute poverty’ was initially used by Rowntree in 1899 in a research study that was based on the ‘minimum living standard for a respectable life’ (Bhattarai, 2005). Absolute poverty refers to a household that cannot meet its basic needs for survival (Chen and Ravallion, 2007), in such a way that they are unable to access health-care and cannot afford education (Chen and Ravallion, 2007). They even lack a shelter for protection, lack clothes, they also walk barefooted, since they cannot afford shoes (Kotler and Lee, 2009). In absolute poverty, the next meal means the difference between life and death (Rojas and Guardiola, 2017). These people receive a remuneration which is less than R13.74 per day (Swanepoel and De Beer, 2012). Absolute poverty is also known as ‘chronic poverty’ or ‘extreme poverty’. It is called chronic poverty or extreme poverty simply because those who can be identified using these terms are trapped in the cycle of poverty for the rest of their lives. Their poverty is transmitted from one generation to another (Rojas and Guardiola, 2017).

The line for what counts as absolute poverty can be drawn by calculating the income and expenditure of a household. Each and every country has its own poverty line (Meyer and Sullivan, 2012). The household that does not meet the required income, which is R13.736 per day, is considered as poor (Hargreaves, *et al.*, 2007). Absolute poverty can also be measured by examining well-being factors, such as infant mortality, life expectancy, and caloric intake. These type of poverty indicators are usually found in the developing countries (Asia-Mohamed-Yousif, 2015). As stated above, poverty can be measured by various tools, the below section looks at another indicator of poverty, which is relative poverty.

2.6.3.2 Relative Poverty

The concept of ‘relative poverty’ was established by Peter Townsend in 1979 (Beshai, *et al.*, 2017), in his work on ‘relative deprivation’, covering consumption and participation

(Townsend, 2003). Relative poverty is associated with inequality which includes physical, emotional as well as health outcomes. It can be defined when someone in a community is poor, more especially if they are compared with those living in the surrounding neighbourhoods (Hargreaves, *et al.*, 2007). These inequalities make individuals who feel inferior angry and not uncomfortable in society. The relatively poor are seen more especially in highly urban areas (Ravallion and Chen, 2011), by lack of goods for recreation, quality education and quality health (Kotler and Lee, 2009). These people may meet their basic needs, but they are poor because they can't afford to participate in social activities (Swanepoel and De Beer, 2012).

Relative poverty is the poverty of one country in relation to another country (Hargreaves, *et al.*, 2007). For example, Mozambique is poor when is compared with South Africa, but when comparing South Africa and the United State of America, South Africa is poor (Swanepoel and De Beer, 2012). People who are relatively poor are understood as being ranked according to their affordability (Hargreaves, *et al.*, 2007). Scholars believe that relative poverty promotes deviation from focusing on poverty to focusing more on inequalities (Ravallion and Chen, 2011).

2.6.3.3 Moderate Poverty

Moderate poverty is when a group of people meet their basic needs after their hard work (Claude Saha, 2007; Kotler and Lee, 2009). There are factors that affect their lives just like poor health, lack of job opportunities, drought and natural disaster (Kotler and Lee, 2009). The income of those who are subject to moderate poverty is in between the intense- and upper-poverty line. As a result, poor people who are above the poverty line have high chances of escape poverty, while people who are below the threshold are not able to participate in economic activities (Claude Saha, 2007).

2.6.3.4 Cross-National Measure

The cross-national measure provides an opportunity to compare the poverty rate against the effectiveness of anti-poverty policies (Minkler and Prakash, 2017). When drawing this comparison, it is imperative to observe how other nations experience of poverty (Smeeding, 2001; Gornick and Jantti, 2012). In spite of the cross-national measure, Brady (2003) believes that there are other ways that can be used when measuring poverty, for an example, the Human Development Index.

2.6.3.5 Human Development Index

Human Development Index (HDI) is one of the methods for measuring poverty. It was first developed by the United National Development Programme (UNDP) in the year 1990 (Lee, 2001; Mazumdar, 2003; Ogwang and Abdou, 2003; Kamdar and Basak, 2005; Despotis, 2005; Stapleton and Garrod, 2007; Lind, 2010; Sant'Anna, 2011). The HDI was established to replace the Gross Domestic Product (GDP) per capita (Ramírez, 2014) as the main gauge of development (Cahill, 2005). GDP was the primary measure, it was replaced because of being narrow and it could not focus much on the multi-faceted nature of economic development (Porter and Purser, 2008). HDI, on the other hand, is founded on the basis that development should cover all aspect of life (Luis, 2012).

The UNDP formed the HDI to be able to classify countries by their level of human development (Porter and Purser, 2008). During that period (1990) the UNDP introduced three dimensions that were used to measure HDI, which include: a long and healthy life, permission to knowledge or education, as well as well-being or standard of living (Wong, 2011). Since the Human Development Report of 2010, the UNDP changed the methodology of HDI, and these new methods have four dimensions (Wong, 2011). The new dimensions include 'life expectancy' for long and healthy life. Life expectancy at birth is a useful indicator of health and it is also closely related to mortality; if the mortality rate is low that means life expectancy is high (Anderson, 2010).

In the HDI, education can be assessed by the number of adults who are literate; learners in primary and secondary school, and students pursuing tertiary studies (Casquero and Sanjuán, 2013; Somers, *et al.*, 2007). This helps us to understand the capacity for knowledge that a citizen may have. Calculating the education rate requires the total number of learners in all school levels in the research area. This number must be divided by the total age of the population for each education level (Wong, 2011).

In the HDI, health is measured as the life expectancy of each country; life expectancy measures the period that a citizen can live for (Rahaman Khan, *et al.*, and 2016). Another indicator of the HDI is meeting whether people are able to meet their basic needs. This indicator is measured using GDP. GDP is all about examining whether a country's citizenry is able to meet its basic needs (Antony, 2001). This indicator also permits the exploration of life expectancy, education and may serve as an economic indicator of human development.

This section has covered the perpetuation of poverty. It has shown that there are different strategies that can be, and have been, introduced to alleviate poverty, and some of these strategies were not effective in places like developing countries. The section also covered the actual causes of poverty and the methods for measuring poverty. However, it should be noted that the method for measuring poverty are not limited to: relative poverty, absolute poverty, and the HDI.

2.7 CONCLUSION

The chapter dealt with the literature review and it discussed the historical development of NGOs. The literature showed that NGOs emerged in the 19th Century focusing on anti-slavery and the efforts of the Red Cross. Furthermore, the chapter contextualised the role of NGOs within the Keynesian and neo-liberal economic systems. Although other scholars appreciate the work of NGOs, some are more critical. Since the aim of the study was to find out the role of NGOs in alleviating poverty, the chapter also provided details about the theoretical framework of the study. The chapter concluded with a discussion of poverty, its manifestation, as well as, the method for measuring poverty.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 INTRODUCTION

The previous chapter presented a literature review, it discussed the historical development and the theory of NGOs. It also presented a conceptual framework and critique of NGOs. The present chapter focuses on the research methodology. The research methodology was important because it provided guidelines to design and implement this study (Urwin and Burgess, 2007). This chapter explores the research design and philosophy, which will be followed by an explanation of the research approach. Further, this chapter reviews related studies in order to provide a justification for the chosen philosophy of the study. This chapter also covers the research methods, which include data collection, analysis, interpretation and research methods (Urwin and Burgess, 2007). This chapter opens by describing the study area.

3.2 DESCRIPTION OF THE STUDY AREA

Figure 1.2 provides a map of the Nkomazi Local Municipality's service area.

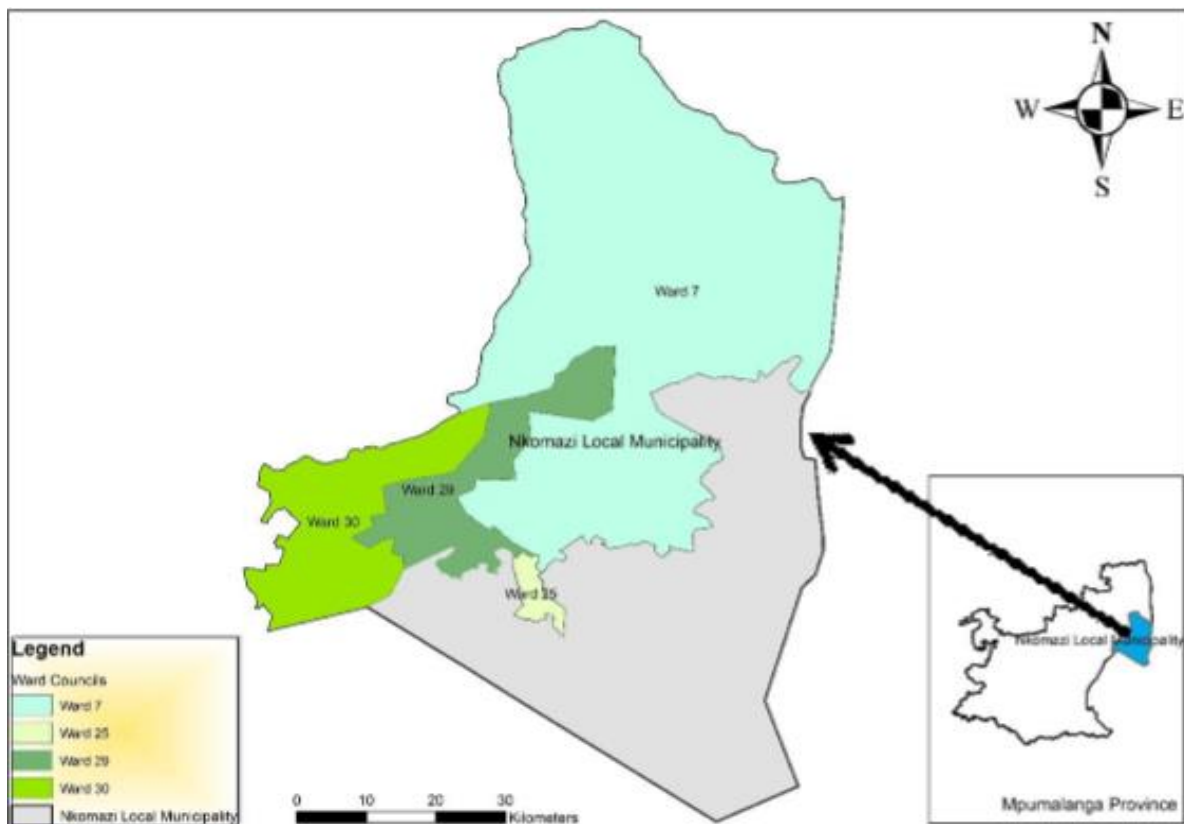


Figure 1.2 Nkomazi Local Municipality map

Nkomazi Local Municipality is one of the five municipalities located in the Ehlanzeni District Municipality (Coetzee, 2016). The municipality is on the eastern side of the Ehlanzeni District Municipality in the Mpumalanga province and it is 3240.42 km in extent (Adeola, *et al.*, 2017). It is also located in a small town named Malelane, positioned along the N4 national road, 65 km East of Nelspruit. Malelane is also 70 km South of Komatipoort. The municipality is positioned in the middle of the route between Swaziland (north Swaziland) and Mozambique (east of Mozambique) (Gininda, *et al.*, 2014). Nkomazi Municipality is interconnected with Swaziland through two provincial roads. It is also connected with Mozambique via a railway line. Moreover, the municipality is linked by the national road (N4) that forms the Maputo Corridor. It is bounded by Kruger National Park to the north. Nkomazi Local Municipality is separated into 33 municipal wards, which is determined by the municipal demarcation board. The municipality is made up of eight traditional authorities: Mawewe; Matsamo; Mlambo; Hhoyi; Siboshwa; Kwa-Lugedlane; Mhlaba and the Lomshiyo Tribal Authority (Mashele, 2014).

