

**PERSPECTIVES OF THE NDUMO COMMUNITY ON THE PROVISION OF SOCIAL
SERVICES BY THE INKULULEKO DEVELOPMENT PROJECT
AT THE JOZINI LOCAL MUNICIPALITY, SOUTH AFRICA**

by

SIDUDUZO B. MKHWANAZI

19966352

Mini-dissertation Submitted in partial fulfilment of the requirements for the degree

Master of Arts in Community Work

in the

Department of Social Work

of the

Faculty of Humanities and Social Sciences

at the

University of Zululand

supervised by

Prof Allucia Lulu Shokane

Prof Mogomme Masoga

October 2022

DECLARATION

I, Siduduzo Big-Boy Mkhwanazi, hereby declare that the dissertation entitled “**Perspectives of Rural Community Members on the Provision of Social Services by the Inkululeko Development Project in the Jozini Local Municipality**” is the result of my own investigation and research and that it has never been submitted for any other degree or to any other University. The work of other researchers was acknowledged.

Date: _____

ABSTRACT

The study focused on the perspectives of rural community members on the provision of social services by the Inkululeko Development Project in the Jozini Local Municipality. The aim was to determine whether the Inkululeko Development Project has provided social services leading to community development initiatives to develop and empower individuals. It also examined the extent to which local communities participate or do not participate in the implementation of the multi-sectoral Inkululeko Development Project. The results showed that the implementation of the Inkululeko Development Project did not achieve the intended result. As a result, the community raised concerns on various issues. Firstly, the community said the infrastructure for the 500-ha agricultural project was built at a cost of nearly R33 million, but everything fell apart as the project never saw the light of day. The state-of-the-art school was also constructed in the hope of attracting local learners, but unfortunately this has not happened as learners are excluded by high financial costs. The proposed commercial centre did not become operational due to conflict with the Mathenjwa clan demanding a 49% ownership of the structure.

Many developments associated with this project were hampered, such as the petrol filling station. What has frustrated the community members was that the existing supermarket in the area is relatively expensive as there is no competition, although most community members are unemployed. The library is reported to exist there, but problems include the water supply and electricity, resulting in weeks-long closures. Finally, the construction of the rental building is one of the successful projects because there are tenants, but the rent is monitored by the Jozini Local Municipality. On the other hand, the officials associated with the project are aware of the problems and cite poor coordination between the departments as the reason for the project's failure. The lack of participation of the community is also stated as a limitation. In view of the foregoing, promoting effective service delivery in Ndumo through the Inkululeko Development Project is recommended.

ACKNOWLEDGEMENTS

I wish to express my gratitude to the following:

- God the Almighty for protecting me through good and bad times;
- Prof. Shokane (my supervisor) and Prof Masoga (my co-supervisor) for their continued professional guidance, support and patience in the completion of this dissertation;
- My employer, the Office of the Premier and the Jozini Local Municipality for allowing me to pursue this study;
- My professional coaches, Dr Sifiso Xulu and colleagues, for encouraging words;
- Respondents for participating in this study and making it possible; and
- My wife Amanda Linda Mkhwanazi and our four children for their support and patience during the dissertation process.

CONTENTS

DECLARATION.....	II
ABSTRACT	III
ACKNOWLEDGEMENTS	IV
FIGURES.....	VII
TABLES	VIII
CHAPTER 1	1
GENERAL INTRODUCTION.....	1
1.1 INTRODUCTION.....	1
1.2 STATEMENT OF THE RESEARCH PROBLEM.....	2
1.3 THEORETICAL FRAMEWORK.....	2
1.4 RESEARCH AIM AND OBJECTIVES	4
1.5 RESEARCH QUESTIONS	4
1.6 RESEARCH METHODOLOGY	4
1.6.1 Sample size and selection criteria	6
1.6.2 Data collection.....	6
1.6.3 Data analysis.....	6
1.7 ETHICAL CONSIDERATIONS	7
1.8 SIGNIFICANCE OF THE STUDY	7
1.9 STUDY AREA	8
1.10 DEFINITION OF KEY CONCEPTS	10
1.11 THESIS OUTLINE.....	12
CHAPTER 2	13
LITERATURE REVIEW.....	13
2.1 INTRODUCTION	13
2.2 UNCOVER THE CONCEPT COMMUNITY DEVELOPMENT	13
2.2.1 Defining community development.....	14
2.2.2 Community Development - Internal versus External.....	16
2.2.3 Themes of community development.....	17
2.3 CHALLENGES OF COMMUNITY DEVELOPMENT.....	19
2.4 DEVELOPMENTAL APPROACH TO ENHANCE COMMUNITY DEVELOPMENT	19
2.5 THEORETICAL FRAMEWORK.....	21
2.6 SUMMARY.....	22
CHAPTER 3	23
RESEARCH METHODOLOGY	23
3.1 INTRODUCTION	23
3.2 RESEARCH DESIGN.....	23
3.3 METHODS OF DATA COLLECTION	24
3.3.1 Questionnaire.....	25
3.3.2 Focus group interviews and In-depth Interviews.....	25
3.3.3 Observations	25
3.4 DATA ANALYSIS	26
3.5 ETHICAL CONSIDERATIONS	26
3.5.1 Permission	26
3.5.2 Confidentiality and anonymity.....	26
3.5.3 Informed consent	27
3.5.4 Avoid harm or distress	27
3.6 SUMMARY.....	27
CHAPTER 4	28

FINDINGS AND DISCUSSION.....	28
4.1 DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS	28
4.1.1 Respondents gender and educational attainment.....	28
4.1.2 Respondents duration of stay in the Ndumo area.....	29
4.1.3 Respondents' employment status and their occupation.....	29
4.1.4 Respondents' members per household	31
4.2 RESPONDENTS' PERCEPTIONS ABOUT THE INKULULEKO DEVELOPMENT PROJECT	31
4.2.1 Respondents' perceptions of the Inkululeko Development Project.....	31
4.2.2. How respondents rated the Inkululeko Development Project.....	35
4.2.2. Perceived challenges by the respondents	38
4.3 RESPONSES FROM THE OFFICIALS	39
4.3.1. Composition of officials.....	39
4.3.2. Officials' views on what went wrong in the Inkululeko Development Project	40
4.4 SUMMARY.....	41
CHAPTER 5	42
SUMMARY AND CONCLUSIONS	42
5.1 SUMMARY.....	42
5.2 EVALUATION OF RESEARCH OBJECTIVES	42
5.3 CONCLUSIONS.....	44
5.4 RECOMMENDATIONS	44
REFERENCES	45
APPENDIX A: QUESTIONNAIRE	48
APPENDIX B: ETHICAL CLEARANCE	52
APPENDIX C: RESEARCH APPROVAL FROM THE PREMIER'S OFFICE	53
APPENDIX D: PARTICIPATION CONSENT DECLARATION	56

FIGURES

Figure 1.1 Location of Ward 16 within the greater uMkhanyakude District Municipality in the northern KwaZulu-Natal, South Africa.	9
Figure 3.1 Research design.....	24
Figure 4.1: Respondents' period of stay in the Ndumo area.....	29
Figure 4.2: Respondents' employment status.....	30
Figure 4.3: Employed respondents' occupation.....	30
Figure 4.4: Residents' household composition	31
Figure 4.5: Respondents' perceptions of the Inkululeko Development Projects	32
Figure 4.6: Agricultural area where the project was going to be developed.....	33
Figure 4.7: Area where the earmarked for the commercial center is located.....	35
Figure 4.8: Rating of the Inkululeko Development project by respondents	36
Figure 4.9: Respondents' views about the sustainability of the Inkululeko Development Project	37
Figure 4.10: Respondents views on how their access to government programmes would contribute in making the projects a success	37
Figure 4.11: Perceived challenges by the respondents	38
Figure 4.12: Positions of the officials	39
Figure 4.13: Officials' views on what went wrong in the Inkululeko Development Project..	41

TABLES

Table 2.1: A summary of the history of community development and their associated themes	Error! Bookmark not defined.
Table 4.1: Respondents' gender and educational attainment	28
Table 4.2: Representation of where officials work	40

ACRONYMS

CD	Community Development
CCG	Community Care Giver
COGTA	Cooperative Governance and Traditional Affairs
DG	Director General
DHA	Department of Home Affairs
DOE	Department of Education
DOH	Department of Health
DSD	Department of Social Development
EDTEA	Economic Development, Tourism and Environmental Affairs
EPWP	Expanded Public Works Programme
IDP-1	Inkululeko Development Project
IDP	Integrated Development Plan
KZN	KwaZulu-Natal
MTSF	Medium Term Strategic Framework
OTP	Office of the Premier
PGDP	Provincial Growth and Development Plan
PPSTA	Provincial Public Service Training Academy
SASSA	South African Social Security Agency
SOPA	State of the Province Address
UKDM	uMkhanyakude District Municipality
UN	United Nations
USD	United State Dollar

CHAPTER 1

GENERAL INTRODUCTION

1.1 INTRODUCTION

This introductory chapter provides a background on community development, with particular focus on the Inkululeko Development Project. It states the identified research problem as well as the aim and objectives of the study. The chapter also describes the study area, the general methodology used and finally the overall structure of the thesis.

The study analyses the provisioning of social services by the Inkululeko Development Project in the rural communities of the Ndumo area within the Jozini Local Municipality in the Province of KwaZulu-Natal. The Inkululeko Development Project was considered sluggish in terms of the intended outcome; the development of rural communities, which then contribute to poor infrastructure and the lack of basic services. The aim of this study was to establish and analyse the contribution of the Inkululeko Development Project to the provision of basic services to rural communities at ward level, which contributes to the results of underdevelopment and a lack of suitable facilities compared to urban areas.

Before 1994, rural communities in South Africa were neglected and did not receive much attention for infrastructure development (Provincial Planning Commission, 2013). Unfortunately, the people in rural communities experience the same in the period of democracy (Neubert, 2013). Since South Africa has good development policies, poor people in rural areas should not get poorer every day. As a result, appropriate forms of participation should be encouraged so that the creative energies of people in rural areas do not diminish during the operation of integral projects and services, such as water and sanitation, community centres, adult education and training, roads, and so on (Macanda, 2014).

For this reason, the Government of KwaZulu-Natal introduced an integrated multi-sectoral programme called the Inkululeko Development Project (IDP) as an initiative in which all provincial departments contribute a certain percentage of their budget for the Medium-Term

Strategic Framework (MTSF) to the programme (Provincial Planning Commission, 2013). The IDP's goal was to provide constitutionally-required services and the development of economic opportunities in rural communities. The IDP has consistently introduced essential services, particularly in the isolated and neglected rural areas. . These services include clean water, road infrastructure, clinics and schools, early childhood development centres, and household electricity utilities. To this end, the KwaZulu-Natal Provincial Government invested R12.9 billion, including the Ndumo area in ward 16 of the Jozini Municipality in uMkhanyakude District as one of the priority areas. This development was started in 2012 and completed in 2017.

In this chapter, the identified research problem is presented, followed by the aim and objectives of the study, theoretical framework, research objectives, research question, and methodology. ethical clearance and the significance of the study will follow. The study area under investigation is then described and key concepts used in this study defined. The overall structure of the mini-thesis is given before a summary of this chapter.

1.2 STATEMENT OF THE RESEARCH PROBLEM

Twenty-five years after the democratic government took over, much of South Africa still faces rampant poverty, inequality and unemployment (Ramaphosa, 2018). This is also the case in the Ndumo area, which is one of the most deprived wards of the Jozini Local Municipality in northern KwaZulu-Natal. Since the inception of democratic government, many rural communities have not had access to infrastructure development and basic services in the Jozini municipal area, and poor governance contributes to the slow delivery of services. As a result, protests against the provision of services are increasing in the communities of KZN, with protests demanding the provision of basic services (Tshishonga, 2019). Furthermore, inequality in the provision of services also contributes to the migration of rural communities, especially the youth, to urban areas. Given this background, this study intends to investigate the contribution and effectiveness of IDP in the delivery of services in the Ndumo area.

1.3 THEORETICAL FRAMEWORK

The theoretical framework used in this study was a theory-based evaluation approach, used by researchers when they gather knowledge on what it takes to have a successful programme. In

fact, one could think about how people learn or how they change their behaviour and what conditions must be in place for that to happen. Chen (2016), in collaboration with Peter Rossi (2016), developed the concept of a theory-based evaluation as a logical extension of quantitative models that allow the identification of variables contributing to a programme's outcomes (Mertens & Wilson, 2018).

The theory-based evaluation is seen as a departure from a methods-driven evaluation. Chen (2016) further argued that when evaluators start with a method, they lead to specific guidelines on how to conduct the evaluation. Chen (2016) further explained that when evaluators start theorising on what should make the programme work, they would consider different methodological options. The use of both quantitative and qualitative methods in evaluation is recommended; however, for outcome evaluations the use of randomised experimental designs is supported for this study to control threats to validity (Mertens & Wilson, 2018).

According to Stewart Donaldson (2007) in Mertens and Wilson (2018), a change in naming for evaluations that have programme theory at their core is suggested. The “programme-theory-driven evaluation science” is regarded as “the systematic use of substantive knowledge about the phenomena under investigation and scientific methods to improve, to produce knowledge and feedback about, and to determine the merit, worth, and significance of what is being evaluated such as social, educational, health, community, and organisational programmes,” (Mertens and Wilson, 2018). The main aim of this naming of this evaluation is that evaluators use the programme theory to prioritise evaluation questions. The evaluators build a programme theory with stakeholders by reviewing documents, prior research, talking with stakeholders, and observing the programme in operation. They then use scientific methods to answer the evaluation questions.

Therefore, the study of the IDP was conducted using this programme-theory driven evaluation whereby the researcher, prior to research, had reviewed the government documents, such as the State of the Nation Address, State of the Province Address and District as well as the Local Municipality's Integrated Development Plans that were related to the conceptualisation of the IDP.