The traditional authorities are located in the southern section of the municipal area. Regardless of the traditional authorities, there are also urban areas around Nkomazi. The urban areas are Malelane, Hectorspruit, KaMaqhekeza, Tonga, Komatipoort, and KaMhlushwa (Mashele, 2014). From 2001 the population was 334 668, however, in 2011, the recorded population increased to 390 610 (Nkomazi municipality 2016/2017). In 2014, the population of Nkomazi Local Municipality was confirmed to be 409 146. The high rate of population increase in the municipality and its surrounds also resulted in a high unemployment rate. The levels of unemployment for women and youth at the age of 15-35 are higher compared to the general population aged 15-64 years. This high unemployment rate is the major factor that affects the general development of the municipality (Nkomazi municipality 2016/2017).

Community services, agriculture, and trade are the leading industries in Nkomazi in terms of employment creation. Through the engagement of these industries, the unemployment rate decreased by seven percent in the year 2013. The lack of job opportunities in Nkomazi local municipality affects the lives and the incomes of households, it also directly has an influence on people's ability to pay their rates and taxes (Neille, 2013). The death rate is also high in the municipality; these deaths are frequently caused by Tuberculosis and HIV&AIDS. The virulence of Tuberculosis was seen in the area in 2009 when 710 people died. One of the major challenges hindering the municipality's development is HIV&AIDS (Dawson, 2013).

However, there have been different major undertaking to deal with the chronic diseases afflicting Nkomazi residents. As a result, from 2006 to 2010, the HIV&AIDS rate was reduced by 27% (Tshandu, 2010). Nonetheless, the municipality continues to be affected by the high levels of poverty caused by the increasing population (Tshandu, 2010).

3.3 RESEARCH DESIGN AND PHILOSOPHY

A research study is informed by how one understands the world. One's understanding of the world is formed according to how one views it (Creswell and Poth, 2017). There are different ways to view knowledge, these include positivism, interpretivism, and post-positivism. The concept of 'positivism' is broad, with various meanings (Heidtman, *et al.*, 2000). Firstly, positivism is about dedication to social transformation, in the mould of August Comte and Emile Durkheim (Riley, 2007). It also refers to scientific research practices, i.e., methodological positivism. Methodological positivism is about knowledge, social reality, and concept science (Riley, 2007). Positivism is also a theory of knowledge which claims to follow a casual explanation through inductive generalisations (Heidtman, *et al.*, 2000). In a positivist stance, knowledge can be seen as real, hard and objective (Burke, 2007). Positivism assumes that everything has to be measured and calculated (Creswell and Poth, 2017). In natural science, positivist inquiry provides knowledge about how to be involved in the world and change it in order to satisfy real-world's needs (Houghton, 2011).

Positivism would not be a correct philosophy to use in this study on its own since it falls into fixed and distinct rules (Houghton, 2011). The issue with positivism is that it leads to generalisation, however, Social Science leads to results that are not generalisable (Houghton, 2011). Positivism separates the researcher from the phenomenon of the study. Natural science follows the goal of truth in terms of formal propositions. The main intention of positivist research is to arrive at scientific laws. Positivism can be criticised on the grounds that social reality cannot be measured (Houghton, 2011).

As has been stated above, another way to view knowledge is through interpretive philosophy. Interpretive philosophy derives from Social Action Theory. People make and associate their own meaning with the world around them (Houghton, 2011). Interpretive philosophy holds that individuals are intricate, and various people experience the same objective reality in different ways. In interpretive philosophy, measurement is complicated or sometimes impossible. Interpretive philosophy focuses on the thoughts, processes, feelings, and emotions of study

participants (Makhtar, *et al.*, 2016). The main goal of interpretivism is to hear answers directly from the participants (Engel and Schutt, 2014). Interpretivism is qualitative in nature. In spite of that, the value of data obtained from interviewees concentrates more on the thoughts of the interviewees (Rosenthal, 2016). It leads to qualitative results, which will be necessary since the present study will use both qualitative and quantitative data.

It is this researcher's belief that interpretivism and positivism on their own are not relevant to this study. For that reason, the study adopts a research philosophy that integrates the two philosophies of positivism and interpretivism. The philosophy that integrates both positivism and interpretivism is called post-positivism. Post-positivism is a way to enhance accuracy and to avoid biases, it also brings both theories and practices into play. Post-positivism moves positivism from a narrow perspective to a more wide or broad way to explore a real-world (Henderson, 2011). Post-positivism does not reject positivism but it offers that something exists subsequent to positivism that is worth considering (Henderson, 2011). Post-positivism endorses the potential to use a practical approach for collecting data using more than one method (Henderson, 2011).

The above discussion has partly justified why the study will not rely on positivism only, and also not on interpretivism only, instead it adopts a post-positivist philosophy. Moreover, the shortfall of both positivism and interpretivism as approaches of this study were discussed. It was finally concluded that the study adopts post-positivism (methodological triangulation) as an approach. In further justifying the approach of the study, the section below reviews studies that are similar to this one. The idea is to explore the methods used in these studies by researchers.

3.4 RELATED STUDIES

This section reviews empirical research which is similar to this study. The main aim is to draw comparisons between research approaches and the methods used. This is because different scholars use different research approaches when studying NGOs. Some scholarship used qualitative or quantitative approaches, while others used both methods (mixed method). Michelo (2007) conducted a study on NGOs and community development. The study was qualitative, as a result, the data were collected by semi-structured interview, focus group, and direct observations. Another study by Dlamini (2010) focused on the role of NGOs and the

effectiveness of the aid system. The approach of the study was qualitative, structured interview, observation, and documents, which were used to collect data from the participants.

Moyo (2012) studied state NGOs and community relations, and because the study was qualitative the data were collected using semi-structured interviews and observations. The data were analysed using an interpretive thematic data analysis procedure. In another instance, Michel (2012) conducted a qualitative study on the challenges faced by NGOs. Data collection was done through semi-structured interviews. The data was analysed using ATLAS/ti and content analysis. Mulenga (2013) dealt with NGOs and skills development among the marginalised youth of Cape Town. The study followed a qualitative approach and the data were collected using focused group. It was manually analysed through applying an inductive approach. Matsimbi (2015) dealt with business sustainability challenges and philanthropic NGOs. The study was qualitative in that the data were collected using a semi-structured interview. It was also analysed using comparison analyses, also known as coding.

A study by Mkhwanazi (2012) dealt with the role of NGOs in poverty reduction. The study adopted both qualitative and quantitative approaches. The data were collected using semi-structured interviews and analysed through tables reflecting numerical data. Furthermore, Mocheki (2014) conducted research based on NGOs promoting sustainable development. The study adopted a qualitative and quantitative approach. The data were collected using in-depth interviews and a survey. Lastly, Singh (2009) conducted a quantitative study, on South African NGOs and the promotion of inhabitants. The data were collected through questionnaires and analysed using SPSS software.

Most similar studies employed a qualitative approach. There are very few studies that adopted a mixed method and quantitative approach. It is also evident that most similar studies collected their data through the use of interviews. This study follows a mixed-method approach. The following section deals with research approach of the study.

3.5 RESEARCH APPROACH OF THE STUDY

As has been indicated above, this study uses methodological triangulation. It is important to justify why the study chose both qualitative and quantitative approaches. Firstly, the reason for the study using qualitative data is because some research questions detect that some of the data is qualitative. For example, questions aimed at ascertaining whether the NGOs in the study area

have the leadership capacity to help alleviate poverty. Such questions may require tools like interviews. On the other hand, the quantitative data is required since the study needs to understand whether the NGOs in the study area can be relied upon to reduce poverty, through examining whether people live under or above the poverty line, which is R13.74 per day. The research questions motivate the study to use methodological triangulation. The reason for using methodological triangulation is that a weak research approach can be supported by a strong approach (Grafton, *et al.*, 2011). Using both method help to systematically respond to the specific research question and it also adds to the present tools available for conducting a research study (McLaughlin, *et al.*, 2016).

3.6 RESEARCH METHODS

Having discussed the research approach of the study, this section deals with research methods. Research methods are concerned with how the relevant research will be conducted and how knowledge can be found. It is also a strategy that tries to answer the research questions of a study (Hyland, 2016). Research methods cover target population, sampling method, sample size, data collection techniques, as well as data analysis. This section opens by discussing the target population of this study.

3.6.1 Target Population

Collection of information from every member of a target population is called a ‘census’. However, this is difficult, if not impossible. Therefore, a small population sample can be used to represent the whole target population (Draugalis and Plaza, 2009). The sample should be representative, reflecting the make-up of the whole population (Creswell, 2009). The total population of Mpumalanga province is 4.04 million or 7.8 percent of the national total (States SA, 2011). The population of the Nkomazi local municipality is 393 030 (States SA). Nkomazi is made up of 33 wards. As was stated earlier, the municipality is differentiated into eight tribal authorities: Mawewe; Matsamo; Mlambo; Hhoyi; Siboshwa; Kwa-Lugedlane; Mhlaba; Lomshiyo Tribal Authority. This study targets NGOs that work in the Nkomazi Local Municipality, which deal with health, education, and hunger. These NGOs must have existed for more than five years in the municipality.

3.6.2 Sampling Method

This study uses purposive sampling to conduct both qualitative and quantitative data gathering. The study uses purposive sampling if they know the potential participants in advance. The

sample group is selected because they have a relevant knowledge and experience that can contribute effectively to the study (Flick, 2009). Purposive sampling means that participants are selected because of some defined characteristics that make them the holders of data (Flick, 2009). The primary reason for choosing purposive sampling was that the study can judge who can provide the best information to achieve the objectives of the study (Kumar and Phrommathed, 2005). The study knew the kind of NGO members that I wanted to participate. It is only NGOs who worked at Nkomazi municipality for a period of five years as mentioned above. It wouldn't be fair to collect data from NGOs who had less than five years experience in the municipality. With that reason in mind, NGOs possessing no less than five-years of experience were chosen.

NGOs that were selected had to focus on health, education, and hunger, because there is close relationship between health and poverty as well as education and poverty. In addition, the lack of poverty or health may lead people into poverty. Lastly, these NGOs were taken from the following tribal authorities; Mlambo, Hhoyi, and Mawewe. The reason why NGOs were selected in these tribal authorities was that the study knows the potential participants in advance. The NGOs also had a relevant knowledge and experience that could contribute effectively to the study. Moreover, most of the NGOs in the selected tribal authorities were relevant because they focused on health, education, and hunger. Lastly, these NGOs had existed for a period of more than five years in the Nkomazi Local Municipality.

The study also used purposive sampling for selecting the Nkomazi Municipality residents who participated. In the communities of Nkomazi municipality, both qualitative and quantitative data were collected. The Nkomazi residents were selected because they had seen the existence of NGOs that focused on health, education, and hunger in the municipality. This is because useless findings would have been obtained if the selected community members didn't have any idea about the work of the NGOs in their area. The below section covers the sample size of the study.

3.6.3 Sample Size

The conclusion based on the sample size was made by examining three things: characteristics of the participants, financial problems and the population size of Nkomazi local municipality. Researchers are required to make informed decisions based on using a suitable sample size and strategy to select the participants (Collins, *et al.*, 2006). As mentioned above, Nkomazi is

differentiated into eight tribal authorities. The study used three participants from each tribal authority. There were six targeted NGOs at Nkomazi local municipality. These NGOs were chosen in the Mlambo tribal authority, the Hhoyi tribal authority and the Mawewe tribal authority, as mentioned above. In the first phase (qualitative approach) the study selected two (n=2) NGOs in Mlambo tribal authority, two NGOs (n=2) were selected in the Hhoyi tribal authority and another two (n=2) in Mawewe tribal authority. The total number of NGOs that were interviewed were six. The second phase was the quantitative approach, there were twenty-four (n=8x3=24) Nkomazi residents that were selected.

3.6.4 Data Collection Techniques

This study uses both primary and secondary data. The primary data were collected through interviews and questionnaires. In a qualitative approach, primary data are collected using face-to-face interviews, these interviews were conducted in NGOs under Nkomazi municipality, as mentioned. A structured interview makes the researcher ask relevant questions that are in line with the study's aim, objectives and research questions (Babbie, 2001). The primary data in a quantitative approach were collected through questionnaires. Questionnaires were administered to community members, specifically those that were familiar with the work of the NGOs in their municipality. The study used open-ended questionnaires so that the participants would be able to express their feelings based on the concept that relates to the study. This study collected secondary data from the documents of Nkomazi Local Municipality and NGOs. For example, this study reviews documents generated the IDP and Stats SA. With regards to the NGOs, this study reviewed organisations' annual reports and recorded minutes.

Moreover, it is important to recruit participants, recruitment of participants is a dialogue that takes place between the researcher and the expected participants (Patel, *et al.*, 2003). It is important to recruit participants in a research study because if there are no participants the study is not viable. Recruiting participants in a research project is a challenge that requires special attention. The recruitment of participants for this study included the recognition of qualifying NGO members to participate in the study. The recruitment of participants helps the researcher and the potential participants since it provides a chance for the researcher to inform study participants about the research. It also provides the researcher with the opportunity to answer questions that the potential participants may have, as well as to provide clarity so that participants are better equipped to answer certain questions during data collection process.

In this study, the researcher requested permission to conduct the study from the manager or director of the NGOs in the Nkomazi Local Municipality. The study ensured that a letter of consent was signed to ensure that the participants were really willing to volunteer. The researcher, also made sure to obtain ethical clearance that serves as an affirmation that the research is permitted to be conducted. After obtaining ethical clearance, this study could proceed to recruit potential participants on the basis of certain eligibility criteria, which say that the participants needed to be someone residing in the Nkomazi municipality. The participants were informed about the focus of the study, for instance, NGOs and their role in fighting poverty in Nkomazi Local Municipality. The selected participants were willing to participate in this study.

3.6.5 Data Analysis

Data analysis is the process of interpreting what the participants said during data collection sessions (Babbie, 2001). The analysis of data in the study will be differentiated into two, which are qualitative data analysis and quantitative data analysis. The next section starts by discussing qualitative data analysis.

3.6.5.1 Qualitative Data Analysis

Qualitative data analysis has to be recorded in words or observations without including numerical data (Nieuwenhuis, 2007). As has been mentioned, this study uses interviews to collect qualitative data. This study uses content analysis to analyse the primary data that is qualitative. Content analysis is a tool to analyse qualitative data, the tool helps the researcher to identify, categorise, and summarise the raw qualitative data (Graneheim and Lundman, 2004). Furthermore, content analysis is an appropriate tool to analyses either unstructured or structured interviews (Nieuwenhuis, 2007).

3.6.5.2 Quantitative Data Analysis

Statistics Package for the Social Science (SPSS) has been recommended as one of the softwares of analysing a quantitative data. The study used SPSS to analyse quantitative data.

3.7 THE ROLE OF A RESEARCHER

The role of a researcher can be discussed through paying attention to the role of researcher in a qualitative approach and the role of the researcher in a quantitative approach. The next section opens by discussing the role of the researcher in a qualitative approach.

3.7.1 The Role of a Researcher in the Qualitative Approach

In a qualitative approach, the researchers cannot run away from subjectivity. Researchers are considered as the research tool when collecting qualitative data (Nieuwenhuis, 2007). The researcher is subjectively involved during the data collection process in the qualitative approach. Interviews were successfully conducted through getting relevant information from knowledgeable NGO members. For example: the executive directors or managers of NGOs in Nkomazi Local Municipality. As the researcher, I used interview schedules as a qualitative data gathering tool.

3.7.2 The Role of the Researcher in a Quantitative Approach

Objectivity is always demonstrated in a quantitative approach. It is crucial for the researcher to foster good communication between themselves and the participants so that relevant information may be obtained, however, the researcher must remain objective (Maree and Van der Westhuizen, 2007). In a quantitative approach, the researcher starts by formulating the relevant questionnaires. Certainty has to be made that the questionnaires are simple and accurate. However, the primary goal of quantitative approach is to stay objective.

3.8 INTERPRETATION OF DATA

Data interpretation is an essential part of any assessment that is related to drawing conclusions from the collected data of an analytical study (Verma and Verma, 2006). If the data is not well interpreted it leads to useless findings. This study concentrated on the fundamental areas that determine the research questions and research objectives. The study analysed the data in the context of the existing literature to determine whether it is aligned with the available literature. This study started by analysing qualitative data then followed by analysing quantitative data, it will also be explained further on how the quantitative results built upon the qualitative results.

3.10 PLAGIARISM

Plagiarism includes the act of intentionally copying somebody else's work without acknowledging the writer and pretending that piece of work is legitimately yours (Griffith, 2008). With that in mind, this study has acknowledged all the sources of information used to compile it.

3.11 DISPOSAL OF THE RESEARCH DATA AND RECORD

The recommendations of this research study will be kept safely at University of Zululand Research Data Registry. The research data and records will be published data and the records will be removed after a period of five years after the dissertation submission date. The data and records that will be kept within the department will be removed or disposed of to ensure that confidential data and records are completely destroyed. All of the confidential data and records recorded in hard copy will be shredded. All of the electronic data and records will be formatted or erased to ensure that the electronic data is completely destroyed. The whole confidential data and records disposal process will be recorded in the Central Research Registry.

3.12 ETHICAL CONSIDERATIONS AND SAFETY ISSUES

The main intention of Social Science research is not to violate the rights of the participants but to develop a systematic verifiable knowledge (Frankfort-Nachmias and Nachmias, 2007). The critical parts of these ethical considerations include: the issue of confidentiality; the end results and findings, and the safety of the participants (Creswell, *et al.*, 2014). The privacy of the participants were respected and they have been assured that their participation was voluntary. Moreover, the participants were informed at the outset that they are free to withdraw if they are not comfortable answering certain questions. Videotaping or audio taping has been done with the permission of the participants. Participants had a right to ask questions, obtain a copy of the results and their privacy respected. The researcher was also sensitive to the different languages, cultures, beliefs, and customs of people who have participated in this research.

3.12.1 Informed Consent

There is an agreement among the scholars that research involving human subjects has to be carried out with the informed consent of the participants. Informed consent is crucial if the participants are going to be exposed to a considerable amount of risk (Frankfort-Nachmias and Nachmias, 2007). Informed consent is a commitment that is undertaken by a researcher to let the participants know all information that is relevant to the study (Mortari and Harcourt, 2012). Informed consent has to be ensured so that participants may not be exposed to pain, emotional injury, invasion of their privacy or physical stress. For instance, studies based on research about drugs require an extra level of sensitivity (Frankfort-Nachmias and Nachmias, 2007). Requesting a permission from participants when collecting data indicates respect for the right of self-determination. Moreover, there are people who are not allowed to partake in a research

study, especially young children and comatose medical patients (Frankfort-Nachmias and Nachmias, 2007).

3.12.2 Confidentiality

In Social Science, participants must be told that the personal information that they provide for a study will remain confidential. This provides certainty to the participants that the researcher will not publish personal or sensitive information (Frankfort-Nachmias and Nachmias, 2007). Confidentiality includes avoiding exposing sensitive, private and personal issues that do not need to be shared in public (Johnson, 2014). During the data collection process a researcher should plainly and accurately notify participants about the meaning and the limit of confidentiality (Frankfort-Nachmias and Nachmias, 2007).

3.13 VALIDITY AND RELIABILITY

Testing for validity and reliability is common in both qualitative and quantitative research. Although the term reliability is often used when testing quantitative research, it is also applicable to qualitative research (Golafshani, 2003). Reliability and validity are the two factors that researchers ought to consider when designing a study, analysing results and judging quality of a research study (Patton, 2001). Validity is a concern with the question: ‘Am I measuring what I planned to measure?’ Validity is as much concerned about ensuring that the instrument measures what it is intended to measure, on the one hand, and on the other, with the reliability of the data collection tools. In this case, these tools comprised both questionnaires and interviews. This study ensured quality by testing the results of both tools to ensure the results were reliable and could be replicated so that validity and reliability were facilitated adequately.

3.14 CONCLUSION

This chapter discussed the research methodology. Under the research methodology there is the research design. It was said that this study follows both a positivist and an interpretivist philosophy. Different studies that are similar to this one have been examined to justify why the study adopted a post-positivist philosophy. Most of the reviewed studies followed a qualitative approach, however, due to the research questions guiding this study, the decision was made to follow both approaches (qualitative and quantitative). The research methods have been discussed through looking at the target population, sampling method, sample size, data collection and data analysis.

CHAPTER FOUR

RESULTS AND DISCUSSION

4.1 INTRODUCTION

The previous chapter dealt with the philosophy and the research methodology of this study. It also provided details about the methods used for collecting data, which were interviews, questionnaires, and documents. The chapter went further to explain and justify the methods that have been used for analysing data, which were content analysis (qualitative data), as well as SPSS (quantitative data). The present chapter discusses and interprets findings of this study based on the data collected from the NGOs and community members. The chapter opens with a discussion of the findings with regard to the demographic characteristics of the respondents.

4.2 DEMOGRAPHIC CHARACTERISTICS OF THE RESPONDENTS: MEMBERS OF THE COMMUNITY

This section investigates how members of the community in the study area understood the NGOs. It discusses their demographic characteristics, and specifically, it deals with: the gender of the participants, the age of the respondents, their education levels, as well as the income of the respondents. The next section looks at the gender of the respondents.

4.2.1 Gender of the Respondents

The question about the gender of the respondents was considered important to successfully finding out the dominant gender of this study's participants. The results of the study, as shown in Table 4.1 below, reveal that the percentage females who participated in this study were 62.5 percent. Whereas the percentage of males who participated was 37.5 percent. It is therefore evident that the number of females who participated in the study outweighed the number of males.

Table: 4.1 Gender participants

Gender	Number of participants	Percentage
Male	9	37.5
Female	15	62.5
Total	24	100

The findings reflected in the above table are similar to the findings on the gender in the Nkomazi Local Municipality's IDP. Interestingly, Stats SA (2011) also confirmed that the percentage of the females in South Africa is higher than that of males. The following section discusses the levels of education of the participants from the Nkomazi Local Municipality.

4.2.2 Education of the Respondents

Participants in this study were requested to indicate their levels of education with the aim of understanding the literacy/illiteracy rate in the Nkomazi Local Municipality. The results of the study shown in figure 4.1 below, revealed that participants with primary education dominated because they constituted 45.8 percent. The findings of the study also showed that the participants with secondary education constituted 33.3 percent. Those with tertiary-level education constituted 16.7 percent. Lastly, the results of the study showed that participants who attended college or who had diplomas were 4.2 percent.

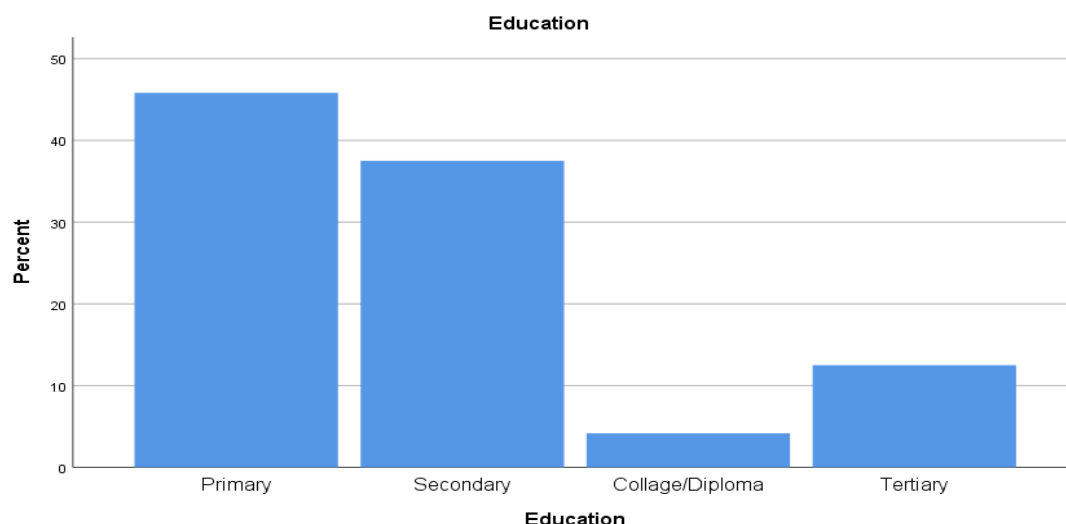


Figure 4.1 Educational level of the participants

On the basis of the findings presented above, the study concluded that most people who participated in this study from the study area had some measure of both primary and secondary education. The results of the above bar graph are similar to those found in Nkomazi Local Municipality's IDP. Mihai *et al.*, (2015) reveal that there is a close relationship between poverty and education. Lack and low levels of education have a negative impact, which perpetuates poverty (Tiwari, 2009). Educated people have more opportunities to get better jobs

and earn good salaries (Asia-Mohamed-Yousif, 2015). The section that follows discusses the income of the respondents in the Nkomazi Local Municipality.