1.4 RESEARCH AIM AND OBJECTIVES

The aim of this study was to evaluate the impact of the Inkululeko Development Project (IDP) of Ndumo in northern KwaZulu-Natal.

In order to achieve the stated aim, the following objectives were formulated:

- a) To critically analyse the provision of services to rural communities in the Jozini Local Municipality;
- b) To evaluate the progress made in providing services to the Ndumo community; and
- c) To recommend strategies to improve the effectiveness of the Inkululeko Development Project.

1.5 RESEARCH QUESTIONS

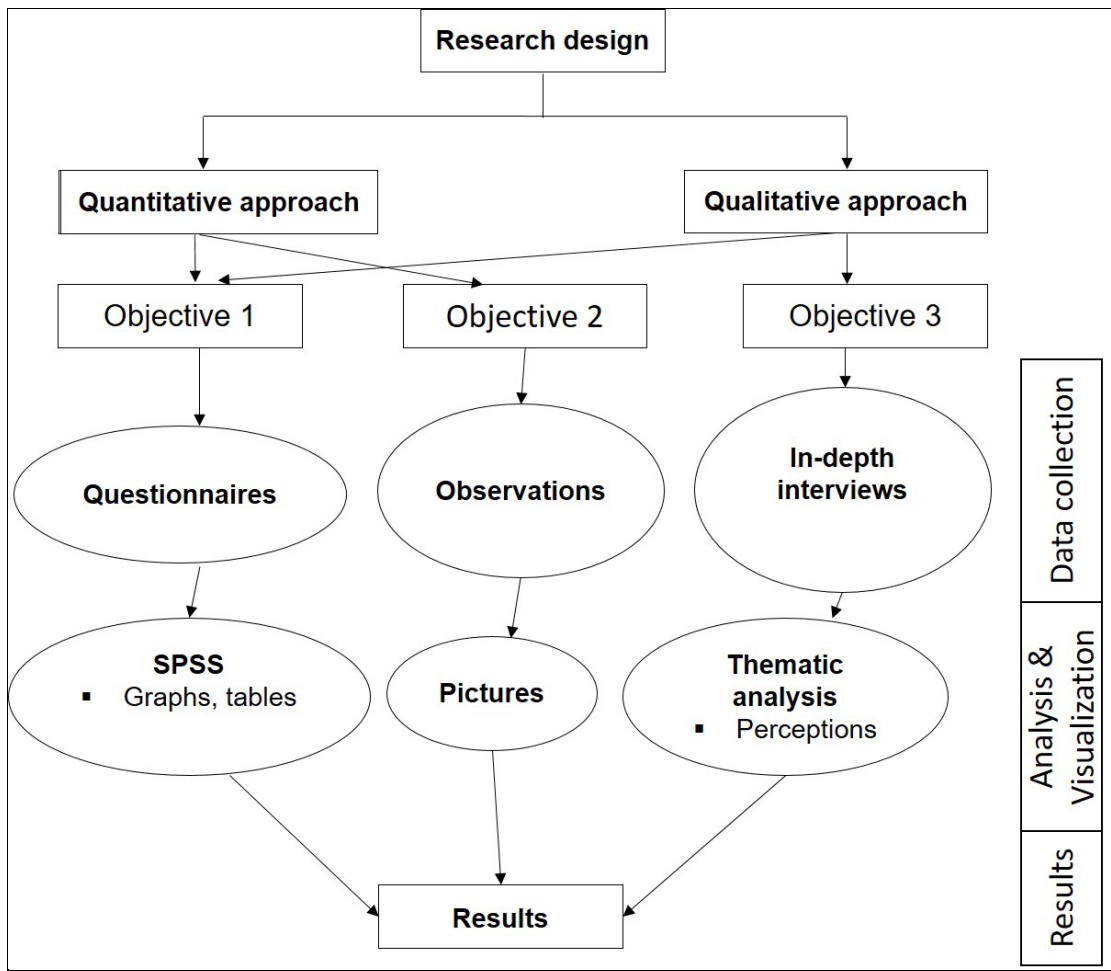
The study aimed to answer the following main questions:

- a) How are services provided to rural communities within Jozini local municipal area?
- b) What is the impact of the Inkululeko Development Project on rural development?
- c) To what extent has the Inkululeko Development Project been implemented by reprioritising resources to improve rural livelihoods in the province?

1.6 RESEARCH METHODOLOGY

The research methodology used in the study was evaluative research to assess the impact of a project or an intervention programme. Robson (2016), and Fouché and Roestenburg (2021), claimed that evaluative research is suitable for assessing the impact and effectiveness of something, typically an innovation, intervention, policy, practice or service. This research methodology was chosen for this study to evaluate the Inkululeko Development Project in KwaZulu-Natal. The evaluation research methodology helped the researcher to investigate the research problem and obtain answers to the research questions. In fact, evaluation studies such as by Fouché and Roestenburg (2021) stated that there are various methods for conducting evaluation research. For this study, a process evaluation methodology was adopted to determine how successfully the IDPs followed the strategy outlined in the KwaZulu-Natal Provincial integrated multi-sectoral programme. The evaluation research methodology applied both

quantitative and qualitative research designs. Figure 1.2 below illustrates the research process which was followed in the study:



(Source: Nielsen & Abildgaard, 2013)

Figure 1.2: Research design

Figure 1.2 explicates how the process evaluation framework was followed, utilising the research design described by Nielsen and Abildgaard (2013). This involved collecting and analysing information through qualitative and quantitative means. The qualitative aspect involved the gathering of perceptions, ideas, opinions and thoughts of participants about the object under investigation (Gray, 2018). Moreover, this approach enabled the researcher to obtain overall insights on the investigated matter (Baehr, 2004; Leavy, 2017; Fouché and Roestenburg 2021).

The quantitative aspect of the study was characterised by measurement and numerical results (Creswell, 2003).

1.6.1 Sample size and selection criteria

Sampling entails the selection of participants for a study, with the aim of gathering data to answer the study's key research questions (Fouché, Strydom & Roestenburg, 2021). It is about determining the appropriate unit of analysis that reasonably characterises the target population (Singleton, et al. 1988). In this study, a total of 50 households within a radius of two kilometres of the Inkululeko Development Project were randomly selected and interviewed to gauge their perceptions of the project. Furthermore, 15 project coordinators in the Inkululeko Development Project were also selected.

1.6.2 Data collection

The researcher is employed by the Office of the Premier responsible for the coordination of the KwaZulu-Natal Provincial integrated multi-sectoral programmes, such as the Inkululeko Development project, which was used as a case study for this research. Since the study applied both qualitative and quantitative research design, various methods of data collection were employed. For qualitative research, structured interviews were conducted with 15 Inkululeko project coordinators. About 50 households within a two-kilometre radius of the Inkululeko Development Project were selected to gather the community's perception of the project. Also, the researcher conducted focus group interviews during community engagement meetings, which involved the explicit use of group interaction to generate data on perceptions, insights and attitudes that would otherwise have been difficult to access without this interaction (Morgan, 1988). This method allowed participants to hear each other's responses and to make additional arguments. Further, any relevant document was used to get some insights about the socioeconomic profile of the studied area.

1.6.3 Data analysis

The researcher vetted and grouped similar responses together from the interviews to build broader categories and form themes. These were interpreted to reveal the respondents' perceptions of the contribution that the Inkululeko Development Project has made to the Ndumo

area. Data from the questionnaire were coded in MS Excel and exported into the Statistical Package for Social Sciences (SPSS). Thereafter, descriptive statistical analysis was performed to generate frequency tables, graphs and statistics that revealed the demographics of the respondents and their perceptions towards the Inkululeko Development Project within the Jozini Local Municipality.

1.7 ETHICAL CONSIDERATIONS

According to Neuman (2007), ethics are defined as what is or not legitimate to do or what “moral” research procedure involves. On the same note, Grinnell and Unrau (2008) defined ethics as a set of moral, principle rules and behavioural expectations about the most correct conduct. In conducting this study, the researcher ensured that the code of ethics required by the University of Zululand when conducting the research was complied with throughout the study.

The researcher conducted interviews with communities in the Ndumo area and the management personnel involved in the Inkululeko Development Project. The researcher initially obtained approval from the Director-General to conduct the study within the Office of the Premier, as it is responsible for the Inkululeko Development Project. Additionally, the researcher assured the respondents that the information provided would not affect them or their employment, since they were disclosing information about their service received and experiences. the researcher has informed them of the objective of this study and the context from which it was conducted.

1.8 SIGNIFICANCE OF THE STUDY

The study is significant to the KZN provincial and local governments as they help poor communities such as Ndumo area to address the challenges of infrastructure development and poor service delivery. The resources available were minimal, and these community members had to travel long distances to access services, such as welfare, health, education etc., whereas government had committed to bringing services closer to the people. Policies such as comprehensive rural development (CRD) are also in place, together with strategic plans to develop strategies, to improve rural communities, but it has remained a challenge to implement such policies. The study could, therefore, assist the government to build a strong partnership

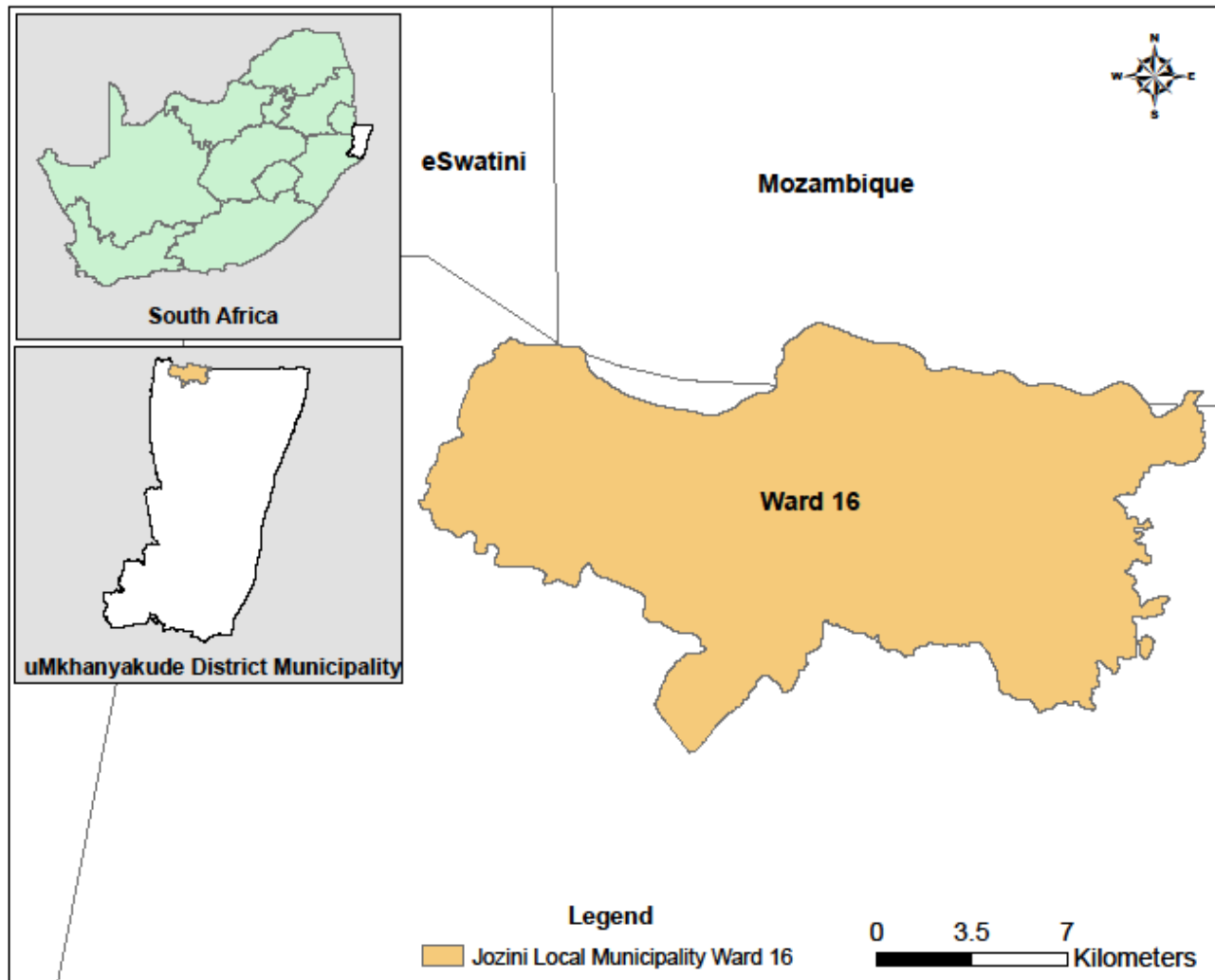
with the rural community and implement the strategies that would improve the delivery of services in rural communities.

The study helped to identify challenges (if any) that limit the effectiveness of the IDP project and suggested possible solutions to improve its implementation. Furthermore, it will contribute to the existing literature on development projects being implemented by the government in rural areas such as Ndumo. This study is important because once the information is disseminated to the OTP's management and stakeholders, it could assist them to address the challenges identified by the findings. The results could also assist senior managers, employees and other departments to avoid repeating the same mistakes (if any) identified in the findings.

1.9 STUDY AREA

This study was conducted in the Ndumo area under Ward 16 of the Jozini Local Municipality within uMkhanyakude District Municipality in northern KwaZulu-Natal, South Africa, bordering Mozambique and eSwatini (Figure 1.1). KwaZulu-Natal is one of the provinces in South Africa, with the second-highest rural population following the Eastern Cape (Statistics South Africa, 2017). A larger rural proportion is concentrated in uMkhanyakude District. Out of four municipalities within this district, the Jozini Local Municipality is second most vulnerable, with communities living in poor conditions dominated by poor levels of basic service provisions, and development is very slow. Jozini is made up of 20 wards and the Ndumo area in Ward 16 is characterised by a high incidence of poverty, unemployment - especially amongst the youth, a lack of quality education, poor infrastructural services and a high rate of crime.