4.2.3 Income of the Participants

It was important to know the income of participants in the study area so that the contribution of NGOs could be understood. The respondents were requested to indicate their levels of income. Figure 4.2 below, shows the income levels of the participants. The findings revealed that most of the participants, which constituted 45.8 percent, received an income that was between R0-6.74 per day. Moreover, the findings also show that 12.5 percent of participants earned an income that was between R7.73 – R13.74 per day. Lastly, the results of the study show that 41.7 percent of the respondents were those who earned an income of R13.74 and above.

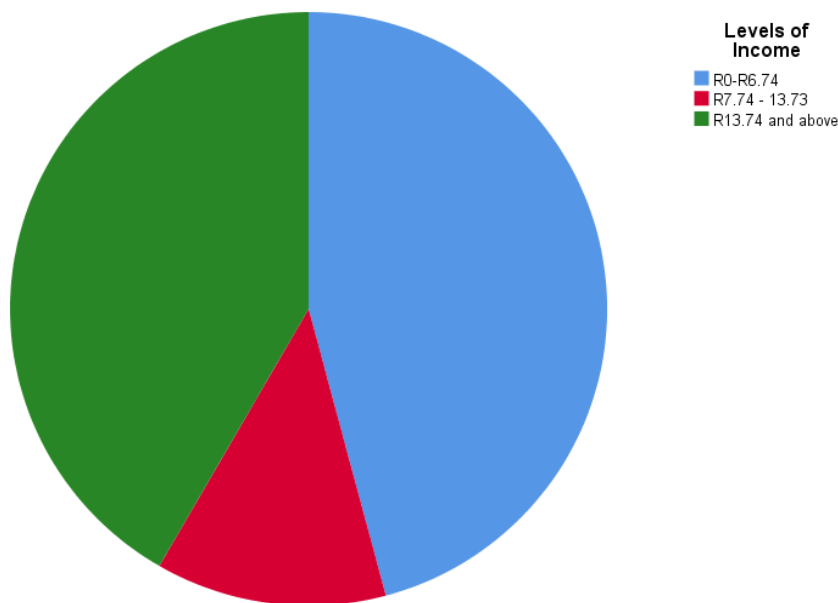


Figure 4.2 Levels of Income

On the basis of the results of Figure 4.2 above, there were high levels of poverty in the municipality. The majority of the participants lived in absolute poverty because they received a salary that was below the poverty line, which was R13.74 per day. In South Africa, people who live on R13.74 per day are regarded as living in absolute poverty. Rojas and Guardiola (2017) explain that for those who live in absolute poverty, the next meal means a difference between life and death. The findings of the above pie chart can also be related to information from the Nkomazi Local Municipality, which indicates that there are high levels of poverty in

the municipality. Similarly, the Mpumalanga Department of Finance (2013), also reveals that amongst the 18 local municipalities in the Province, the Nkomazi Local Municipality had high levels of poverty.

4.2.4 Age of the Respondents

The section above dealt with the income of the participants, and the current section is about the age of the respondents. The results of this study showed that 21.2 percent were participants between the age of 19 to 24 and 31 to 36 years old. Participants who are under 18 and those who are between 25 to 30 years old constitute 16.7 percent. Similarly, the respondents belonging to the age range of 42 and above, and also constitute 16.7 percent. The percentage of respondents between the ages of 37- 42 is 8 percent.

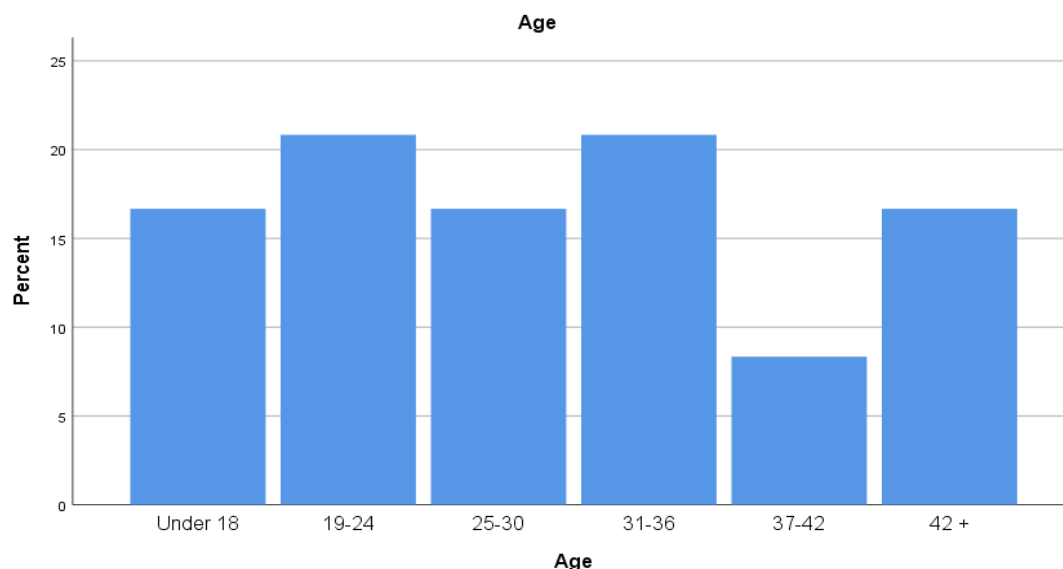


Figure 4.3 Age of the Participants

The results of the above bar graph show that the percentage of participants between the ages of 19 to 24 and 31 to 36 years old were dominant in the study. The lowest percentage participants are between the ages of 37 – 42. The next section discusses the community and the contribution of NGOs in the Nkomazi Local Municipality.

4.2.5 Community and the Contribution of NGOs

The participants (members of the community) were asked to indicate whether the NGOs in their area could be understood to be playing a meaningful role towards poverty alleviation. The results of the study show that participants who believed that the NGOs were playing a

meaningful role add up to 13.2 percent. While those who believe that the NGOs are not playing a meaningful role constituted 11.3 percent.

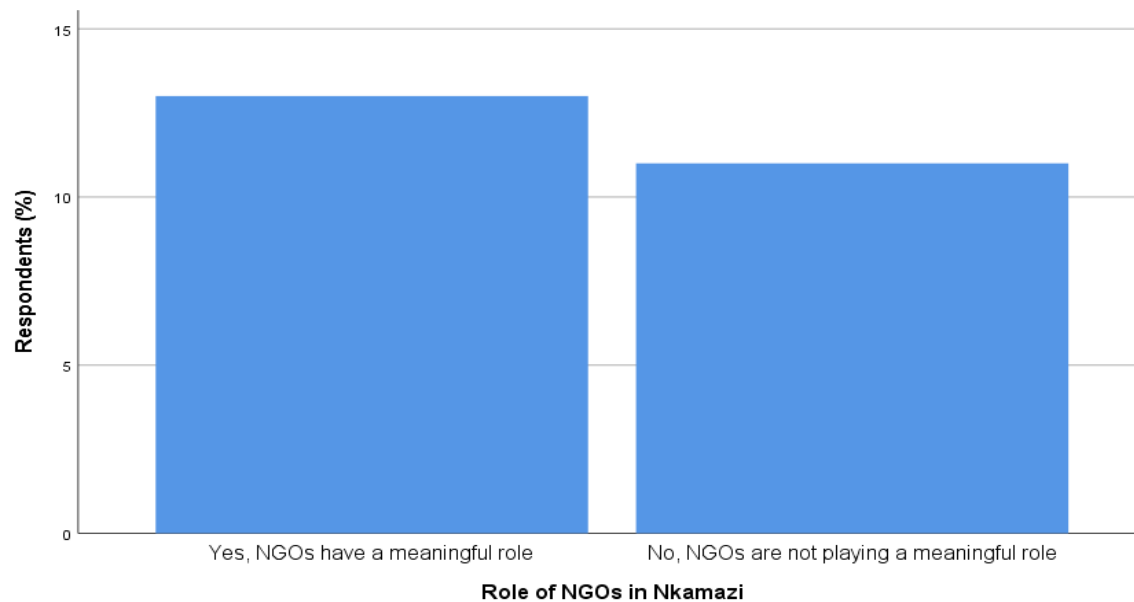


Figure 4.4 Role of NGOs

On the basis of these findings, the study concludes that the NGOs are understood to play a meaningful role in the Nkomazi Local Municipality. However, the differences between the participants who believed that the NGOs have a role to play and those who were opposing was only nine percent. This shows that there are still community members who do not perceive NGOs as an agent of change in the municipality. The next section discusses NGOs in the Nkomazi Local Municipality.

4.3 NGOs IN THE NKOMAZI LOCAL MUNICIPALITY

In the Nkomazi Local Municipality, the oldest NGO started in 2003, while the youngest NGO began in 2009. It should therefore be noted that there are great variations in the years when different NGOs were started. Some NGOs were not certain about the number of years they have been working in the Nkomazi Local Municipality. This was because some NGOs had worked for several years without registering their organisations. As a result, some NGOs did not know when they had started their work as NGOs. One of the interviewees who is an NGO staff member reveals:

“I don’t know when the NGO started because I was not working with them. I joined them in the year 2006 that is why I don’t have any idea how the NGO started” (Interviewee, Old Age Group: November 2017).

Furthermore, one of the causes that some NGOs did not to know when they had started was that the Department of Social Development (DSD) sometimes took time to release certificates notifying NGOs of their successful registration:

“The registration application forms were submitted to the DSD in 2004 but the certificate of the organisation was received in October 2005” (Interviewee, Sandlalesifutfumele: November 2017).

The DSD’s delay in issuing the NGOs certificates meant that the date when the NGOs started and the date of its registration differed. The findings of this study also reveal that there has been high staff turnover at the NGOs in the Nkomazi Local Municipality. Most NGO staff members who were present when the NGOs started had resigned. Some NGO members resigned because they saw better opportunities in other organisations.

“Members of this NGO resigned because of attractive opportunities in other sectors or organisations. The members received a salary of R1000.00 per month” (Interviewee, Sandlalesifutfumele: November 2017).

On the basis of the above observation, a salary of R1000.00 was insufficient and this drove some NGO workers to resign. This explains why there were frequently new staff members who did not know when an NGO had started. The findings of the study show that the visions of NGOs had also been constantly changing. The changing of the vision was influenced by the constant changing of staff members:

“In the beginning, the NGO was called ‘Care Group’. It changed to become ‘Home Based Care’ and it also changed again to its current name, which is a ‘Multipurpose NGO’. People have different perceptions; they see different problems in one community. That is why the organisation had experienced such changes” (Interviewee, Multipurpose NGO: November 2017).

Generally, the study concluded that most of the NGOs in the Nkomazi Local Municipality emerged in the 2000s. However, there seemed to be challenges involved in keeping NGOs running, this was evidenced by high staff turnover. Some NGO founders and staff members resigned because of better opportunities in other organisations. Having discussed the beginning of NGOs, the next section is about the constitutions that govern NGOs in the Nkomazi Local Municipality.

4.3.1 Constitutions that governs NGOs

The participants were asked if they had constitutions that governed their daily activities. The research participants were also asked to state how their constitutions influenced their daily work. The reason behind the question was to find out how NGOs in the Nkomazi Local Municipality governed and managed their projects. The findings of this study show that NGOs in the Nkomazi Local Municipality did have constitutions or policies that governed their daily operations. One of the interviewees revealed that:

“It is impossible to start an NGO without a constitution. The constitution is the first requirement when starting an NGO. It is also required when submitting annual reports to the DSD. Furthermore, the constitution helped us to do the work of the NGO without deviating from the scope of work” (Interviewee, Mikhuleko NGO: November 2017).

The DSD has made it mandatory for NGOs to have a constitution before registering. The findings of this study reveal that the constitution was also required when submitting annual reports to the DSD. The results show that the constitution was also needed when NGOs apply for funding. It was discovered that the constitution of NGOs plays an important role in managing their work in the Nkomazi Local Municipality.

On the basis of these results, the study discovered that the constitution of NGOs is an engine that channels the work of NGOs. The constitution controls the overall work of NGOs. The unavailability of a constitution may have a significant negative impact on the daily activities of NGOs. The next section deals more with the finances of NGOs because finances are the main determinant of the impact an NGO will have in its community.

4.3.2 Levels of Education of NGOs Workers

In the same way, the NGOs in the Nkomazi Local Municipality were asked about the levels of education of their workers. Most of the NGO members in the Nkomazi Local Municipality had passed Matric. The results show that there are few NGO members who have tertiary qualifications. In the same vein, Marcinkeviciute and Zukovskis (2016) reveal that most of the NGO members in rural areas do not have formal education, this affects their ability to deliver services. If the leadership of NGOs don't have knowledge of their work or are not educated they won't be able to develop the vision, mission and a strategic planning necessary for the NGO to be successful (Suárez and Marshall, 2014). Moreover, these findings show that most of the NGOs' managers and staff members who were educated were those that worked in NGOs that deal with education. Some NGO managers hired people with skills to write business plans and annual reports:

“As a manager of this organisation I do not have a post-high school education. If we want to write a business plan we request someone to write it for us” (Interviewee, Sandlalesifutumele: November 2017).

4.4 ADAPTABILITY OF NGOS

The role of NGOs can be determined by their adaptability. If NGOs are unable to adapt it may disturb their role of alleviating poverty. NGOs must be able to adapt into different environments (Bolton and Abdy, 2007). The NGOs involved in this study were asked whether they were able to adapt to work in an environment with poor resources. One of the NGO interviewees revealed:

“The NGO adapted even though it was not easy because there were times when the NGO failed even to pay the workers. The money we generated on our farm has helped us in this situation” (Interviewee, Mikhuleko NGO: November 2017).

The findings of this study show that the majority of NGOs in Nkomazi Local Municipality were adapting. It was also shown that even though NGOs adapted, there were difficult times when there were not sufficient funds. The results of the study show that when NGOs experience financial difficulties they come up with new strategies to generate money. The strategies used by NGOs included fundraising and requesting donations from the community. Fundraising and requesting donations had helped the NGOs to be consistent in their projects aimed at helping

the community. Adaptation makes NGOs accept the fact that they have limited resources, this helps the NGOs to develop sustainable funds (Santini and Cavicchi, 2014). The following section discusses NGOs and accountability.

4.5 NGOS IN THE STUDY AREAS AND ACCOUNTABILITY

The present section discusses NGOs and accountability. The section comprises NGOs and their finances, NGOs and their sponsors, NGOs and their funding conditions, and NGOs and their record keeping. Furthermore, the section involves NGOs accountability to their beneficiaries and sponsors.

4.5.1 NGOs and Finances in the Nkomazi Local Municipality

The main aim of NGOs is to attract financial resources from donors and distribute them to their beneficiaries (Abdel-Kader and Wadongo, 2011). The success and the failure of NGOs are dependent on the financial capacity of the NGO in question (Kaplan, 2001). The issue of NGO finances in the Nkomazi Local Municipality was considered important. The NGOs were asked if they have enough resources to run their projects in the municipality. One of the interviewees reveals:

“The organisation does have finances to implement its project, but the finances are insufficient” (Interviewee, Mgobodzi Multipurpose NGO: November 2017).

The findings of this study show that NGOs have funds. However, these funds are not sufficient for the NGOs to reach their goals. The findings were aligned with Fonjong (2006) who notes that NGOs are limited due to their not having enough funds. These resource shortages limit them from performing their expected duties (Naidu, 2001). The results of the study reveal that if NGOs don't have enough resources, this will cause them to compromise on the quality of their work. It has been discovered that most of the NGOs in Nkomazi Local Municipality operated from public buildings like community halls. Some NGOs rent the offices which they work from. The findings of the study show that the reason for NGOs not to have their own offices was because they can't afford to build them. So, they use other options, for example, rentals. One of the research participants reveals:

“We don’t have enough finances, as a result, we don’t have a permanent structure (offices), we keep on changing offices, and this makes our work difficult. We are currently renting this building” (Interviewee, Mikhuleko NGO: November 2017).

It has been discovered that NGOs of the Nkomazi Local Municipality changed offices several times because they don’t have their own offices. The changing of offices caused the beneficiaries to fail to rely on the work of NGOs. However, the results revealed that some NGOs had even more operational challenges. Some lacked resources like computers, copying, and printing machines, as well as the Internet access:

“We don’t have enough resources because we have financial problems. Sometimes the NGO even fails to pay the staff members. We also fail to get resources like computers, or a printing and copying machine. This makes us fail to meet our objectives” (Interviewee, Sandlalesifutumele: Novembers 2017).

In general, it is evident that shortages of resources or finances could determine the contributions of NGOs towards poverty alleviation. A shortage of resources affects NGOs in the Nkomazi Local Municipality. The following section discusses the sponsors who support the NGOs in the Nkomazi Local Municipality.

4.5.2 NGOs’ sponsors in Nkomazi Local Municipality

As a follow-up to question concerning the finances of NGOs in the Nkomazi Local Municipality, this study considered it important to find out about the institutions that supported NGOs in the municipality. The study noted different answers provided by NGOs. Some NGOs revealed that they had sponsors, while others revealed that they didn’t have any sponsors. The findings show that the majority of NGOs in the Nkomazi Local Municipality were funded. It has been discovered that sponsors that supported the Nkomazi Local Municipality NGOs were the DSD, the National Lottery, and Rainbow Chicken Ltd Foods (RCL) factory. The results of the study reveal that the main sponsor is the DSD:

“The NGO has a sponsor that helps us with funds. The organisation that provides us with funds is the DSD. The DSD gives us a grant of R60 000 quarterly, which does not meet all the needs of the NGO” (Interviewee, Sandlalesifutumele NGO: November 2017).

The results of the study show that even though NGOs may be sponsored the majority of NGOs are not happy about the amount of funding being provided to them. NGOs in the Nkomazi Local Municipality are dissatisfied with the funds that they received. Furthermore, NGOs reveal that the funding does not cover all of their expenses. Dyczkowski (2015) states that the success of NGOs depends on the financial support given to them. There were few NGOs which didn't receive any funding. Some NGOs which didn't receive enough funding ran fundraising activities. Some NGOs also generated funds by practicing agriculture. The NGOs that had land where they practiced farming used the farm to generate additional income to sustain their projects:

“Our NGO currently lacks a sponsor. We only generate our own income through farming. The size of our farm is three hectares. There are local farmers who assist us with tools, seeds, and manure” (Interviewee, Mikhuleko NGO: November 2017).

Some NGOs in the Nkomazi Local Municipality didn't have funds. Moreover, it is evident that some NGOs had applied for funding but their applications were unsuccessful. This study's results show that the unavailability of funds didn't stop NGOs from performing their duties since they had other strategies to generate funds. The results also reveal that both NGOs have had sponsorship and those who don't have sponsorship all complain about having enough funding. NGOs which were funded complained about insufficient funds. On the other hand, NGOs who didn't have any sponsor also complained about the unavailability of funding. However, the findings also showed that not all funded NGOs complained about insufficient funds, there were NGOs which were financially secure:

“There were two sponsors that helped the organisation with funds. The first sponsor was the Transnet Company. Transnet has helped us in building offices. The second sponsor was DSD. The DSD assisted us with funds so that we could feed the orphans” (Interviewee, Mgobodzi Multipurpose NGO: November 2017).

4.5.3 NGOs and Funding Conditions

This study asked a follow up question which was aimed at finding out whether the funds provided to NGOs came with conditions attached or not. This study reveals two different

findings. The first was that some NGOs received the funds without conditions. However, some NGOs had conditions attached to the funds they received. The findings of this study reveal that 50% of respondents believed that funds came with conditions:

“The funds come with conditions because when the NGO applied for funds they have to comply with the requirements of the sponsors. If we didn’t comply or meet their goals, we wouldn’t be funded. Sponsors do not fund new NGOs, they only fund NGOs who have existed for a period of two years” (Interviewee, Mikhuleko NGO: November 2017).

On the basis of the above response, it is evident that sponsors scrutinize NGOs applications before providing funds. Moreover, sponsor fund NGOs that have existed for a period of two or more years. If an NGO applied for a grant for the first time, it had to have offices. As stated above, the findings of this study concerning funding conditions were dual in nature. The above discussion deals with the findings of the study, which shows that 50% of the respondents believed that there were conditions attached to their getting funds. The other 50% of the participants reveal that there were no conditions regarding funds. The results indicate that NGOs had to meet the requirements of the sponsors if they wanted to be recommended for funding:

“There was no condition for receiving funds from the sponsors, they only fund NGOs that meet the requirements” (Interviewee, Mgobodzi Multipurpose NGO: November 2017).

4.5.4 NGOs and Record Keeping

The Nkomazi Local Municipality NGOs were asked if they kept records of their daily activities. The findings of the study show that the majority of NGOs kept records of their daily activities. There were many reasons that motivated NGOs to keep records of their activities. One of the NGO staff members reveals:

“We use the book of the organisation to keep the records. The book is for planning the daily activities of the NGO. The records help us to remember how we implemented our projects before. Records also remind the NGO where we have failed, and where to improve in the future” (Interviewee, Mgobodzi Multipurpose NGO: November 2017).

The NGOs kept records with the intention of remembering so as not to repeat previous mistakes and developed strategies to overcome them in the future. The findings of this study also reveal that the secretaries of NGOs were the ones responsible for recording every activity of the organisation. The records assisted the NGOs when submitting an annual report to the DSD:

“Since we started there are records about the activities of the NGO. The records serve as evidence to the DSD that the NGO exists and is useful to the beneficiaries. The secretary is the one responsible for keeping the records” (Interviewee, Old Age Group: November 2017).

The results of the study reveal that the records of NGO, more especially the financial records, assisted in auditing the finances of the NGOs. The coming section deals with the accountability of NGOs to their beneficiaries and sponsors.

4.5.5 Accountability of NGOs to their Beneficiaries and Sponsors

The findings of this part of the study are divided into two sections. Firstly, there is the accountability to the beneficiaries, secondly, there is the accountability to the sponsors. O’Leary (2016) also believes that NGOs have to be accountable to their beneficiaries and to the sponsors. The failure of NGOs to be accountable may affect their role in poverty alleviation, because it leads to the misuse of funds. This section starts by discussing the accountability of NGOs to their beneficiaries.

4.5.5.1 Accountability of NGOs to their beneficiaries

The NGOs of this study area were asked if they were accountable to their beneficiaries. The literature shows that it is important for NGOs to be accountable to the beneficiaries (Kindornay, *et al.*, 2012). The findings reveal that the majority of NGOs are accountable to the community where they operate:

“When NGOs launch community projects, we invite the community to intervene. The community was given a chance to have input in the organisation. The Chiefs, Amakhosi and Community Development Workers (CDW) were also invited” (Interviewee, Sisonke NGO: November 2017).