Ndumo is a small rural village in the northern part of Jozini. This area is a geographically isolated rural community in Jozini, characterised by a highly traditional, entirely Zulu-speaking community with an estimated population of 7 000 people and 1 600 households (Nell et al., 2015). The Jozini area is surrounded by agricultural land, nature reserves, and displays typical rural characteristics. The majority of people living in the area depend on the Ndumo River for water which they use for agricultural activities, drinking and for their animals' consumption. (Statistics South Africa, 2012).



Source (Author)

Figure 1.1: Location of Ward 16 in the greater uMkhanyakude District Municipality in the northern KwaZulu-Natal, South Africa.

As in most rural communities in KwaZulu-Natal, the Ndumo area and the Jozini Local Municipality are politically governed by traditional authorities. The Ndumo area is highly underdeveloped, with limited resources, and most people live on less than an estimated 1USD per day (Friends of Ndumo, 2014). This is a poverty-stricken community, where the poverty rate in the entire Jozini municipal area (including Ndumo) is estimated to be 75.66% (Jozini Local Municipality, 2014), leaving the majority of the community financially dependent on social grants.

1.10 DEFINITION OF KEY CONCEPTS

In this section, the following key concepts; Inkululeko Development Project (IDP), rural area, development, rural development and the Provincial Growth and Development Plan (PGDP) used in this study are defined to set the context for readers.

1.10.1 The Inkululeko Development Project (IDP)

The IDP is an integrated multi-purpose and multi-sectoral project of the Kwa-Zulu Natal Provincial Government, established to address the critical social challenges of rural communities. Its main objective is to integrate intergovernmental and interdepartmental development. In this instance the aim was to revitalize Ndumo and contribute towards the development and improvement of quality education health, sustainable livelihood, job creation and the quality of life to ensure a dignified community. For the study, the IDP further intends to deliver safer, secured and high-quality service delivery.

1.10.2 Rural area

In this study, rural area refers to the sparsely populated areas in which people depend largely on agriculture and natural resources, including villages and small towns which serve as rural centers. It may also refer to large settlements created by the dumping of populations in the former homelands during apartheid (Navarro *et al.*, 2016). The population in most rural areas depends on the migratory labour system for its survival. As the case of UMkhanyakude District, there are a number of factors which have contributed to the migration of people to the urban areas of Richards Bay, Empangeni and Durban, in particular, within the Province of KwaZulu-Natal. This migration is affecting youth more as there are no higher learning institutions in the district, the being the University of Zululand.

1.10.3 Rural development

Rural Development is regarded as a strategy to enable a specific group of people, namely poor rural women and men, to gain for themselves and their children more of what they want and need (McDonagh, 2017). It involves helping the poorest among those who seek a livelihood in the rural areas to demand and control more of the benefits of rural development. The group includes small scale farmers, tenants and the landless (Singh, 2009). Despite these poor

conditions that rural people live under, there have been considerable extensions of service delivery, particularly in the field of water, education, health provision, roads and bridges, etc. within certain sectors in which there have been considerable advances (Macanda, 2014).

The diversity in the conceptualization of poverty affects both how poverty is defined and measured and the tools used to operationalize these measures (Richmond, 2007).

Poverty can be construed in a narrow or broad sense. In the narrowest sense it means a lack of income. In a broader sense poverty can be seen as multidimensional, encompassing other issues such as housing, health, education, access to services and to other avenues of accessing resources, and what is somewhat controversially referred to as “social capital” and access to social power relations (Richmond, 2007).

It is clear that the levels of poverty can be related to race and the apartheid era in South Africa. There are number of conflicting ideas when it comes to minimum resources, namely, enough to migrate an individual or household out of poverty or above the poverty line. Poverty can be construed in a minimalist or more expansive way: the most minimalist way is to consider people who are poor as being those who are unable to survive, even in the short-term, i.e., people who are utterly without the means of survival. A more expansive understanding of poverty is that people are poor if they are unable to participate in society as full citizens (Richmond, 2007).

1.10.4 Development

Development is regarded as both an initiator and a product of change. There is a close relationship between them, that is development triggering and is triggered by change. The change includes, amongst others, a physical, technological, economic, social, cultural, attitudinal, organisational or political change. Whereas all manifestations of development can be traced to some change somewhere, sometimes not all changes lead to development (Singh, 2009). The government has a responsibility to develop its population in a manner that is more integrated and transparent. This is the change in the social and economic status of the community, always referred to as development. The development plans of Government range from a Ward Base Plan to a National Development Plan, which all seek to achieve a better life for all in South Africa.

1.10.5 The Provincial Growth and Development Plan (PGDP)

The PGDP was developed to translate the Provincial Growth and Development Strategy into a plan of action to allow a sound platform for departmental, business sector and stakeholder annual performance planning and therefore to assist in resource allocation. At this level, from strategy to plan, the aim is to drive implementation in a coordinated and integrated form, whereby progress can be monitored against targets and whereby roles and responsibilities have been confirmed within established lines of accountability (Provincial Planning Commission, 2013).

1.10.6 War room

The War Room is a community-based structure in KwaZulu-Natal Province of South Africa that is based on a concept where deliberate focus and attention is placed by all on a problem at hand and all resources are pulled towards addressing that problem.

1.11 THESIS OUTLINE

This dissertation is organised into five chapters, which are outlined as follows:

Chapter 1 - this introductory chapter has provided a background on the Inkululeko Development Project as well as justification for this study in the Ndumo area under the Jozini Local Municipality. The research aim, objectives and the area in which the study was conducted have been described.

Chapter 2 reviews the literature of community development, including the challenges and best practices.

Chapter 3 details the methodology used in this study, including the tools used in the collection process and how the analysis was performed.

Chapter 4 discusses the results of the study.

Chapter 5 summarises the key findings of the study and draws conclusions before recommendations are made.

The next chapter will present the literature reviewed for the study.

CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

This chapter provides the reviewed literature on community development and related perceptions, as these are central to this study. Community development is defined and the themes that have shaped community development are highlighted. The concept community development will be uncovered.

2.2 UNCOVER THE CONCEPT COMMUNITY DEVELOPMENT

Community development as a concept is almost two hundred years old. The French revolution, the British revolution and World War II are the major events for the emergence of a community. The rehabilitation and reconstruction of communities that was dominated by social problems was a priority. The social workers and different professionals were activated to initiate the programme called community development programme. Community participation was the key to the success of the programme. These programmes became important for the rehabilitation and construction in different countries nationally as well as internationally, especially those that were devastated by World War II.

According to Jeppe (1985), the term Community Development was initially used by the British Colonial Office on Cambridge Conference that was focusing on American initiatives in 1948. The focus of the Community Development initiatives was to help British Colonies in Africa in preparation for their independence by empowering their local government to improve their economies. In India, Community Development was initiated on the 02 October 1952 to promote the lives of the community living in rural areas.

The origins of Community Development go further back than World War II when they used Community Development methods successfully in Punjab, India in 1920, while it was also used in Jamaica and Egypt in the 1930s (Korten, 1980; Cary 1979). Jeppe (1985) explained what this new system of administration entailed:

"a movement designed to promote better living for the whole community with the active participation and, if possible, on the initiative of the community, but if this initiative is not forthcoming spontaneously, by the use of techniques for arousing and stimulating the community in order to achieve its active and enthusiastic response to the movement. Community development embraces all forms of betterment. It includes the whole range of development activities in the district whether these are undertaken by government or unofficial bodies; in the field of agriculture by securing the adoption of better methods of soil conservation, better methods of farming and better care of livestock, in the field of health by promoting better sanitation and water supplies, proper measure of hygiene, infant and maternity welfare; in the field of education by spreading literacy and adult education as well as the extension and improvement of schools for children. Community development must make use of the co-operative movement and must be put into effect in the closest association with local government bodies"

Since development is seen as a process, actions, participation or involvement need to be done from the beginning to the end. Doing this would help participating individual(s) to properly manage the direction of the results to be achieved. In agreement, Lee (2006) presented two main concepts of community development which is empowerment and participation and argued that:

"at the centre of all definitions of community development is the idea that it has the capacity to develop a voice for the voiceless; and that those who experience isolation from political process can be brought right into it and enabled to participate effectively in the development process."

2.2.1 Defining community development

Community Development can be defined as the process towards modernisation, urbanisation, industrialisation, social and political transformation, technological improvement, and economic growth. According to Phillips and Pittman (2015), development involves the process and outcome. They further explained that the process of change is as important as the outcome. Community development can be seen as the movement that empowers local people to take charge of their surroundings, including the locality and the social environment - it is a process

that leads to social cohesion; it encompasses economic, social, and political stability (Phillips and Pittman, 2015).

Community development is a process whereby individuals and groups get the opportunity to act and address issues within their communities. There are numerous factors that result in communities living in a certain area but without access to important resources which are important for their basic living conditions. Factors ranging from social, environmental, economic to social, and environmental to cultural can help rebuild inequitable systems that have left certain demographic populations isolated, marginalised, and without access to important resources that are vital to living efficiently and successfully.

In an area where communities live in extreme poverty, a programme or project is required to eradicate poverty and assist the community members to live a better life. Budget from Government through the local municipality is invested in programmes to provide education and resources. These programmes would reduce poverty and improve the respective community's living standards – ultimately bettering the lives of the people through improved service delivery programmes.

Julius Nyerera (1968) defined community development as the mutual participation of community members in their development, with an intention to learn the experiences which would improve themselves and their resources. Furthermore, the people cannot be developed but they can only develop themselves through participation in the activities which affect their well-being.

According to the United Nation report, community development is considered as a process whereby communities create conditions of economic and social advancement for themselves, and they actively participate. Community development is the process whereby certain individuals, or a group of people, takes the initiative to assist ordinary people to improve their own standard of living by taking collective action (Tweltrees,1991).

2.2.2 Community Development - Internal versus External

Community development can be done by the local communities themselves, which is referred to as internal, while if the community development is influenced by other groups such as a governmental or non-governmental organisation, development is referred as external. The external community development involves many procedures (planning, paperwork, meetings and accountability, etc.) as resources have to be pumped in from the outside and community members are not bothered to make hectic contributions for the development to happen. Chikati and Barasa (2009) stated that peoples' participation in development is encouraged by an external agency and it is done as a method to support the progress of the programme or project. According to them, the term "participatory development" is used to describe this approach and implies externally designed development activities implemented in a participatory manner.

When community members employ their common knowledge and organise resources to fight poverty and improve their standard of living, this action is regarded as internally-driven development and is more sustainable than the externally-driven development because it has an element of ownership amongst community members. As consumers, community members are perceived to be the most legitimate, knowledgeable, and a dependable information source of their own priorities (Alkire et al., 2001). For example, community-development services such as health centres, schools and water supply systems have a higher use of rates and are well sustained than when asset decisions are made by players outside the community. In the case of the Inkululeko Development Project, external development is stronger than those elements of internal development

Community development refers to the energy to better the economic and structural conditions of a certain community (Bridger and Lulloff, 2003). Such energies may put emphasis on poverty reduction, job creation and physical or infrastructure development. According to Woden (2001), community development is seen as actions that are pursued to create social investment, promote collaboration and encourage community residents to improve their living circumstances.

This study suggests that the Inkululeko Development Project should work at the junction of these two models. Although the Inkululeko Development Project is implemented within the community, it can work together well with outside professionals that have a temporary presence in the Jozini Local Municipality.

2.2.3 Themes of community development

Community development, as it is experienced and unstated today, is traceable to certain incidences and ages of the past. Community development can be traced to the roots of the United States and United Kingdom in the early 1930s (Swanepoel and De Beer, 2012). At that time in the US, community development focused on improving the welfare of rural communities, while in UK the social welfare programmes concerning poverty relief and attention to urban areas were initiated. The most accommodating timeline that classifies and assists in clarifying the main and secondary themes allows for the cross-sectoral and multi-working character of community development (Ellis and Biggs, 2001). Table 2.1 below encapsulates the history of community development and the associated themes from the period spanning 1950 to 2000.

Table 1.1: A summary of the history of community development and their associated themes

1950	1960	1970
Modernisation dual economy model, 'backward' agriculture, community development, lazy peasants	Transformation approach, technology transfer, mechanisation, and agricultural extension. Growth role of agriculture, green revolution starts	Redistribution of growth, basic needs and integrated rural development. State agricultural policies, state-led credit, and urban, bias-induced innovation. Green revolution continues. Rural growth linkage
1980	1990	2000
Structural adjustments, free markets 'getting process right', retreat of the state and the rise of NGOs, rapid rural appraisals farming systems research food security and famine analysis, Rural development as a process and not a product and poverty alleviation	Microcredit participatory rural appraisal, actor oriented rural development, stakeholder analysis, rural safety nets, gender and development, environment and sustainability and poverty reduction	Sustainable livelihoods, good governance, decentralisation, critique of participation, sector wide approaches, social protection and poverty eradication

(Source: Ellis and Biggs, 2001)

The latest theme of community development is centred on the principles of sustainable livelihoods and good governance. The community is seen as an active participant in the community development process, whereby the community members are permitted to critique and suggest possible solutions for the betterment of the community.

2.3 CHALLENGES OF COMMUNITY DEVELOPMENT

A community development approach is achievable with adequate coordination and enough resources provided. Some specific measures need to be considered when initiating community development.

Community workers put upon themselves at the centre of the project and in that process, they begin to feel the pressure to make things work without asking for assistance. Consequently, the project, may begin to collapse and ultimately the community begins to lose hope. Some project coordinators do not share their responsibilities amongst the team members which then results in burn out and as a result, other members of the community won't have the opportunity to learn new skills. The project then misses out on the possibility of attracting others to join the project and be part of the project team.