This study reveals that when NGOs launch community projects, they invite the community to participate. The findings also reveal that the community was given a chance to make suggestions about the NGOs at their inception. The Rights-Based Approach also holds that NGOs have to be accountable to their beneficiaries (Kindornay, *et al.*, 2012). The Chiefs, Amakhosi, CDW and the Councillors were all invited to attend the launch of these organisations.

“The organisation conducted campaigns, during the campaigns we invited the community to participate. The NGO has board members who are mediators between the community and the NGO. The community is also invited to our Annual General Meetings (AGM)” (Interviewee, Mikhuleko NGO: November 2017).

The study concludes that some NGOs have conducted campaigns in the community. During the campaigns, the community was given a chance to participate. The literature also reveals that NGOs organise poverty-related campaigns (Kotler and Lee, 2009). NGOs allow local people to participate in decision-making during the campaign (Panda, 2007). Furthermore, the findings show that if there are vacancies, the NGOs announced them to the community, and people then submit their applications. The findings further reveal that NGOs in the municipality have board members. The board members included representatives of the community. It is also shown that the community was invited to AGMs. The responses reveal that there were very few community members who attended the AGMs of the NGOs. The failure of the community to attend the AGMs made them (the community) feel they were not fully informed about the work of NGOs. The next section deals with accountability of NGOs to their sponsors.

4.5.5.2 Accountability to the Sponsors

The NGOs of the Nkomazi Local Municipality were asked if they were accountable to their sponsors. The literature shows that the role of NGOs can be determined by the management and the accountability of NGOs rests with management (Lewis, 2006). The results of the study show that the majority of NGOs in the municipality were accountable to the sponsors. It has been revealed that NGOs who worked in the Nkomazi Local Municipality were required to submit their Annual Reports to the DSD. The reports were submitted so that the DSD could understand the impact of these NGOs in the community. However, the literature reveals that

NGOs claim to be accountable, but some fail to provide correct information in their annual reports (Burger and Owens, 2010). Moreover, the findings also reveal that Annual Reports have to be accompanied by the auditor's report. The auditor's report shows how NGOs use their finances to meet the needs of their beneficiaries. Failure to submit a financial report (auditor's report) to the sponsor could result in the sponsor or company stopping funding:

“The NGO submitted annual reports to the DSD. To report to the DSD is mandatory, so we submit our annual report to keep our organisation active. We also submit our financial report to our second sponsor to keep on supporting us” (Interviewee, Sisonke Organisation: November 2017).

NGOs who don't have sponsors are required to attach an affidavit to their annual report, which explains that they are not sponsored. The results show that NGOs who failed to submit annual reports were deactivated by the DSD, meaning that their registration was cancelled. NGOs that were funded by a certain company had to submit a financial report to that company.

“When we submit annual reports to the DSD we also attach an affidavit as a proof that the NGO is not funded. If we failed to submit the annual report the organisation will be cancelled to work in the community” (Interviewee, Mikhuleko NGO: November 2017).

4.5.6 Transparency of NGOs in Nkomazi Local Municipality

The NGOs of the study area were asked if they were transparent. Rodríguez *at al.*, (2012) reveal that to be transparent is good because it develops the trust of the donors and also it eliminates conflicts of interest. It is noted that the findings on transparency were mostly related to the findings of accountability that were discussed above. The findings reveal that NGOs in the Nkomazi Local Municipality are transparent. The NGOs work with the community to ensure transparency. The majority of NGOs had auditors who audited their work. It has also been revealed that NGOs were reporting back to the community. The NGOs have involved the community during the planning process. The results show that all of the NGOs in the Municipality have board members. The board members maintain the relationship between the community and the NGOs.

“The organisation has financial auditors, people who audit our work. The board members represent the community. The NGO also report to the community whatever we are doing in the community to keep our project transparent” (Interviewee, Sisonke Organisation: November 2017).

This study discovers that the majority of NGOs in the Nkomazi Local Municipality had auditors. The auditor helps to create transparency in the finances of the NGOs. Results also reveal that NGOs involve the community and that they report to the community. The next section is about the role of NGOs in the Nkomazi Local Municipality.

4.6 ROLES OF NGOS OF NKOMAZI LOCAL MUNICIPALITY

It was considered important to find out about the work of NGOs in Nkomazi Local Municipality. The findings of this study show that NGOs in the study area played different roles. Barr, *et al.*, (2005) supports this by revealing that NGOs as a third sector have adopted a holistic approach; they don't focus on a single activity. There were NGOs that dealt with hunger, for example Orphanage and Old Age Group. There were also NGOs that focused on health and education, as well as NGOs which focused on skills development. The next section starts by discussing NGOs and poverty reduction.

4.6.1 NGOs and Poverty Reduction in the Nkomazi Local Municipality

This study shows that NGOs focused on hunger are divided into two. There are NGOs that deal with orphans (Orphanages) and those that deal with older people (Old Age Group). The results of this study show that NGOs provide food to poor orphans in the Nkomazi Local Municipality. NGOs that help orphans provide meals two to three times a day. The orphans are given breakfast, lunch and sometimes dinner on daily basis. This is evident in one respondent's remark:

“We want the orphans to be food secure so that they can be like other children who have parents. We also wash their clothes (school uniforms) when they come back from school. Furthermore, we assist them in their school work (homework), because we understand that there is no one to help them where they live” (Interviewee, Mgobodzi Multipurpose NGO: November 2017).

The results of the study also show that not all of the NGOs are able to provide dinner to their beneficiaries. The NGOs sometimes fail to provide an evening meal due to budgetary constraints. These findings reveal that some of these NGOs also gave food to disabled learners. One of the interviewees noted:

“We provide food to the disabled learners like breakfast and lunch. We do not provide dinner because our budget is limited to the needs of the organisation” (Interviewee, Spear of Youth NGO: November 2017).

Another NGOs that focus on hunger is Old Age Group. The results of the study show that the Old Age Group’s work in the municipality is divided into two programmes. The first programme is the NGOs work providing food to older people every day. The findings reveal that the older people got breakfast in the morning. The breakfast menu differed depending on the work of different organisations. The usual breakfast was soft porridge, tea, and juice. The NGOs also arranged lunch, as well as dinner for the old people. According to an interviewee:

“In the morning the NGO provides breakfast, during the day we give lunch, sometimes we also provide dinner, depending on the availability of funds. In the morning we provide tea, juice, and bread or soft porridge” (Interviewee, Sandlalesifutumele: November 2017).

The second programme rolled out by Old Age Group was that the NGOs takes care of older people who are unable to walk. The results show that NGOs supply food to older people who are unable to walk:

“There are many old people who are unable to cook and wash their clothes. We assist them in washing and cooking. We also provide training to older people to keep them fit” (Interviewee, Mikhuleko NGO: November 2017).

On the basis of the responses, NGOs also assist older people by washing their clothes. The findings show that most of the older people in the Nkomazi Local Municipality live alone and they don’t have anyone to help them. The findings reveal that NGOs also provide training to older people every month to keep them healthy and fit. The results of the study show that the smallest old-age group has 72 older people in their database, while the biggest NGO has 106

older people. However, the literature shows that NGOs pretend to reduce sufferings, instead of solving the roots causes of poverty (Shavji, 2004). NGOs provide poor people with food to eat, which is a short-term relief, instead of teaching people how to generate money so that they can continue to buy their own food (Shavji, 2004).

4.6.2 NGOs and their role in health

The literature shows that there is a strong connection between poverty and health (Silverman, *et al.*, 2017; Chaudhry, *et al.*, 2006). The results of this study find that NGOs in the Nkomazi Local Municipality play a role in promoting the health of sick people:

“We take care people who are sick and those who are unable to cook for themselves in the community. We also assist them to take medication according to doctors’ instructions” (Interviewee, Sandlalesifutfumele: November 2017).

The role the NGOs play in health was supported by a Sibange community member when revealing her experiences about the work of NGOs:

“I was very sick a few years back. I was unable to do anything and there was no one to help me but the NGOs came to help me. Every day the members of the NGO were cooking soft porridge and helping me to take medication. For that reason, I can say that they are playing the very important role in the community” (Sibange community member: November: 2017).

NGOs assist people in the Nkomazi Local Municipality by ensuring that they take their medication as prescribed. These NGOs visit community members who are unable to cook food, as well as those who are an unable walk to the clinic. The health-based NGOs nurse sick community members up until they have recovered.

4.6.3 NGOs and their Role in Education

The findings of the study show that the NGOs of the Nkomazi Local Municipality play a role in education. The NGOs assist learners who experience challenges in education. Moreover, the results reveal that the NGOs also assist learners who are poor, that is, those who cannot afford tertiary education:

“We assist young people by giving them university application forms. We also help those who could not afford university application fees. Moreover, we help students by providing a registration fee, more especially if they have Firm Offers from prospective universities” (Interviewee, Sandlalesifutumele: November 2017).

4.6.4 NGOs and Skills Development

It was shown above that NGOs play an important role in education, the present section discusses the work of NGOs in developing skills. In the Nkomazi Local Municipality, some NGOs have skills development programmes. The findings of this study indicate that NGOs develop the skills of those learners who have failed Grade 12 or those who didn't pass very well. The results of the study show that NGOs develop the skills of the learners by allowing them to study computer skills. Further, the NGOs in the municipality help learners by providing informal education through developing skills such as drawing, sewing, bricklaying and also boiler making:

“Our organisation has skills development programmes where we train learners who did not pass (Matric) basic skills like computer skills, drawing, sewing, bricklaying and also boiler making” (Interviewee, Mgobodzi Multipurpose NGO: November 2017).

The study finds that NGOs in the Nkomazi Local Municipality teach the community important skills so that the beneficiaries of the NGOs may be responsible for their own development. The following section deals with the role of NGOs in creating job opportunities in the Nkomazi Local Municipality.

4.6.5 NGOs and Job Creation

This study discovered that there was a link between NGOs and job creation in the Nkomazi Local Municipality. The results of the study show that NGOs also provide opportunities for people to get some form of employment. The existence of the NGOs in the municipality created job opportunities for the local people. Kotler and Lee (2009) also believe that the NGOs also fight against unemployment by providing job opportunities. The findings of this study also reveal that each NGO in the municipality is capable of employing more than five employees:

“The NGOs create job opportunities for the local people, as a result, the organisation has five permanent employees, as well as three temporary workers” (Interviewee, Mikhuleko NGO: November 2017).

4.6.6 Poverty before the Intervention of NGOs

The NGOs in the Nkomazi Local Municipality were asked about the challenges relating to poverty before their intervention in the municipality. The results of the study show that when NGOs started, the levels of poverty were high. There were no public or private companies that were providing the services that are provided by the NGOs in the municipality. In support of these findings, NGOs are able to help people at grassroots level in a way that a state cannot (Lukaszczyk and Williamson, 2010):

“Some older people stay alone, they (struggle) to get food to eat. The arrival of the NGO relieved the hunger of 106 grannies in this community” (Interviewee, Sandlalesifutumele: November 2017).

The responses of the NGO interviewees are supported by those of one of the community members in Masibekela, who expresses her view about the changes brought about by the NGOs in the Nkomazi Local Municipality as follows:

“The NGOs are helpful in the community because of the sacrifice they make. They wake up every day to help old people who are unable to do things on their own. Some of the NGOs assist helpless orphans by the providing of food” (Masibekela community member: November 2017).