2.4 DEVELOPMENTAL APPROACH TO ENHANCE COMMUNITY DEVELOPMENT

The White Paper on Social Welfare (1997) referred to social welfare in terms of "the system that promotes social wellbeing: "an integrated system of social services, facilities, programmes and social security to promote social development, social justice and the social functioning of people." Several trained employees need to be employed in order to address the social security of people. The facilitators for development have been accepted as the agents for change after the recognition of the empowerment model of community development. The main purpose of development does not end with the general improvement of living standards of community members but with the "process of change that brings about economic growth and political development, resulting in autonomy and social reconstruction" of the country–nation building.

Development as a natural history means a historical process in which humans are in command, through application of knowledge, rational thinking wherein society and mankind are constantly improved. On the other hand, in the Western tradition it is understood through the metaphor of growth as organic, inherent, maneuvering, increasing, permanent and purposive. It looks at the

society as an object to be changed and improved by rational purposive actions (Hettne, 2009:10).

The United Nations Development Programme (2008) project document on capacity development for poor and accountability stipulated that in KwaZulu-Natal there is a key public sector development challenge which includes poor service delivery due to a lack of leadership capacity, poor monitoring, reporting and evaluation systems to inform strategy and planning, and a lack of best practices of community-based projects' approaches.

The IDP intended to provide support in every respect and establish effective service delivery systems within the Jozini area. The then Premier, in his State of the Province Address on 28 February 2005, announced that "to create an effective and responsive public service requires an investment in the development of our staff. In line with world best practice in public sector management, we will begin with the development of a Provincial Public Service Training Academy." Public servants employed in the Provincial Administration represent one of its most valuable assets.

The serious determination of the Provincial Government is the realising of a better life for all. The history of the KwaZulu-Natal Provincial Administration has been branded by a method of producing an integrated public service that was disjointed along racial lines, each with its own culture, rules and principles, which was not in line with the type of public service adopted in the Constitution. This situation resulted in low levels of service delivery which continued to create a poor image of the public service and demoralise the work of loyal public servants.

Excellent service is not always produced by experience and qualifications, but a specific job needs public servants who have the right information, skills, approaches and values. The Provincial Academy's main focus is to change the mindset and attitude of public servants, while at the same time establishing a value system based on ethical conduct and a culture of service based on the principles of Batho Pele and the Citizens Charter. Most of all it strives to develop a sense of loyalty, belonging and pride. One must also consider the effect of worker and

supervisor attitudes towards self-development, determination, general preparedness to transform, and testing approaches towards the anticipated work.

In ensuring that there is some progress in community development projects, monitoring and evaluation is the key - which controls and appraises the programmatic attention, the significance of policy, state of the programme and projects implementation, and provide the community members with an opportunity to contribute to their own progress. Historically, apartheid South Africa's interventions to programmes of poverty were inclined to respond to sectors of the population, though this is somehow changing. The Inkululeko Development Project is one of the initiatives that the KZN Government is affording an opportunity to communities in the development of their own lives.

2.5 THEORETICAL FRAMEWORK

A theory-based evaluation approach was selected for the study as it was significant for the people when they want to have knowledge on what it takes to have a successful programme. In fact, one could think about how people learn or how they change their behaviour and what conditions need to be in place for that to happen. Chen (2016), in collaboration with Peter Rossi, developed the concept of theory-based evaluation as the logical extension of quantitative models that permit the identification of variables contributing to the outcomes of a programme (Mertens & Wilson, 2018).

Chen (2016) argued that theory-based evaluation is a move away from methods-driven evaluation. He further argued that if evaluators started with a method, then that would lead them to specific directives on how to conduct the evaluation. Chen (2016) stated that when evaluators started with the theory of what was supposed to make the programme work, then they would consider different methodological options. He recommended the use of both quantitative and qualitative methods in evaluation; however, for outcome evaluations he supported the use of randomised experimental designs in order to control threats to validity (Mertens & Wilson, 2018)

Mertens and Wilson (2018) offered a change in naming for evaluations that have programme theory at their core. He explained “programme-theory-driven evaluation science” as “the systematic use of substantive knowledge about the phenomena under investigation and scientific methods to improve, to produce knowledge and feedback, and to determine the merit, worth and significance of what is being evaluated, such as social, educational, health, community and organisational programmes” (Mertens& Wilson, 2018). The main aim of this naming this evaluation is that evaluators use the programme theory to prioritise evaluation questions. The evaluators build a programme theory with stakeholders by reviewing documents, prior research, talking with stakeholders, and observing the programme in operation. They then use scientific methods to answer the evaluation questions.

The study of the IDP was done using the programme-theory-driven evaluation whereby the researcher, prior to research, had reviewed government documents such as the State of the Province Address, District and Municipality Integrated Development Plans and Local Economic Concepts that were related to the conceptualisation of the IDP and furthermore, talking to stakeholders and observed the IDP in operation.

2.6 SUMMARY

The literature review chapter has highlighted key issues underpinning community development. This included defining of the concept community development, its historical evolution and challenges and approaches to it. The next chapter is devoted to the research methodology employed in this study.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 INTRODUCTION

In this third chapter, the researcher describes the action taken to investigate the problem identified in this study, as well as the rationale for the application of procedures to select, process and analyse information used to understand the context from which the reader can evaluate the validity and reliability of the study (Denzin & Lincoln, 2017). In the first section, the research design is explained, followed by the methods used, and finally the theoretical framework adopted in this study is presented. A summary is provided at the end of this chapter.

3.2 RESEARCH DESIGN

In this study, a process evaluation strategy was adopted to evaluate the Inkululeko Development Project in KwaZulu-Natal, as illustrated in Figure 3.1. Evaluation research is suitable to assess the effects and effectiveness of something, typically innovation, intervention, policy, practice or service (Robson & McCartan, 2016). The implication of an evaluation is that you think through very carefully what you are doing and why. For example, you are more likely to get a positive response if the evaluation research is with, and for, those involved, rather than something done to them (Robson & McCartan, 2016).

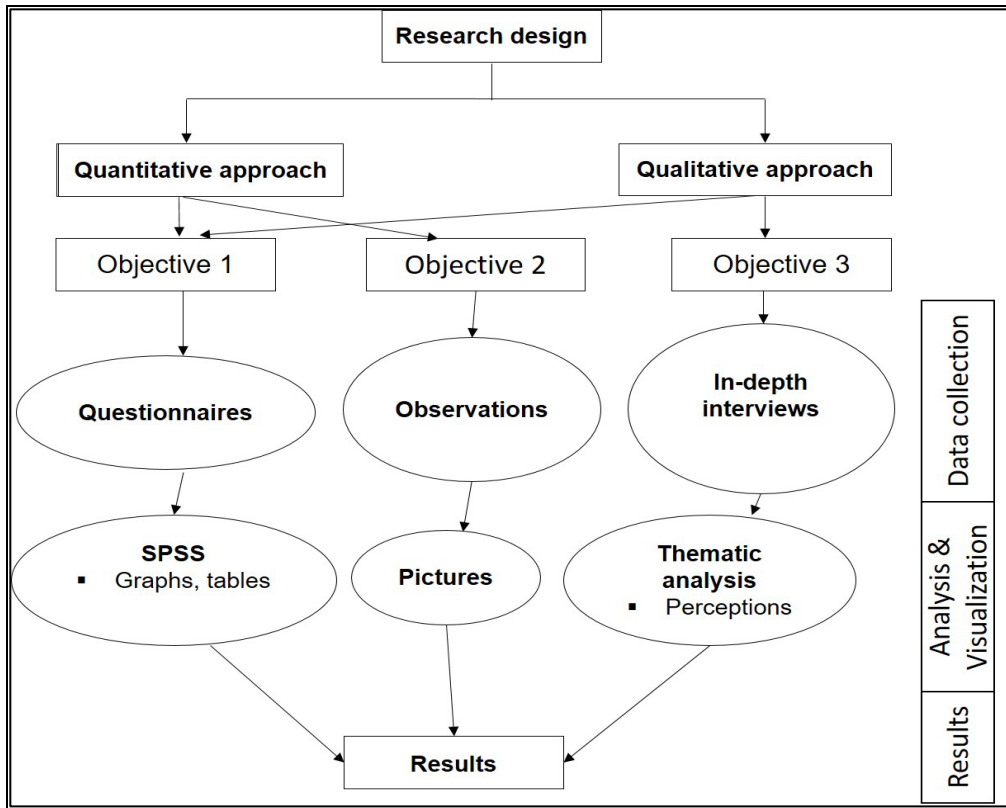


Figure 3.1 Research design (Author own)

This study followed the process evaluation framework by Nielsen and Abildgaard (2013), which involved collecting and analysing information through qualitative and quantitative means. The qualitative aspect involved the gathering of perceptions, ideas, opinions and thoughts of participants about the object under investigation (Gray, 2018). In this study, this was achieved through in-depth interviews. Moreover, this approach enabled the researcher to achieve overall insights on the investigated matter (Baehr, 2004) (Leavy, 2017)). The quantitative aspect entailed measurement and numerical results (Hanson *et al.*, 2005) which was gathered through a questionnaire. Lastly, the observations were made during a field visit.

3.3 METHODS OF DATA COLLECTION

Since the evaluation of Inkululeko Development Project involved both quantitative and qualitative research design, the following methods data of collection were applied.

3.3.1 Questionnaire

A questionnaire was used in this study to collect data from the respondents (See Appendix A). The questionnaire was administered to 50 randomly selected community members in the Ndumo area. The selected community members were from within a radius of two kilometres of the Inkululeko Development Project. In addition, 15 officials from the Office of the Premier in KwaZulu-Natal were given the questionnaire to gauge their views on this important project. Only the officials responsible for the coordination of the Inkululeko Development Project were selected. The questionnaire comprised both closed-ended and open-ended questions to enable respondents to express their views on the Inkululeko Development Project. In addition, several other relevant documents such as Integrated Development Plans and documents about the Inkululeko Development Project were used in this study.

3.3.2 Focus group interviews and In-depth Interviews

In-depth group interviews were conducted with the community members who were part of the ward-based structure called “war room”. War room is a structure that comprises fieldworkers, community care givers, community development workers, ward committees and general community members. This structure was used to gather the community’s perception about the Inkululeko Development Project. These interviews involved the explicit use of group interaction to generate data on perceptions, insights and attitudes that would have otherwise been difficult to access without this interaction (Morgan, 1988). This method allows participants to hear each other’s responses and to make additional arguments and can provide valuable information that may be difficult to gather using individual data collection. In addition, the interviews were conducted with project coordinators and officials from the Office of the Premier.

3.3.3 Observations

The researcher also made observations during the field visit to the Ndumo area and photographs were taken to provide context for some of the issues identified (Permission was sought to take the photographs). Recall that the researcher is employed in the Office of the Premier, which is the department responsible for the coordination of the departments implementing the IDP. In addition, the project manager from each department and the local leadership were part of the steering committee that reported the progress on a monthly basis.

3.4 DATA ANALYSIS

In this study, data was analysed using questionnaires, interviews and field observations to obtain a better understanding of the IDP in the Ndumo area. Firstly, the questionnaire was assigned a unique number for quality assurance. All questionnaires were then coded into MS Excel and exported into SPSS to generate descriptive statistics and tables. Graphs were then created from frequencies and percentages using Excel. Secondly, the researcher scrutinised all interview responses to group similar responses together and performed a thematic analysis. Broader categories were then built after which the analysis was made. Lastly, photographs were taken in areas that were pointed by the local leaders and officials to provide the context for the analysis.

3.5 ETHICAL CONSIDERATIONS

According to Neuman (2007), ethics are defined as what is or not legitimate to do or what “moral” research procedure involves. In conducting this study, the researcher ensured that the code of ethics required when conducting the research was conformed to throughout the study. Ethical Clearance to conduct the study was granted by the University of Zululand Research and Ethics Committee (See Appendix B). Ethical consideration was observed by the researcher in the process of collecting data and writing the report, which included, but was not limited to, seeking consent from the participants before interviewing them and maintaining their confidentiality.

3.5.1 Permission

The researcher first requested permission from the Director-General in the Office of the Premier to conduct the study in the Ndumo area and within the Office of the Premier, as Inkululeko Development Project facilitators, since the project is coordinated by this organization. Approval was granted, as was indicated in Appendix C. The researcher described why he needed to conduct the study, highlighted the significance of the study, the ethical conduct followed, and the benefits of the research. The approval was also granted by the ethics committee of the University of Zululand (see Appendix B).

3.5.2 Confidentiality and anonymity

Confidentiality and anonymity are often a challenge in social or rather qualitative research. Since the study also had a qualitative section, the face-to-face interviews by their nature make identification of respondents inevitable. Respondents' names and identity were not recorded on

the sheets and their personal details were kept confidential. The researcher also kept the summary of the information provided by the respondents in the focus groups confidential.

3.5.3 Informed consent

Consent forms (Appendix D) were sent to members who volunteered to participate. The researcher made the necessary arrangements to meet the participants in their offices at the Office of the Premier and the Ndumo community members including the leadership, which was a natural setting in which they described the issues investigated in this study, which ensured that they were comfortable and familiar with the setting. Prior to the interview, the research went through the consent form with the participants and ensured that they understood it before signing it, as Shahnazarian et al. (2015) advised.

3.5.4 Avoid harm or distress

Firstly, it is important to note that the study was collected before and during Covid-19 Alert Level 1. All necessary safety precautions were followed. The study was undertaken in the Ndumo area; appointments were therefore made with authorities to collect data. However, during the study, the participants were not exposed to any potential harm or danger before Covid-19, and then during the pandemic, masks and sanitisers were used, and social distancing was maintained to ensure safety. The researcher avoided asking sensitive questions during the face-to-face interviews.