The findings of the study show that some orphans could not afford school uniforms, but the NGOs assisted them. The NGOs came to assist orphans through the provision of clothes. These findings correlate with the view that when NGOs provide services, they don't just provide, but they check the needs of the people (Fonjong, 2006). The results of this study show that NGOs also assist orphans with their homework assignments and helped them to prepare for tests and exams. Sarmah (2007) notes that NGOs are a third sector that has a harmonious relationship with rural people. These findings show that the intervention of NGOs plays a role in addressing poverty in the municipality:

“The levels of poverty here was very much higher, the arrival of the NGO in this community managed to help the orphans and the old grannies get food” (Interviewee, Mgobodzi Multipurpose NGO: November 2017).

4.6.7 Challenges of NGOs

The results of this study show that there are many challenges faced by NGOs in the Nkomazi Local Municipality. Some of the challenges experienced by NGOs in the municipality are poor funding, lack of infrastructure and lack of identity documents among some community members. The study opens by discussing the funding challenges.

4.6.7.1 Funding Challenges

The findings of the study showed that NGOs in the Nkomazi Local Municipality had funding problems. The results of the study revealed that the majority of NGOs did have funds, however, the NGO funds were insufficient. The funding failed to cover all the expenses of the NGOs:

“The NGO does get funds, but the funds that we receive are not enough since the volunteers also require their stipend each and every month” (Interviewee, Sandlalesifutumele: November 2017).

It was also discovered that there were NGOs in the Nkomazi Local Municipality which operated for a period of more than six years without funds. This discouraged the NGO workers from continuing to work for the NGOs. The results of the study reveal that there are also reasons why NGOs do not have funds. Poor levels of education in NGOs contributed to the lack of funding.

“There are currently no organisations that help us with funds. The organisation only requests donations from the community. We also practice commercial farming to generate money” (Interviewee, Mikhuleko NGO: November: 2017).

It was also noticed that NGOs that were led by managers and staff members who did not have good education were the ones that lacked funds. NGO staff who are unable to write good business plans cannot attract sponsors. It is evident that the unavailability of funds causes the

NGOs to fail to work properly and to sustain projects. Furthermore, it has been determined that a lack of funds causes these NGOs to compromise the value of their projects:

“Since we are not educated we are unable to write a business plan that will attract sponsors. It is difficult to work and to sustain the donations that we receive” (Interviewee, Mikhuleko NGO: November 2017).

4.6.7.2 The Challenge of Infrastructure

The findings of this study show that another challenge that affects NGOs who operated in the Nkomazi Local Municipality is infrastructure. The majority of these NGOs do not have their own offices. Some of the NGOs rented their offices, while others use public buildings to run their NGOs:

“The problem is that we don’t have our own building. One day another community member pretended to donate a building structure to us. When we had renovated the building the same person came to claim his building back gain. That is why we now want our own building, although we don’t have enough funds” (Interviewee, Mikhuleko NGO: November 2017).

On the basis of this finding, there is a close relationship between the lack of funds and the lack of infrastructure. The lack of funds made the NGOs unable to afford to build their own structures where they could work. Another challenge faced by Nkomazi Local Municipality NGOs was that of identity (ID) documents.

4.6.7.3 NGOs and Identity Documents (IDs)

The results of the study show that NGOs experienced challenges when community members did not have ID books/cards. In order for community members to be registered, they had to have ID documents. It is difficult for them to benefit without producing ID documents:

“The challenge is that most of the orphans in this community don’t have ID documents or birth certificates. This makes our work difficult because nothing can be done if the community members don’t have ID documents” (Interviewee, Mgobodzi Multipurpose NGO: November 2017).

It was discovered that what prevented some community members from having ID cards was that the Nkomazi Local Municipality located near Mozambique and Swaziland. Some people in the Nkomazi Local Municipality come from these countries. The findings show that people live a long period in South Africa without ID documents, and they gave birth to children who also don't have birth certificates:

“There are people who originated in Swaziland and Mozambique, and now they are considered as South Africans although they don't have the ID card or birth certificate” (Interviewee, Mgobodzi Multipurpose NGO: November 2017).

4.6.7.4 Overcoming Some Challenges

The study asked the NGOs how they hoped to see their challenges addressed. The results reveal that NGOs have to learn how to request donations:

“The only thing that can solve the challenge of not having enough funding is to request a donation from local companies. The government should provide more sources of funding for us. The sponsors have to permit us to also support those who don't have birth certificates or ID cards” (Interviewee, Spear of Youth NGO: November 2017).

The results of the study also show that the Department of Home Affairs needs to intervene to assist orphans who do not have birth certificates. The findings show that orphans who don't have ID cards have to be permitted to benefit from the NGOs. The government should provide a social grant to orphans even though they don't have birth certificates because they belong to the community and the NGOs cannot discriminate against them.

4.8 CONCLUSION

The chapter has presented and discussed the results of the study. The results of the study show that NGOs have a role in the Nkomazi Local Municipality. However, the contribution of the NGOs in the study area has been affected by a shortage or lack of funding for the NGOs. Moreover, the study reveals that the NGOs are accountable to their beneficiaries and sponsors.

CHAPTER FIVE

EVALUATION, RECOMMENDATIONS AND CONCLUSION

5.1 INTRODUCTION

The previous chapter analysed and interpreted data. The present chapter provides an evaluation, as well as recommendations and a conclusion regarding the study. This chapter opens with an evaluation of the findings of this study against the literature outlined in the earlier chapters. Recommendations are provided at the end of this chapter. The last part of this chapter is the conclusion.

5.2 EVALUATION OF THE STUDY

The following section evaluates the findings of this study. The findings of this study have been evaluated against its literature. The objectives of this study are repeated below, exactly as they were stated in chapter one:

- 5.2.1 To find out how the community understood the role of the NGOs in the study area.
- 5.2.2 To determine if NGOs in the study area had the leadership capacity to help alleviate poverty.
- 5.2.3 To examine whether the NGOs in the study area have the adaptive capacity to enable them to address poverty.
- 5.2.4 To assess the accountability procedures of the NGOs in the study area.
- 5.2.5 To examine if NGOs in the study area could be relied upon to reduce poverty.

Objective one: To find out how the community understood the role of the NGOs

On the basis of this objective, it has been shown that most of the participants of the study believe that the NGOs were playing a meaningful role in the Nkomazi Local Municipality. The findings of the study show that 54.2 percent of the participants saw NGOs as organisations that help fight poverty. On the other hand, 45.8 percent of the respondents understood NGOs as organisations that were not playing a meaningful role in the Nkomazi Local Municipality. In general, the findings of this study show that the difference between the participants who understood NGOs as important role players and those who understood NGOs as not playing a

meaningful role is 9 percent. This shows that there are still community members in the Nkomazi Local Municipality who don't consider the NGOs as agents of change.

Michelo (2007) conducted a study which was similar to the present study. The study (Michelo, 2007) focused on an analysis of NGOs' role in community development. Michelo (2007) discovered that the relevant communities viewed NGOs as organisations which did not play an important role. The findings of this study appear to contradict this example from the literature on the topic of NGOs because the findings show that the target community considers NGOs as meaningful role players. The literature appears to indicate that NGOs do not help in addressing poverty.

Objective two: To find out whether the NGOs in the study area have the leadership capacity to help alleviate poverty

The results of the study show that there are a number of challenges when it comes to keeping NGOs running in the Nkomazi Local Municipality. One of these challenges, identified by this study, is high staff turnover. The results of the study also reveal that NGO founders frequently resigned as a result of there being better opportunities in other sectors. The salary of the NGOs staff was low; with salaries lower than R1000.00 per month driving workers to resign as this amount was considered to be insufficient to their needs. The visions and missions of NGOs have also been demonstrated to be constantly changing. Moreover, the results of this study show that most of the NGO leaders do not have a meaningful formal education. This is so because most do not have the skills to write business plans and annual reports. Instead, they request help from people with the necessary skills. However, the study also discovers that NGOs have constitutions or policies that govern their daily activities. Furthermore, the findings show that it is mandatory for NGOs to have constitutions that are aligned with the country's constitution. These constitutions are also needed when submitting an annual report to the DSD. The findings show that these constitution plays an important role in managing the work of the NGOs in the Nkomazi Local Municipality.

There is a connection between the literature and the findings of the present study. Matsimbi (2015) conducted a similar study based on philanthropic NGOs. Matsimbi (2015) discovered that NGOs had poor remuneration, which affected the performance of NGO staff members. Michel (2012) supports this by revealing that NGOs experience the shortage of finances, which negatively affects the payment of their staff members. As a result, employees do not feel certain

about when their salaries are to be paid. Similarly, the findings of this study show that the NGOs in the target area have inadequate funds, which causes staff turnover. Moreover, Matsimbi (2015) states that the leaders of NGOs do not generally have a meaningful formal education, which would help them facilitate their programmes successfully. In addition, Matsimbi (2015) also finds that many NGOs have policies that govern their daily operations. Likewise, the findings of the study show that NGOs have policies or constitutions that govern their processes.

Objectives three: To examine whether the NGOs in the study area had the adaptive capacity to enable them to address poverty

It has been shown above that NGOs have limited financial resources, which results in high staff turnover. However, the findings of this study also show that the NGOs in the study area are able to adapt to work in an environment characterised by limited resources. When the NGOs of this study were facing financial problems they developed new strategies to generate money. Some NGOs in the Nkomazi Local Municipality have farms that they use to generate an income to pay their workers and run agriculture-based projects.

There is a contradiction in the available literature and results of this study. Santini and Cavicchi (2014) believe that NGOs have a shortage of resources and sometimes they fail to adapt to work in an environment where funds are limited. In addition, Brière *et al.*, (2014) state that failing to adapt may hinder the projects of the NGOs. On the other hand, the findings of this study show that NGOs are able to adapt to work in an environment characterised limited resources. This is a discrepancy between the literature and findings of the study.

Objective four: To assess the accountability procedures of the NGOs in the study area

The results of this study show that NGOs in the Nkomazi Local Municipality have some funds available for their day-to-day operations. However, the funds of the NGOs were not sufficient to cover all of their expenses. The findings of this study show that most of the NGOs kept a record of their daily activities. The secretaries of the NGOs were responsible for keeping their records. The results of this study show that the records of NGOs, more especially the financial records, assisted in the auditing of NGOs' finances.

The findings of this study reveal that most of the NGOs in the study area are accountable to their beneficiaries and sponsors. In terms of the beneficiaries, the results of this study show

that when the NGOs launched community projects, they had invited the community to participate. Moreover, during these campaigns, the community had been given a chance to partake. NGOs in the Nkomazi Local Municipality had also invited the community to their AGMs. There are also board members who represent the NGOs community.

In terms of the accountability of the NGOs to their sponsors, the results of this study show that the majority of NGOs in the municipality were accountable to their sponsors. The NGOs submit an annual report to the DSD. The annual report has to be accompanied by the auditor's report. NGOs who do not have sponsors are required to submit an affidavit, which explains that they are not sponsored. Furthermore, NGOs who fail to submit the annual reports are deactivated by the DSD, meaning that their registration is cancelled. NGOs which are funded by a certain company within the private sector have to submit their financial report to that company.

Dlamini (2010) finds that, for the most part, NGOs funds are insufficient to implement their projects and cover the whole cost of operations. Michel (2012) also points out that NGOs experience financial challenges. Of the same view, Matsimbi (2015) shows that NGOs generally have insufficient funds to run their projects. These findings show that the funds of the NGOs in the study area are not enough, as a result, the NGOs don't have their own offices. Similarly, the literature shows that the work of NGOs is limited since they are generally subject to not having enough funding and thus must diversify their activities. Furthermore, resource shortages prevent NGOs from performing their expected duties (Naidu, 2001). Moreover, the literature shows that NGOs have to be accountable and transparent to their sponsors and beneficiaries (Kindornay, *et al.*, 2012). Similarly, the findings of this study show that the NGOs in the study area are accountable and transparent to their sponsors and beneficiaries.