3.6 SUMMARY

This chapter described the methodology of the study and the ethical considerations that were made to ensure the safety and anonymity of respondents before and during the Covid-19 Alert Level 1. The next chapter presents the results and discusses the main issues that emerged from the data collection process.

CHAPTER 4

FINDINGS AND DISCUSSION

4.1 INTRODUCTION

This chapter presents the findings and discussion of the primary empirical evidence gathered in the Ndumo area concerning the Inkululeko Development Project. Firstly, the demographic characteristics of the respondents are reported, followed by their perception of the project. Finally, the summary of this chapter is given.

4.1 DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS

The demographic analysis in this study was based on 50 respondents who completed the questionnaire. Their attributes are presented in subsequent sections.

4.1.1 Respondents gender and educational attainment

A larger proportion of respondents in the study were females, accounting for 68% of the total number, while 32% were males (Table 4.1). These statistics are consistent with the demographics in South Africa, where females make up just over 50% of the population. In terms of educational attainment, most respondents (68%) had a secondary education, with females occupying a dominant 46% of this cohort and the remainder (16%) being males. Respondents with primary and tertiary education accounted for 16% each.

Table 4.1: Respondents' gender and educational attainment

		Educational attainment			
		Primary	Secondary	Tertiary	Total
Gender	Male	5 (10)	8 (16)	3 (6)	16 (32)
	Female	3 (6)	26 (46)	5 (10)	34 (68)
	Total	8 (16)	34 (68)	8 (16)	50 (100)

4.1.2 Respondents duration of stay in the Ndumo area

The period of stay of respondents is an important factor in studies of this nature as it reflects the level of understanding of the area's history. In this study, the majority of the respondents (74%) had lived in the Ndumo area for more than ten years (Figure 4.1). This is a good representation as it is believed that most respondents have deeper insights into the Inkululeko Development Project and would therefore be likely to give a true picture of what transpired there. About 20% of the respondents had lived in this area for a period spanning six to ten years. Fewer respondents (6%) reported having been in the area for a period of less than five years.

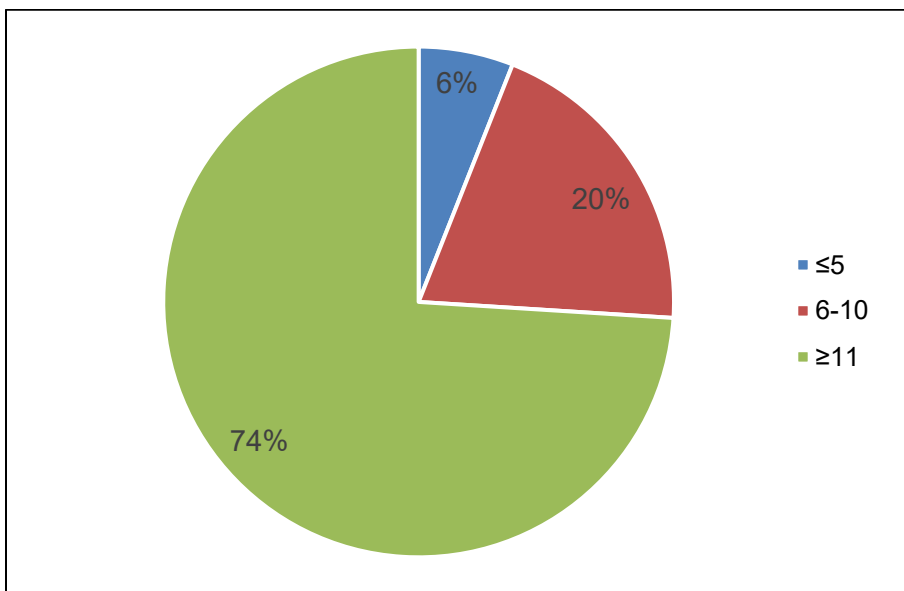


Figure 4.1: Respondents' period of stay in the Ndumo area

4.1.3 Respondents' employment status and their occupation

Respondents were asked about their employment status; 46% of them reported being employed full-time (Figure 4.2). Around 38% of the respondents said they were unemployed and 16% were self-employed. It should be noted that the Ndumo area is characterised by limited opportunities, and therefore a larger proportion of the community is dependent on social grants (PRESPA, 2009). The dependency ratio within the Municipality of Jozini gradually decreased from 100% in 1996 to 97% in 2001 and 82% in 2001 (Lehohla 2012).

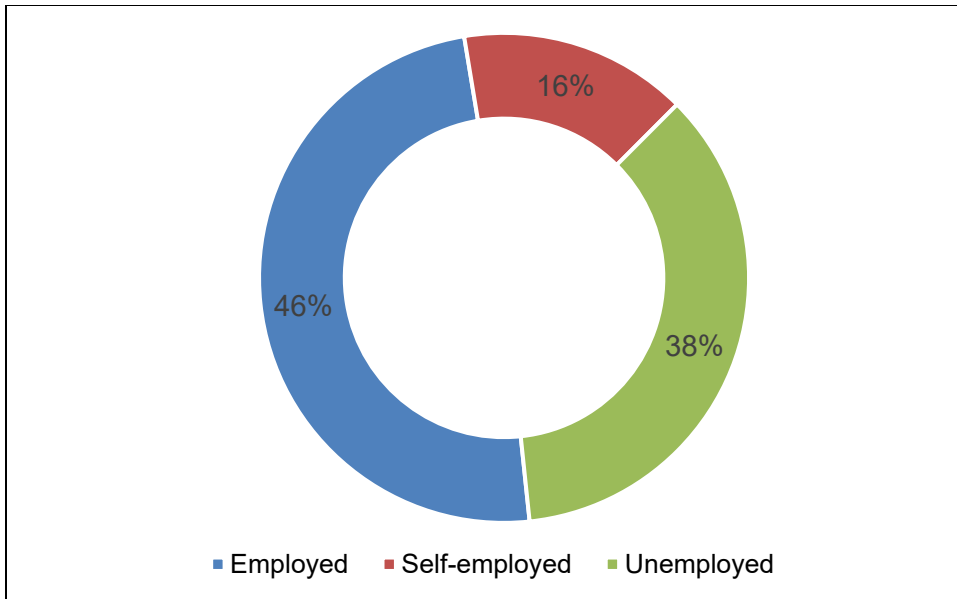


Figure 4.2: Respondents' employment status

Employed respondents were asked to specify their occupation and they had different occupations (Figure 4.3). Of the total number of respondents, the majority worked as community caregivers, followed by 28% of those worked for various government departments, 18 % were street vendors, 15% worked for the EPWP programmes and a few (8%) worked as security guards. These statistics were consistent with the IDP (2020).

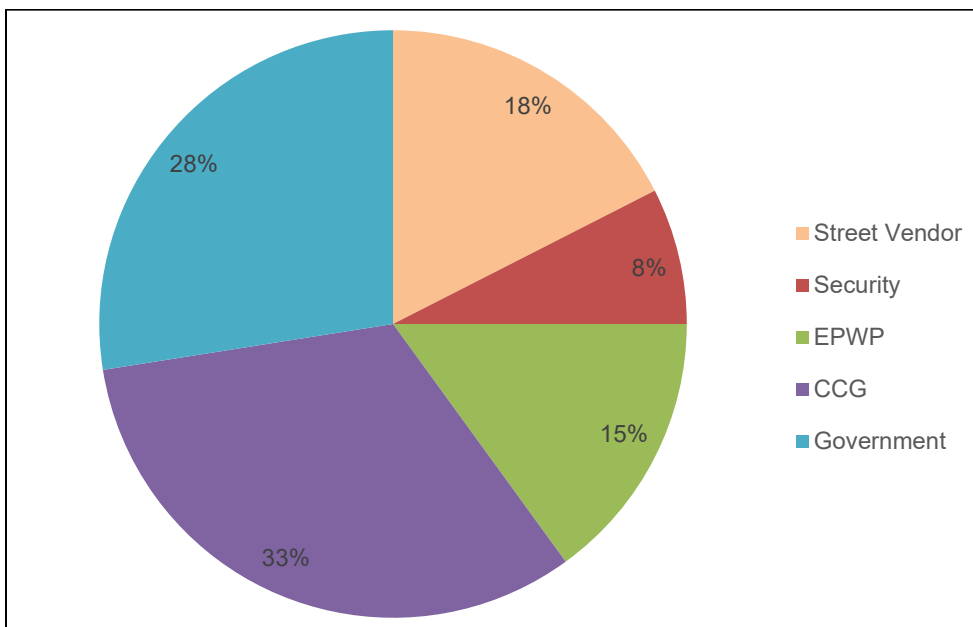


Figure 4.3: Employed respondents' occupations

4.1.4 Respondents' members per household

The majority of respondents (90%) had a medium-sized to large family structure (Figure 4.4), with 46% of the respondents having family members ranging between four and six per household, while 44% had family members of seven or greater. Relatively few respondents (10%) had no more than three family members in the household.

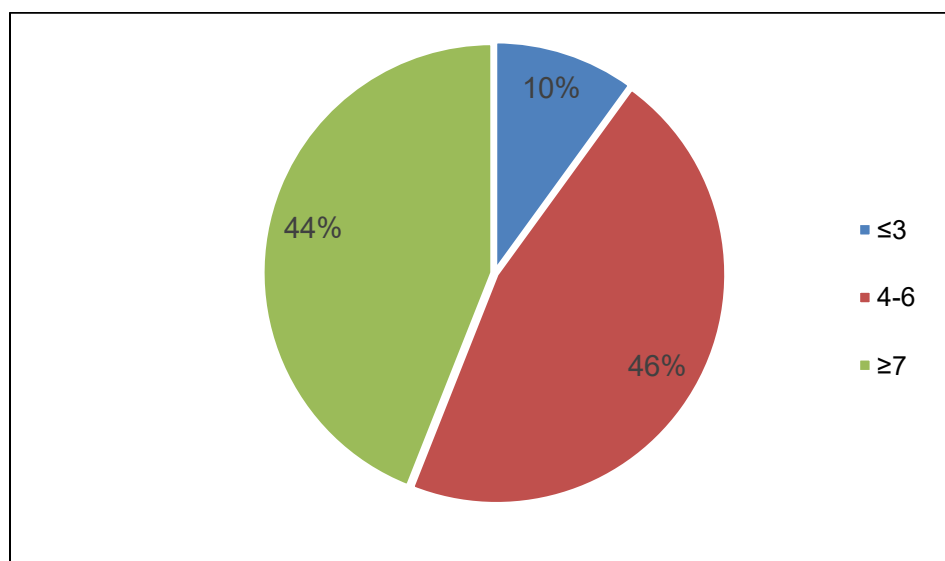


Figure 4.4: Residents' household composition

4.2 RESPONDENTS' PERCEPTIONS ABOUT THE INKULULEKO DEVELOPMENT PROJECT

4.2.1 Respondents' perceptions of the Inkululeko Development Project

Respondents were asked what they thought of the Inkululeko Development Project. Approximately two-thirds (68%) of the respondents rated this project as bad (Figure 4.5). However, other reasons were given, with a larger proportion (48%) citing "no jobs" as the problem. Some respondents even went so far as to say they were promised that the multi-sectoral Inkululeko Development Project would create jobs for local people. About 15% of the respondents indicated that the project did not achieve the intended result. Fortunately, a clarification was made during a focused group meeting with community members in that most

said the Department of Agriculture committed to revitalising the farm called “Ndumo A”, with the intention of formalising Ndumo as an agricultural town like Pongola and Melmoth. Moreover, this aimed to enhance the livelihood of the Ndumo community. This was the most anticipated project among all the other projects as it would create employment for numerous local communities and revitalise many existing agricultural plots. Respondents said that nearly R33 million was spent on this project, which covered 500 hectares in extent. It turned out that the irrigation system and all the necessary infrastructure were built; however, the biggest challenge was the inadequate water supply. The second phase, which dealt with the assessment of cropping options, made things even more difficult. These findings are consistent with Tshishonga and Matsiliza (2021) in that the community development work is not successful in achieving all the goals that are directly linked to poverty alleviation at programme level.

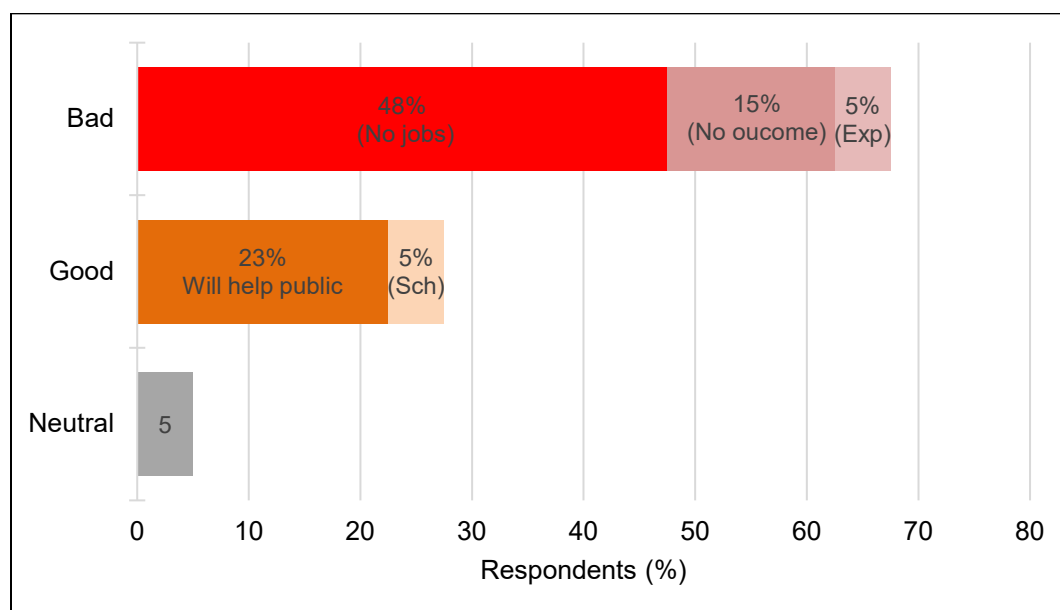


Figure 4.5: Respondents' perceptions of the Inkululeko Development Projects

The third phase involved segmenting plots between different “farmers” but this process never saw the light of day and collapsed. The main problem was water, which led to disparities between the Department of Agriculture and the project consultants – Jamela Civil Engineers. The scheme created by Jamela was not enough to supply 500 hectares but was suitable for at least 10 hectares. The Department promised to investigate this matter internally so that the issues could be resolved, but unfortunately nothing has happened to date (see Figure 4.6), the group

elucidated. It was also emphasised that where there were pipelines, big trees grew, and as a result, nothing happened. In addition, the fence was also vandalised.