Objective five: To examine whether the NGOs in the study area can be relied upon to reduce poverty

In terms of this objective, the findings of this study show that the NGOs could be relied upon. The NGOs were playing a role in poverty reduction, health, education and skills development, as well as job creation. In the pursuit of poverty reduction, NGOs provided food to poor orphans in the Nkomazi Local Municipality. They help orphans by providing meals two-to-three times a day. The orphans are given breakfast, lunch and sometimes dinner on daily basis. It has been found in this study that the smallest old-age home had 72 older people in its database, while the biggest NGO fed 106 older people.

In terms of health, the NGOs assist the people of the Nkomazi Local Municipality by ensuring that they take their medication as prescribed. Health-based NGOs visit community members who are unable to cook food, as well as those who are unable to walk to the clinic. They nurse sick community members up until they recover. Furthermore, the NGOs in the Nkomazi Local Municipality also play a role in education. The NGOs assist learners who experience challenges in education. Moreover, the NGOs assist learners who are poor, that is, those who cannot afford tertiary education.

In the Nkomazi Local Municipality, some NGOs have skills development programmes. The NGOs develop the skills of those learners who fail Grade 12, or those who have not passed with particularly good results. The NGOs in the study area develop the skills of learners by facilitating their acquisition of computer skills. Further, the NGOs in the municipality helped learners by providing informal education through the provision of skills such as drawing, sewing, bricklaying and boiler making. Lastly, the findings show that NGOs in the Nkomazi Local Municipality play an important role creating job opportunities for the local people. Similarly, Kotler and Lee (2009) also demonstrate that NGOs fight against unemployment by providing job opportunities.

There are similarities between this study's findings and the literature. Sarmah (2007) states that NGOs are more earnestly dedicated to delivering the poor from the poverty trap than other sectors. The findings of this study show that NGOs play an important role in addressing poverty. Moreover, the NGOs of this study are capable of making a measurable contribution to the development of the state through their poverty reduction programmes (Hershey, 2014). NGOs provide poverty reduction programmes that cannot be provided by other sectors (Kotler and Lee, 2009). Notwithstanding, the challenges that the NGOs of the study faced, this study concludes that NGOs play a meaningful role in poverty alleviation in the Nkomazi Local Municipality.

5.3 RECOMMENDATIONS OF THIS STUDY

The following recommendations are based on the findings of this study. The recommendations are separated into two sections: recommendations to sponsors and recommendations to the NGOs.

5.3.1 Recommendations to sponsors

This study shows that the NGOs in the study area do not have enough resources in the form of funding, as a result, most of them do not have their own offices. For this reason, the study recommends that NGO sponsors should pay attention to the challenge of buildings structures from which the NGOs operate. The findings of this study also show that there are some challenges to keeping NGOs running in the Nkomazi Local Municipality. This is indicated by high staff turnover. This study recommends that NGO sponsors review the remuneration of NGO workers against the remuneration of retail the staff. Further, the results of the study show that most of the NGOs' leaders do have a meaningful formal education. As a result, they waste time searching for and commissioning these skills elsewhere, getting other people to write their business plans or other important documents. This study recommends that NGO sponsors should assist in providing training for NGO leaders in the Nkomazi Local Municipality.

5.3.2 Recommendations to the NGOs

The findings of the study show that there are numerous challenges to keeping NGOs running in the Nkomazi Local Municipality. This is evident from high staff turnover rates. This study recommends that NGOs funding payments have to be reviewed. It has been discovered that most of the NGOs in the Nkomazi Local Municipality have funding. However, the findings show that these funds are not enough, and as a result, the NGOs don't have their own offices. For this reason, the study recommends that NGOs develop new strategies for sustaining their funds for an example, through investments.

5.4 AREAS FOR FURTHER RESEARCH

The present study deals with the role of NGOs in addressing poverty in the Nkomazi Local Municipality. The study has found that about half of the respondents viewed NGOs as not making a meaningful contribution in addressing poverty issues. Further research needs to be undertaken to establish why this is the case.

5.5 CONCLUSION

This study focuses on the role of NGOs in addressing poverty in the Nkomazi Local Municipality. The study discovered that some NGOs have existed for a period of more than ten years in the study area. However, the levels of poverty have been high. Moreover, it has been shown that the role of NGOs in poverty alleviation can be understood in terms of the Keynesian and Neo-liberal economic systems. It has been noted that the policies of Keynesian economics did not support NGOs until multilateral organisations rose to prominence and it was then that NGOs gained recognition. The Neo-liberalism economic system, under the auspices of multilateral organisations, automatically encouraged the rise of NGOs. Moreover, it was revealed that the failure of both the state and market to deliver on issues that relate to poverty caused NGOs emerge as a third sector in the economy.

This study also outlined its research methodology. Under the research methodology, the study used both approaches (qualitative and quantitative). The data were collected through a structured interview for the qualitative data. For the quantitative data, the study used questionnaires. The data were analysed using content analysis and SPSS. The findings of the study show that NGOs in the Nkomazi Local Municipality play a meaningful role in poverty reduction. Moreover, NGOs larger function in poverty reduction, health, education and skills development as well as job creation, has been shown.

Finally, the findings of this study indicate that NGOs in the Nkomazi Local Municipality have funds, however, the funds are not sufficient. Poor funding results in high staff turnover. Even though NGOs experience financial problems it has been shown that they are able to adapt to work in an environment characterised by limited resources. The study recommends that NGOs sponsors should pay attention to the challenge relating to the buildings structures where NGOs operate. The study also recommends that NGO sponsors review the remuneration of NGO workers against those of retail staff. Moreover, it is further recommended that NGO sponsors should assist by providing training for NGO leaders. Lastly, this study recommends that NGOs have to develop new strategies for sustaining their funds, for example, through investments. This study concludes that NGOs in the Nkomazi Local Municipality play an important role in poverty reduction.

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APPENDICES

APPENDIX A:

CONSENT FORM FOR THE RESPONDENTS

Dear Respondent

I, Mandla Abednico Mubecua, a Masters student in the Department of Anthropology and Development Studies at University of Zululand. The aim of this study is to assess the role of non-governmental organisations toward addressing poverty in Nkomazi Local Municipality. The results of this research project intend to contribute to the body of knowledge in the understanding the role of NGOs in poverty alleviation.

Your participation in this project is voluntary. You have a right to withdraw from or refuse to partake in the research project at any time without suffering negative consequences. There will no monetary gains from participating in this research project. Both anonymity and confidentiality of participants are guaranteed. If you have any questions or concerns about participating in this study, please contact me at the number listed above. It should take you about 10-20 minutes to completely fill the questionnaire.

Sincerely

.....

Investigator's signature

...../...../..2018.....

Date

CONSENT

I (Full names of participant) hereby confirm that I understand the contents of this document and the nature of the research project, and I voluntarily participate in this research project. I am aware that I have a right to withdraw from the research project at any stage, should I feel so.

.....

Signature of participant

...../...../2018.....

Date

APPENDIX B:

CONSENT FORM FOR THE RESPONDENTS (SISWATI VERSION)

Obambe ichaza

Mine, Mandla Abednico Mubecua, lengenta tifundvo te-Masters Emnyangweni we Temasiko nete Ntfutfuko Umcondvonkulu wakaZulu. Inhloso yalolucwaningo kutfolakale kabanti kutsi tinhlango letitimele (NGOs) tingenelela kanjani ekulweni nebuphuya emphakatsini kuMasipala wase Nkomazi. Imiphumela yalolucwaningo Itawusita kabanti tikwemtimba welwati kute kutfolakale kahle kutsi tinhlango letitimele (NGOs) tingenelela kanjani ekulweni nebuphuya emphakatsini.

Unelungelo lekuhlocisa noma lekwala kutibandzakanya kulelucwaningo ngaphandle kwemiphumela lemibi. Ayikho izunzo yenkokhelo letawutfolakale ngekutibandzakanya kwakho kulolucwaningo. Imininingwane yakho itawu gcinwa iyimfihlakalo emkhatsini kwakho nemcwaningi. Uma unemibuto noma lokunye lofisa kukwati mayelana nalolucwaningo, ukhululeke kungishayela kumakhala ekhikhini kulenombolo lebhawle ngenhla. Kungakutsatsa imizuzu lelishumi (10) kuya kulengema shumi lamabili (20) kugcwalisa lelifomu lemibuto.

Ozithobayo

.....

...../...../20.....

Umcwaningi

Lusuku

Kuti bophetela

Mine..... (emagama akho laphelele kanye nesibongo sakho) ngiyavuma kutsi ngiyakucondza konke lokubhalwe lapha kulelifomu kanjalo neluhlobo lwelucwaningo. Ngiyavuma kutibandzakanya kulolucwaningo ngaphandle kokuphocwa ngolomunye umuntu. Ngiyati ngelilungelo lami lokuhoca noma nini uma ngingasatsandzi kutibandzakanya elucwaningweni.

.....

...../...../20.....

Sayina lapha

Lusuku

APPENDIX C:

INTERVIEW SCHEDULE FOR THE NGOS IN NKOMAZI LOCAL MUNICIPALITY

How to respond to the interview?

- Please answer the questions as truthfully as you can
- If you do not feel comfortable answering a question, you can indicate that you do not want to answer. For those questions that you answer, your responses will be kept confidential.

1. For how long have you been working as an NGO in the community? Explain.

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2. What do you do as an NGO in the community? Could you please explain?

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3. Would you say that you have a constitution that governs your daily working?

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4. If Yes in 3 above, how would you say that the constitution influences the way you work as an NGO in the community? Please explain.

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5. Would you say that you are well resourced for the work that you do? Please explain.

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6. Are there any organisations that help you with funding? Explain.

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7. Are there any conditions that they attach with regards to funding? Explain.

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8. Do you keep records of your everyday activities? Kindly explain.

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9. The global environment has seen a lot of changes since the global financial meltdown of 2008. In view of this, would you say that you have been able to adapt to this changing economic environment? Explain.

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10. Would you say that you have a role in poverty alleviation in the communities where you work? Please explain.

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11. How would you characterise the levels of poverty in the community before you started working here? Please explain.

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12. Are you accountable to your beneficiaries? Could you please explain

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13. How do you account to your funders, in terms of reporting? Please explain.

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14. Would you say that you are a transparent organisation? Please explain

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15. What is your educational level as an NGO manager? Please explain?

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16. Do experience any challenges as you work in the community?

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17. How do you think your challenges can be solved?

Thank you for allowing yourself to be interviewed

APPENDIX D:
RESEARCH QUESTIONNAIRE FOR THE COMMUNITY MEMBERS IN THE
NKOMAZI LOCAL MUNICIPALITY

How to respond?

- Please answer the questions as truthfully as you can.
- If you do not feel comfortable answering a question, you can indicate that you do not want to answer. For those questions that you answer, your responses will be kept confidential.

Section A: Demographic characteristics

1. Gender

Male	01	Female	02
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2. Age

Under 18	01	19-24	02	25-30	03	31-36	04	37-42	05	42+	06
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4. Education level

Primary	01	Secondary	02	Collage/diploma	03	Tertiary	04
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5. 3. Income

R0 – R6.74	R7.74 – R13.73	R13.74 and above
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Section B: Understanding NGOs

5. For how long have you been a resident of this place?

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.....
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6. Have you heard of any NGO working in this place?

Yes ☐ No ☐

7. If yes above, in which way have you come to know of them? Please explain.

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.....

8. Would you say that NGOs are playing a meaningful role with regards to poverty in the community?

Yes ☐ No ☐

9. If yes above, what role are they playing? Explain.

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10. How would you characterise the levels of poverty related situation in the community before the NGOs started to work in this place?

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11. Would you say that there has been a change regarding the poverty situation since the NGOs started to work in this place?

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12. Would you say that NGOs are committed to work in this community?

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13. Are there any factors that affect the operations of NGOs as they work here? Explain.

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14. If yes, how would those factors affect the working of NGOs at this area of Nkomazi?

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15. How would you explain the success the NGOs that operate in this area?

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16. Would you hope for a different role that NGOs could play in the community?

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17. What do think would need to be done by the community in order to facilitate the work of the NGOs? Please explain.

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Thank you for your participation