(Source: Author)

Figure 4.6: Agricultural area where the project was going to be developed

During the in-depth interviews, the respondents also expressed concerns about the school, Mandla Mthethwa High School, related to the Inkululeko Development Project. They claimed that the school had not been hiring local community members, even on non-specialist jobs. This was a serious concern for the community, an issue which they had always highlighted during community forums. In addition, the school did not cater for learners from the community because of the high costs. This was a serious derivation from the initial ideal that well-performing learners would be given bursaries to join the school. At the time of the study, learners were required to pay high fees – which brought confusion to the community. Furthermore, the initial idea of being a model school had not been achieved.

During the group interviews, it also emerged that the school was placed in the hilly landscape and the idea behind this was to see it in comparison to the Union Building in Pretoria, where learners would see it and say, “I want to be there one day,” explained one member. Another respondent said the school was no longer attractive to local learners because most of its educators were not highly-skilled, as was originally promised. This had slayed hopes to attract

learners from the community who instead attended better-performing schools in Pongola and Hluhluwe.

With regard to the housing project, during the interviews the community members said the Department of Human Settlements had completed the rental buildings, and the idea was to have a company operating as an agent that would collect rent from tenants. This never happened. Instead, the rental building was being administered by the Jozini Local Municipality and people applied for housing which was allocated. Most tenants were government employees, such as nurses, police officers, etc. They reiterated that the rent went to the municipality for maintenance, and so on. However, during the interviews, the community members indicated that they were satisfied in that this project has attracted skilled people like nurses, and through that, the clinic was open 24 hours a day. This was a great benefit to the community and by far, the most successful, they said. Close to this was the issue of the Home Affairs, SASSA and Social Development offices, one member despairingly raised. The community member said the plan was to have all these previously-mentioned departments in one area to enable easy access by the community. The SASSA and Social Development offices were functional but Home Affairs was currently not. Instead, Home Affairs would often bring the services to the area by cars from other areas.

With reference to the commercial centre project, the community members during the interview interviewees responded that the plan was to construct a shopping mall and petrol filling station. The project never materialised (see Figure 4.7) because of the land issue. As can be seen from Figure 4.7, the researcher observed that the land that was kept and earmarked for the mall and the service station, it is still not being utilised. Furthermore, the road to this area was not developed either. They responded that the problem emerged when the Mathenjwa clan expressed interest and wanted 49% ownership of the commercial centre. The community members said this project, given the location of Ndumo, was going to bring many opportunities for the locals. Furthermore, they said it was going to be better if one or two shops were constructed because at that time, there was only one shop, with relatively high the prices, which disadvantaged the community of which a larger proportion was poor.



(Source: Author)

Figure 4.7: The area earmarked for the commercial centre location.

Concerning the road, during the interview, community members responded that the road project was a success because the main road, which was about 23 km, had been constructed, although the condition of road was no longer good, as many potholes had surfaced. This signified that the quality of the material used was of poor quality, they said. Access roads had not been constructed, as initially planned, and when going to school and on their return home, learners were exposed to cars traveling at high speed – a serious safety concern, community members emphasised.

Lastly, the issue of the library was of great concern, the community members said. It started well after successful construction, however the supply of electricity and water was a problem, and for these reasons, the library often remained closed for a whole week, with the result that learners were deprived, alleged the community members.

4.2.2. How respondents rated the Inkululeko Development Project

The aforementioned challenges and frustrations arising from the Inkululeko Development Project is reflected in Figure 4.8, which summarises the respondents' rating of the project. Half were

neutral and 44% rated the project as bad. Only a few (6%) respondents rated it as good. This was indicative that the majority of respondents were dissatisfied.

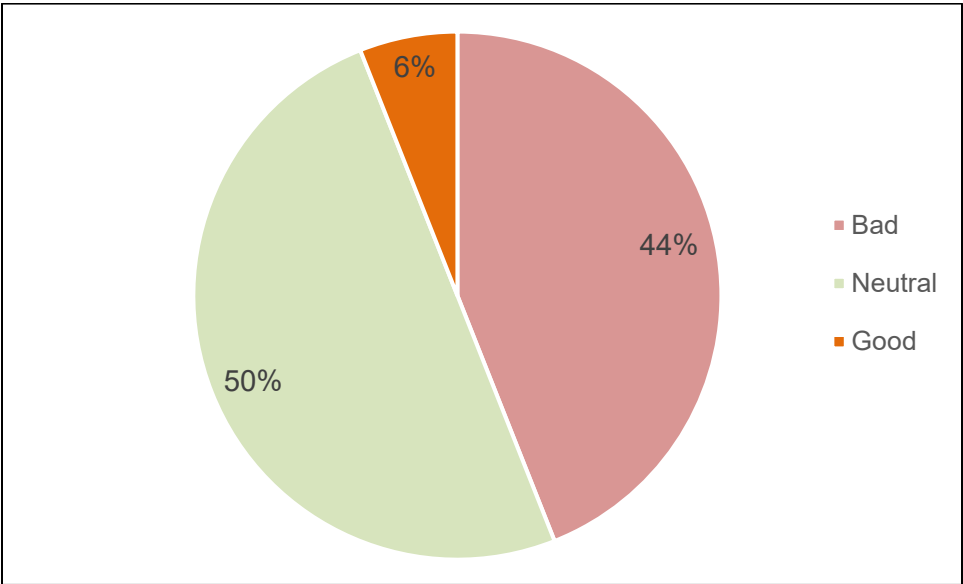


Figure 4.8: Rating of the Inkululeko Development project by respondents

The interviewees were also asked whether they thought the Inkululeko Development Project was sustainable or not. It appeared that respondents were still hopeful that the project would be restored to generate a good revenue for the local community, which had limited opportunities. Against this background, 58% suggested that the project was sustainable, while the rest disagreed (Figure 4.9). Different views arose from the fact that some components of the project were functional, but a larger part were not.

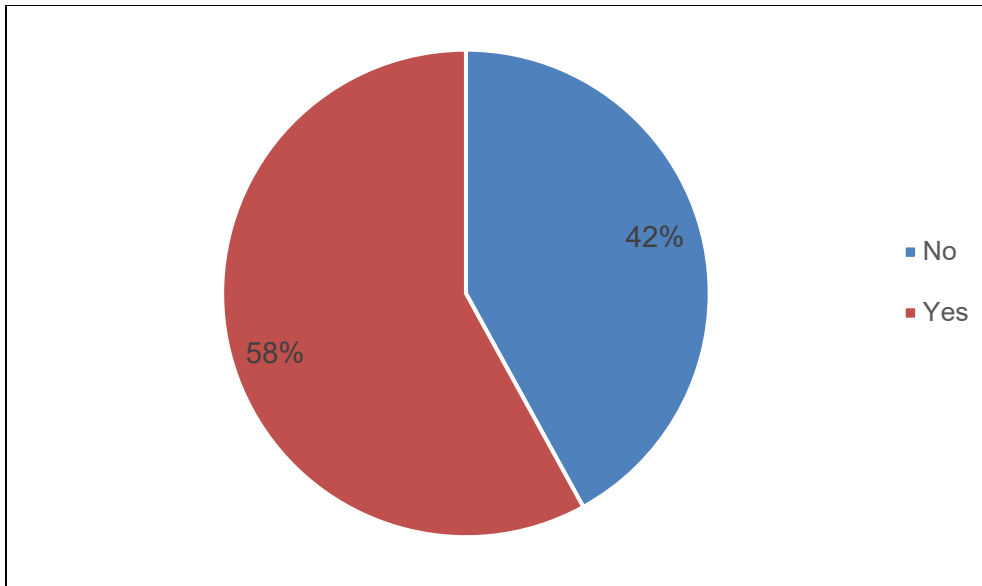


Figure 4.9: Respondents' views about the sustainability of the Inkululeko Development Project

Participants were also asked whether they thought access to government programmes contributed to the success of the projects. Around two-thirds of the respondents (60%) felt that access to government programmes could make a significant contribution to the success of the project (Figure 4.10).

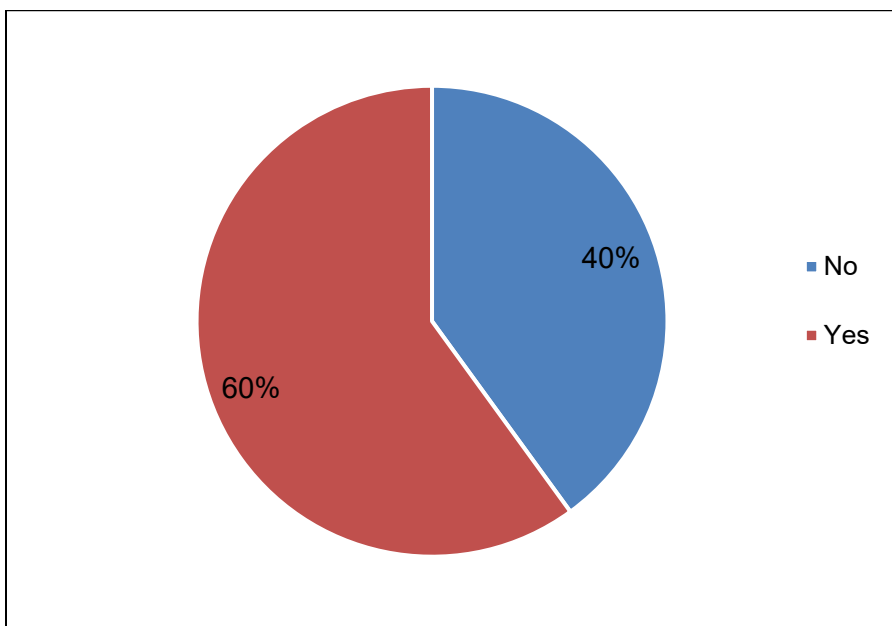


Figure 4.10: Respondents' views on how their access to government programmes would contribute to making the projects a success

The respondents further said that if proper officials were assigned and the communication set, the project would then seem lighter. On the other hand, 40% of respondents had lost hope and indicated that they do not see the project becoming a success, whether they had access to Government, or not. When asked to elaborate further, some respondents said the Inkululeko Development Project had been ongoing for some time, and if the government was serious about making the Project functional, it would have done so. While these results seemed hopeful, some respondents cast doubt on Government based on the overall failure of this great initiative.

4.2.2. Perceived challenges by the respondents

When asked about the challenges that they perceived in this area in relation to the Inkululeko Development Project, respondents gave a variety of responses, as illustrated in Figure 4.11, below:

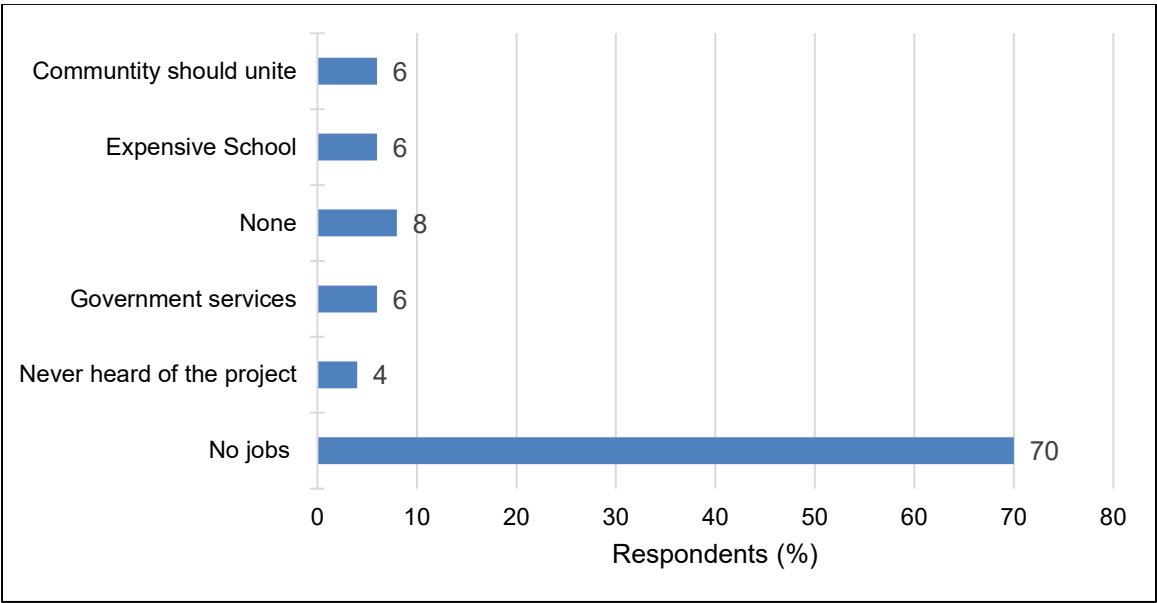


Figure 4.11: Perceived challenges by the respondents

A larger proportion of the respondents (70%) said the challenge in this area was joblessness, and the Inkululeko Development Project would make a huge contribution in terms of creating more opportunities for community members. Some respondents (8%) said they did not see the problem. About 6% of the cohort said government service was the problem, while the same proportion said the community must unite in order for Government to prioritise them. This was

assumed to be related to the issue of the land that divided them. Recall, the Mathenjwa wanted 49% ownership of the commercial centre, and some community members believed that if this was not the case, the development would proceed. Another 6% said the school was too expensive which presented a challenge for the local children. However, a few (4%) of the respondents said they had never heard of this project; these were supposedly new members in this community.

4.3 RESPONSES FROM THE OFFICIALS

4.3.1. COMPOSITION OF OFFICIALS

Before dipping into the responses of the 15 officials who offered their insights on the Inkululeko Development Project, it is important to reveal their composition and their positions, to expose their respective levels of authority. The officials comprised 73% of Directors, followed by 20% of whom were Deputy Directors, and 7% who were District Directors. Based on these positions, the responses that they provided gave credence to the information and the real issues on the ground.

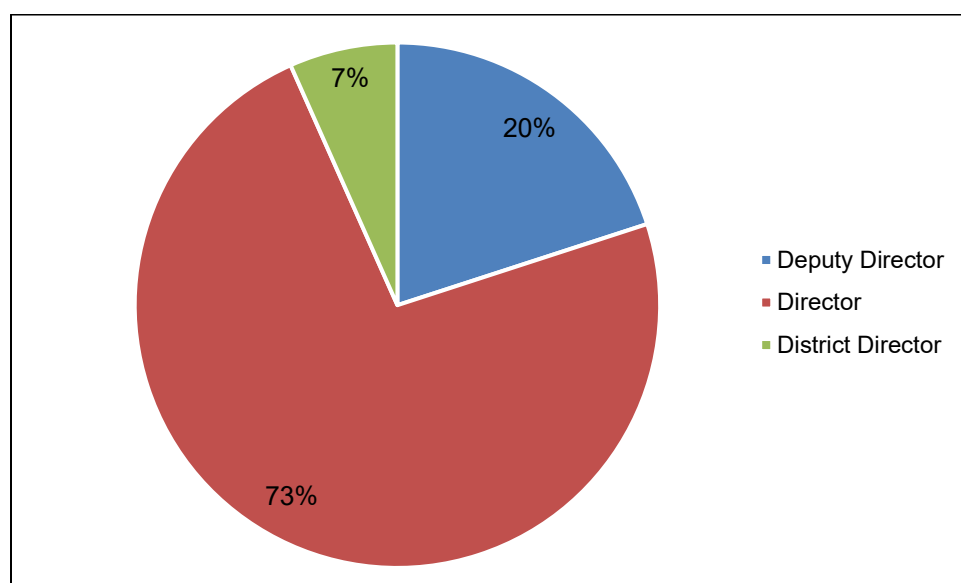


Figure 4.12: Positions of the officials

The officials were asked to indicate their specific department of offices. The results (Table 4.2) showed that the officials were spread across all relevant departments that facilitated the

Inkululeko Development Project. This implied that their responses were somewhat important in explaining what transpired in this project and how it could be resuscitated.

Table 4.2: Representation of where officials work

Department / Office	Frequency	Percentage
EDTEA	1	13
COGTA	1	7
Agriculture	1	7
Arts and culture	1	7
Public works	1	7
Social Development	1	7
Education	1	7
Health	1	7
Human Settlement	1	7
Jozini Local Municipality	2	13
Office of the Premier	1	7
Transport	1	7
Umkhanyakude	2	13
Total	15	100

4.3.2. Officials' views on what went wrong in the Inkululeko Development Project

Officials from various departments and offices were asked to give their opinions on what they thought went wrong with the Inkululeko Development Project. Their responses are summarised in Figure 4.13. This number indicated that the lack of cooperation between departments (53%) was the main factor that had contributed to the failure of this project. This was followed by the lack of a proper financing model for the project. Unfortunately, some indicated that funds ran out before the project even surfaced. The change in management was presented as a further problem since different managers set different priorities. A lack of community participation was also cited as a contributing factor.

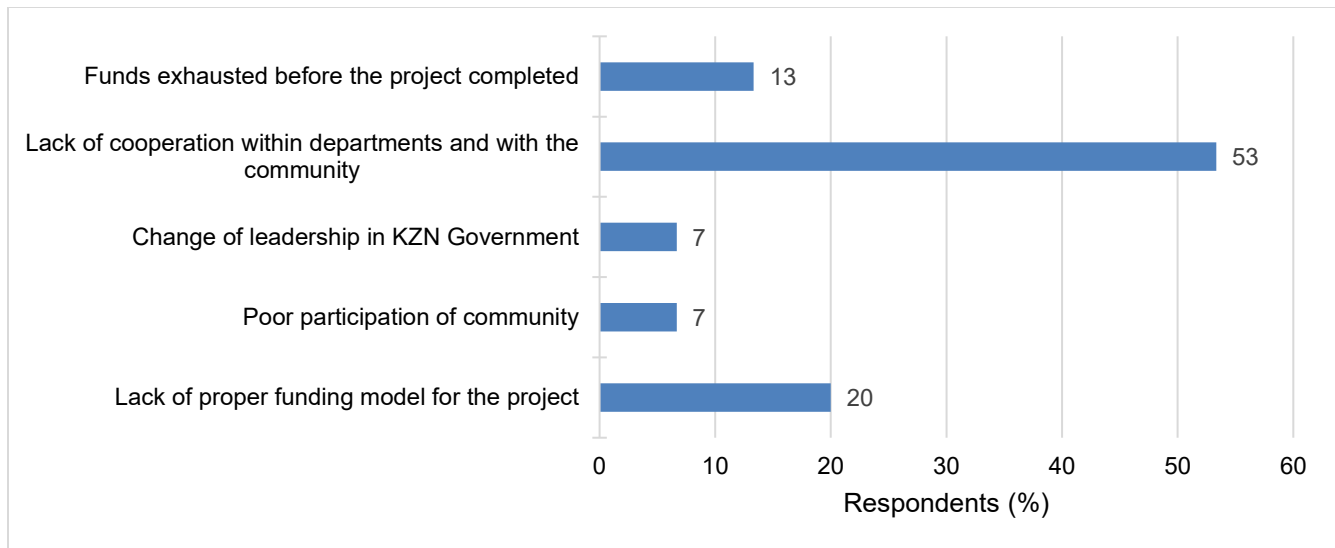


Figure 4.13: Officials' views on what went wrong in the Inkululeko Development Project

4.4 SUMMARY

The fourth chapter has presented the results of this study. It appears that the project suffered from many factors, most of which were the lack of coordination by the various stakeholders. The community was not happy with the results, as the project itself had great potential to address many social ills in the Ndumo community but was ultimately characterised by limited opportunities. The next chapter presents the summary and concludes the study.

CHAPTER 5

SUMMARY AND CONCLUSIONS

5.1 SUMMARY

This chapter presents a summary of the research findings and gives conclusions for the overall study. It then provides recommendations to the studied project and for further research. The study laid the background on community development, in particular the Inkululeko Development Project as an integrated multi-purpose and multi-sectoral project of the Kwa-Zulu Natal Provincial Government, which was established to address the critical social challenges of rural communities. Its main objective was to integrate development intergovernmental and interdepartmental. In this instance the aim was to revitalize Ndumo and contribute towards the development and improvement of quality education health, sustainable livelihood, job creation and the quality of life to ensure a dignified community. The IDP further intended to deliver safer, secured and high-quality service delivery

5.2 EVALUATION OF RESEARCH OBJECTIVES

In this section, each of the three objectives is re-examined to reflect on how they were realised through the findings:

a) To critically analyse the provision of services to rural communities of the Jozini Local Municipal area

The first objective of the study was to analyse the provision of services to rural communities in the Jozini Local Municipal area, which indicated that the majority of the community was not satisfied with the direction that the Inkululeko Development Project was taking. Most expressed concern about deviations from the original plan and many targets not being met. Prominent among these was the issue of agriculture, where a total of R33 million had been spent but no results had been achieved thereafter. The commercial centre issue was also a painful one for the community as it deprived them of many employment opportunities. The state-of-the-art school was built in the hope of recruiting local learners through bursaries, but it did not happen, instead, locals were financially excluded as the fees were high for them. As a result, local learners attended better performing schools outside of the Ndumo area. At least the rental stock

was one of the few targets that had been partially addressed, despite the mist surrounding its management and control by the local municipality. A larger proportion of the community cited high unemployment and a lack of proper service by the government as major concerns. On the other hand, the officials were aware of the challenges, and most of them pointed to the poor coordination between departments and offices as one of the main factors that led to the failure of the project.

b) To evaluate the progress that has been made in delivering services to the Ndumo community.

The second objective was to evaluate the progress that had been made in delivering services to the Ndumo community. It is important to note that the Inkululeko Development Project was a multi-sectoral project that aimed to improve the services in the Ndumo community. Some projects like the construction of the school were successful, although the overall result was not yet achieved. Other projects and services, which include a shopping mall, had not yet come to light, and community members felt this would result in a variety of shopping opportunities as they currently have a commercial business with very high prices. Overall, the services were currently far from the intended planning, and various departments were committed to revitalising the project to implement it to completion.

c) To recommend strategies to improve the effectiveness of the IDP.

The last objective was to recommend strategies to improve the effectiveness of the IDP. The detailed list of recommendations is provided in Section 5.4 of this chapter, and they are intended to improve the implementation of the Inkululeko Development Project, also in addition to the research project itself. However, hope still exists that they will meet with communities to resuscitate this great project. The lack of a funding model and the change of leadership also deferred a successful outcome.

5.3 CONCLUSIONS

In conclusion, many external and internal factors have had an impact on the implementation and success of the Inkululeko Development Project in the Ndumo area. The study showed that in such a context, community development projects work best when there is proper coordination and a clear funding model, and that the political and social environment needs to be consistent with development. The fallacious reasons for the failure of the Inkululeko Development Project have been identified. These stemmed from the change in leadership of the government as well as from the re-prioritisation by the government departments. The study also confirmed that community members always expect the projects to bring about change in their livelihoods, and when they do not, they perceive the project as poor or bad.

5.4 RECOMMENDATIONS

Given the research results, the following recommendations can be made about the Inkululeko Development Project:

- There is a need for negotiations between the Ndumo community, local leadership and development facilitators, in this case the KZN government, to agree on common goals for projects or services as well as on the appropriate strategies that need to be supported to meet the objectives of the community.
- It is recommended that officials or departments that have made commitments avail themselves to the Ndumo community in order to determine the way forward.
- Strengthening self-reliance programmes, encouraging community members to participate in programmes related to job opportunities and promoting local economic development.
- Any project developed should address the needs of the community for which it was developed and, prior to implementation, it is critical to conduct due diligence and inspire community members to contribute to such an assessment.

REFERENCES

- Biyela, A. C., Nzimakwe, T. I., Mthuli, S. A., & Khambule, I. (2018). Assessing the role of intergovernmental relations in strategic planning for economic development at local government level: A case study of Umkhanyakude District Municipality. *Journal of Gender, Information and Development in Africa (JGIDA)*. 7: 221-239.
- Baehr, M. (2004). Evaluation methodology. London: Pacific Crest Faculty Development Series.
- Chen, H.T. (2016). Practical program evaluation: Theory-driven evaluation and the integrated evaluation perspective (2nd ed.). Thousand Oaks, CA: Sage. 443 pages
- Denzin, N., & Lincoln, Y. (2017). *The SAGE Handbook of Qualitative Research*, 5th Edition. Palo Alto, CA: Sage Publications.
- Ellis, F., & Biggs, S. (2001). Evolving themes in rural development 1950s-2000s. *Development Policy Review*. 19: 437-448.
- Friends of Ndumo. (2014). Feeding schemes and vegetable gardens at Ndumo schools. Available from www.ndumocommunity.com [Accessed 20 July 2021].
- Fouché, C.B. Strydom, H & Roestenburg, W. (2021). Research at grass roots – For the social sciences and human services professions. 5th Edition. Van Schaick Publishers.
- Gray, D.E. (2018). *Doing Research in the Real World*, 4th Edition. London: Sage publisher.
- IDP (Integrated Development Plan). (2020). Jozini Local Municipality Integrated Development Plan (IDP) 2019/20 review. Jozini: Jozini Local Municipality.
- Hanson, W.E., Creswell, J.W., Clark, V.L., Petska, K.S. & Creswell, J.D. (2005). Mixed methods research designs in counseling psychology. *Journal of Counseling Psychology*. 52: 224-235.
- Leavy, P. (2017). Research design: Quantitative, qualitative, mixed methods, arts-based, and community-based participatory research approaches. New York: Guilford Publications.
- Lehohla, P. (2012). Census 2011 municipal report KwaZulu-Natal. Pretoria: Statistics South Africa.
- Macanda, S.A. (2014). An analysis of rural development in the Eastern Cape: A case study of Intsika Municipality. MA Thesis. Bellville: University of the Western Cape.
- McDonagh, J. (2017). Renegotiating rural development in Ireland. Aldershot: Routledge.
- Mertens, D.M. & Wilson, A.T. (2018). Program evaluation theory and practice. New York: Guilford Publications.

- Navarro, F.A., Woods, M. & Cejudo, E. (2016). The LEADER initiative has been a victim of its own success. The decline of the bottom-up approach in rural development programmes. The Cases of Wales and Andalusia. *Sociologia Ruralis*. 56: 270-288.
- Nell, W., de Crom, E., Coetzee, H. & van Eeden, E. (2015). The psychosocial well-being of a “forgotten” South African community: The case of Ndumo, KwaZulu-Natal. *Journal of Psychology in Africa*. 25: 171-181.
- Nielsen, K. & Abildgaard, J. (2013). Organizational interventions: A research-based framework for the evaluation of both process and effects. *Work & Stress*, 27: 278-297.
- Neubert, S. (2013). Social impact analysis of poverty alleviation programmes and projects: A contribution to the debate on the methodology of evaluation in development co-operation. London: Routledge.
- Neuman, L.W. (2007). Social research methods. 6/E. London: Pearson Education.
- PRESPA. (2009). Livelihoods and poverty linkages to the ecosystem services provided by the Phongolo Floodplain: Project Brief no 3. Available from www.uea.ac.uk. [accessed 1 May 2021].
- Provincial Planning Commission. (2013). KwaZulu-Natal provincial growth and development plan 2011-2030. Pietermaritzburg: KwaZulu-Natal Provincial Government.
- Ramaphosa, C. (2018). State of the nation address. Pretoria: Department of the Presidency.
- Richmond, J. (2007). The measurement of poverty in South Africa project: Key issues. Available from: <http://www.treasury.gov.za/publications/other/povertyline/SP11%20document.pdf>. [Accessed 13 March 2021].
- Robson, C. & McCartan, K. (2016). Real world research. New York: John Wiley & Sons.
- Shahnazarian, M.S.W., Hagemann, M.S., Aburto, M. & Rose, S. (2015). Informed consent in human subjects’ research, University of Southern California. Available from <https://oprs.usc.edu/files/2017/04/Informed-Consent-Booklet>. [Accessed 4 June 2021].
- Singh, K. (2009). Rural development: Principles, policies and management. New Delhi: SAGE Publications.
- Statistics South Africa. (2012). Census 2011 statistical release-P0301. 4. Pretoria: Statistics South Africa.
- Statistics South Africa. (2017). Poverty trends in South Africa: An examination of absolute poverty between 2006 and 2015. Pretoria: Statistics South Africa.

- Swanepoel, H. & De Beer, F. (2012). Community development: Breaking the cycle of poverty. Lansdowne: Juta and Company Ltd.
- Tshishonga, N. (2019). Operation Sukuma-Sakhe: A new social contract for decentralized service delivery and responsive governance in KwaZulu-Natal. In Socio-Economic Development: Concepts, Methodologies, Tools, and Applications (pp. 1139-1158). IGI Global.
- Tshishonga, N. & Matsiliza, N.S. (2021). Addressing the twin challenges of poverty and unemployment through community work programmes in South Africa. *African Journal of Development Studies*. 11: 217-35.

APPENDIX A: QUESTIONNAIRE

PERSPECTIVES OF RURAL COMMUNITY ON THE PROVISION OF SOCIAL SERVICES BY INKULULEKO DEVELOP

The survey will take approximately 4 minutes to complete. In this study, a total of 15 project coordinators from different departments that were responsible for Inkululeko Development Project will be selected and be interviewed to gauge their perceptions about the project.



* Required

1.YOUR GENDER *

☐

Man

☐

Woman

2.NAME OF YOUR DEPARTMENT *

Enter your answer

3. YOUR POSITION IN THE DEPARTMENT *

Enter your answer

4.HOW LONG YOU HAVE BEEN WORKING IN THE DEPARTMENT *

Enter your answer

5.WERE YOU RESPONSIBLE FOR COORDINATING INKULULEKO PROJECT *

Enter your answer

6.DID YOUR DEPARTMENT PROVIDED FUNDS FOR INKULULEKO DEVELOPMENT *

Enter your answer

7.WHAT PROJECT YOUR DEPARTMENT PROVIDED/IMPLEMENTED *

- ☐ SCHOOL
- ☐ CLINIC
- ☐ LIBRARY
- ☐ RENTAL STOCK
- ☐ COMMUNITY DEVELOPMENT SERVICES
- ☐ AGRICULTURE
- ☐ RECREATIONAL FACILITIES
- ☐ ROAD
- ☐ ELECTRICITY
- ☐ WATER
- ☐ INFRASTRUCTURE
- ☐ PROJECT STEERING

8.DID YOUR DEPARTMENTAL PROJECT IMPLEMENTED AND COMPLETED IN TIME

- ☐ YES *
- ☐ No
- ☐ NOT SURE
- ☐ Maybe

9.WAS THE PROJECT HANDEND OVER AFTER COMPLETION *

- ☐ YES
- ☐ NO
- ☐ NOT SURE

10.DO YOU THINK INKULULEKO PROJECT IS A GOOD GOVERNMENT PROJECT THAT CAN LEAD TO COMMUNITY DEVELOPMENT IN JOZINI AND OTHER AREAS OF KZN *

- ☐ YES
- ☐ NO
- ☐ NOT SURE
- ☐ MAYBE

11.FROM THE SCALE OF 1-5 FOR IMPROVING THE LIVES OF RURAL COMMUNITIES HOW MANY CAN YOU GIVE FOR INKULULEKO DEVELOPMENT PROJECT IN NDUMO *



12.CAN YOU RECOMMEND THE IMPLEMENTATION OF THIS PROJECT IN OTHER AREAS OF KZN *

- ☐ YES
- ☐ NO
- ☐ MAYBE

13. WHAT DO THINK WENT WRONG IN THIS PROJECT AND HOW CAN IT BE AVOIDED IN FUTURE*

Enter your answer

APPENDIX B: ETHICAL CLEARANCE

**UNIVERSITY OF ZULULAND
RESEARCH ETHICS COMMITTEE**
(Reg No: UZREC 171110-030)



RESEARCH & INNOVATION

Website: <http://www.unizulu.ac.za>
Private Bag X1001
KwaDlangezwa 3886
Tel: 035 902 6731
Fax: 035 902 6222
Email: LundallN@unizulu.ac.za

ETHICAL CLEARANCE CERTIFICATE

Certificate Number	UZREC 171110-030 PGM 2020/61				
Project Title	The perceptions of the community members on the provision of social services by Inkululeko Development Project at eJozini Local Municipality, South Africa				
Principal Researcher/ Investigator	S.B Mkhwanazi				
Supervisor and Co-supervisor	Prof A.L Shokane				
Department	Social Work				
Faculty	Arts				
Type of Risk	Medium Risk – Data collection from people				
Nature of Project	Honours/4 th Year	Master's	x	Doctoral	Departmental

The University of Zululand's Research Ethics Committee (UZREC) hereby gives ethical approval in respect of the undertakings contained in the above-mentioned project. The Researcher may therefore commence with data collection as from the date of this Certificate, using the certificate number indicated above.

Special conditions:

- (1) This certificate is valid for 1 year from the date of issue.
- (2) Principal researcher must provide an annual report to the UZREC in the prescribed format [due date-07 October 2021]
- (3) Principal researcher must submit a report at the end of project in respect of ethical compliance.
- (4) The UZREC must be informed immediately of any material change in the conditions or undertakings mentioned in the documents that were presented to the meeting.

The UZREC wishes the researcher well in conducting research.


Professor Mashupye R. Kgaphola
University Research Ethics Committee
Deputy Vice-Chancellor: Research & Innovation

07 October 2020

CHAIRPERSON
UNIVERSITY OF ZULULAND RESEARCH
ETHICS COMMITTEE (UZREC)
REG NO: UZREC 171110-30

07-10-2020

RESEARCH & INNOVATION OFFICE

APPENDIX C: RESEARCH APPROVAL FROM THE PREMIER'S OFFICE



premier

Office Of The Premier
PROVINCE OF KWAZULU-NATAL

CHIEF DIRECTORATE:

Private Bag X 6037, Pietermaritzburg, 3200
Moses Mabhida Building, 200 Langolobele Street, Pietermaritzburg
Tel No : 033 341 3361/

Stakeholder Management

Ref: 12/1/4/4/2

SUBMISSION

THE DIRECTOR-GENERAL

**SUBJECT: REQUEST FOR AUTHORITY TO CONDUCT RESEARCH ON INKULULEKO
DEVELOPMENT PROJECTS: NDUMO WARD 16 JOZINI LOCAL
MUNICIPALITY**

1. PURPOSE

- 1.1 The purpose of this submission is to request the Director-General to grant approval for conducting research on Implementation on Inkululeko Development Project in Ndumo area under Jozini Local Municipality ward 16

2. BACKGROUND

- 2.1 Mr. Siduduzo Big-Boy Mkhwanazi is employed in the Office of the Premier as Community Development Specialist under Stakeholder Management Branch within Poverty Eradication Unit.
- 2.2 He is currently registered for Master's Degree in Community Development at University of Zululand and as part of his study he has to conduct a research.

3. DISCUSSION AND MOTIVATION

- 3.1 Mr. S.B Mkhwanazi is a registered student at University of Zululand to complete his study in Master's Degree in Community Development
- 3.2. He is currently employed as a Community Development Specialist in the OTP under Stakeholder Management Branch within the PEMP Unit.

"Growing KwaZulu-Natal Together"

**SUBJECT: REQUEST FOR AUTHORITY TO CONDUCT RESEARCH ON INKULULEKO
DEVELOPMENT PROJECTS: NDUMO WARD 16 JOZINI LOCAL
MUNICIPALITY**

- 3.2. He is currently employed as a Community Development Specialist in the OTP under Stakeholder Management Branch within the PEMP Unit.
- 3.3 All the modules have been completed and only the research study is outstanding for the degree to be complete
- 3.4 The primary aim of this study is to investigate the implantation of Inkululeko Development Project In Ndumo area under Jozini Local Municipality. The study also seeks to gather an understanding of Inkululeko Development Project and its coordination by the OTP
- 3.5 The study is important that after the dissemination of the information to the management and stakeholders of the OTP, the study will assist them in addressing the challenges identified by the findings. The findings will also assist senior managers, employees and other departments not to repeat same mistakes (if any) identified in the findings

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implication to the Department as study has been paid in full by Mr. S.B Mkhwanazi

5. RECOMMENDATIONS

- 5.1 It is recommended that the Director-General grants approval to Mr. S.B Mkhwanazi to conduct the research on implementation of Inkululeko Development Project in Ndumo area under Jozini Local Municipality


MR. S.B MKHWANAZI
COMMUNITY DEVELOPMENT SPECIALIST: PEMP
DATE: 12/02/2020

"Growing KwaZulu-Natal Together"



premier

Office Of The Premier
PROVINCE OF KWAZULU-NATAL

CHIEF DIRECTORATE:

Private Bag X 9037, PIETERMARITZBURG, 3200
Moses Mabhida Building, 300 Langabhele Street, Pietermaritzburg
Tel No : 033 341 3351/

Stakeholder Management

Ref: 12/1/4/4/2

SUBMISSION

THE DIRECTOR-GENERAL

**SUBJECT: REQUEST FOR AUTHORITY TO CONDUCT RESEARCH ON INKULULEKO
DEVELOPMENT PROJECTS: NDUMO WARD 16 JOZINI LOCAL
MUNICIPALITY**

1. PURPOSE

- 1.1 The purpose of this submission is to request the Director-General to grant approval for conducting research on Implementation on Inkululeko Development Project in Ndumo area under Jozini Local Municipality ward 16

2. BACKGROUND

- 2.1 Mr. Siduduzo Big-Boy Mkhwanazi is employed in the Office of the Premier as Community Development Specialist under Stakeholder Management Branch within Poverty Eradication Unit.
- 2.2 He is currently registered for Master's Degree in Community Development at University of Zululand and as part of his study he has to conduct a research.

3. DISCUSSION AND MOTIVATION

- 3.1 Mr. S.B Mkhwanazi is a registered student at University of Zululand to complete his study in Master's Degree in Community Development
- 3.2 He is currently employed as a Community Development Specialist in the OTP under Stakeholder Management Branch within the PEMP Unit.

"Growing KwaZulu-Natal Together"

APPENDIX D: PARTICIPATION CONSENT DECLARATION

PARTICIPATION CONSENT DECLARATION INFORMED CONSENT DECLARATION (Participation)

Project Title: **PERSPECTIVES OF NDUMO COMMUNITY ON THE PROVISION OF SOCIAL SERVICES BY INKULULEKO DEVELOPMENT PROJECT AT JOZINI LOCAL MUNICIPALITY, SOUTH AFRICA**

I SIDUDUZO B MKHWANAZI from the **Department of SOCIAL WORK at the; University of Zululand** has requested my permission to participate in the above-mentioned research project.

The nature and the purpose of the research project, and of this informed consent declaration have been explained to me in a language that I understand.

I am aware that:

1. The purpose of the research project is only for academic purposes
2. The University of Zululand has given ethical clearance to this research project, and I have seen/may request to see the clearance certificate.
3. By participating in this research project, I will be contributing towards helping raise awareness in the community on issues involving teenage motherhood
4. I will participate in the project by agreeing to be interviewed
5. My participation is entirely voluntary and should I at any stage wish to withdraw from participating further, I may do so without any negative consequences
6. I will not be compensated for participating in the research
7. There may be risks associated with my participation in the project. I am aware that:
 - a. The following risks are with my participation: Expressing my views on the matter may elicit feelings of discomfort
 - b. the following steps have been taken to prevent the risks: The researcher will allow a moment of debriefing after the interview; where I will talk about how I felt expressing my views on the subject matter
 - c. there is a 10 % chance of the risk materialising
8. The researcher intends publishing the research results in the form of articles in journals however, confidentially and anonymity of records will be maintained and that my name and identity will not be revealed to anyone who has not been involved in the conduct of the research.
9. I will receive feedback in the form of verbal feedback recorded on the tape recorder Regarding the results obtained during the interview.
10. Any further questions that I might have concerning the research or my participation will be answered by the researcher :
11. By signing this informed consent declaration I am not waiving any legal claims, rights or remedies.
12. A copy of this informed consent declaration will be given to me, and the original will be kept on record.

I **SIDUDUZO B MKHWANAZI** have read the above information / confirm that the above informed has been explained to me in a language that I understand and I am aware of this document's contents. I have asked all questions that I wished to ask and these have been answered to my satisfaction. I fully understand what is expected of me during the research.

I have not been pressurized in any way and I voluntarily agree to participate in the above-mentioned project.

.....
Participant's signature

.....
Date

