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RESEARCH REPORT

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Anthropology and Development Studies

With the provisional title:

**The Role of Community Participation in Community Development: The case of
Jozini Local Municipality (1994-2014)**

FACULTY OF ARTS

Student Name: Fakude Philangenkosi Givenson

Student Number: 201551065

Supervisor: Dr. J.M. Mdiniso

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DECLARATION

I, **Fakude Philangenkosi Givenson** declare that this research dissertation with a research topic (The Role of Community Participation in Community Development: The case of Jozini Local Municipality (1994-2014)), is hereby submitted for the Degree of Master of Development studies in the discipline of community development, Faculty of Arts, University of Zululand, South Africa. It is my own work and has not been previously submitted by myself for a degree at any other university. Also, all sources used or quoted are indicated and acknowledged by means of complete references.

.....

Student Signature

201551065

Student Number

.....

Date

As supervisor, I give my consent to the submission of this dissertation for examination.

Signed:

Date.....

Dr J.M. Mdiniso

DEDICATION

This research report is dedicated to all who are close to me and have impacted my life in various ways. Also, to my late mother: **Ntombinobani Harriet Fakude** for her love, cultural and religious influence in my life. I would also like to dedicate this work to my uneducated father (Zachios Fakude): a husband of the late woman (Ntombinobani Harriet Fakude) who struggled to support his family though without decent work.

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ABSTRACT

The purpose of this research was to investigate the role and importance of community participation in community development processes so as to develop new initiatives capable of supporting most deprived wards and local municipalities. The problem of the study was derived from the protests of people complaining about poor service delivery in the selected local municipality. Community Participation was seen as one solution to overcoming the problem of sustainability of community development projects. The study proposed that poor community participation results to loss of trust and poor decision making on behalf of citizens. Literature review was utilised to support the empirical research and to check compliance of Jozini Local Municipality in the existing type of participation. Qualitative research method was adopted for data collection from 20 purposively selected participants across all ward committee members, local municipal officials, and community participants to provide information. Critical issues were found and analyzed. Data analysis shows that Jozini Local Municipality is practicing the type of participation that is generally used by almost all municipalities in South Africa.

Research findings shows that decision makers fail to consider the role of community participation in achieving the project sustainability because without the people's participation, projects cannot be maintained for long-term and the objective cannot be achieved. Also, motivation strategy plays an important role to improve participation in the ward level and motivate people who are participating in the community development.

Keywords: community participation; community development; sustainable development; community capacity building; Ward councilors

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List of acronyms and abbreviations

CBO	Community Based Organization
CBP	Community Based Plan
CBR	Community Based Rehabilitation
Cllr	Councillor
DM	District Municipality
DPLG	Development Plan of Local Government
DSD	Department of Social Development
HIV/AIDS	Human Immune Virus Deficiency Syndrome
IDP	Independent Development Plan
M and E	Monitoring and Evaluation
NGO	Non-Government Organization
NPO	Non-Profit Organization
Stats SA	Statistics of South Africa
WEE	Women Economic Empowerment
LED	Local Economic Development

CHAPTER 1: ORIENTATION AND BACKGROUND OF THE STUDY

1.1. Introduction

The investigator in this study is anticipating poor community sharing that causes stumbling blocks in community development, particularly in self-governing. The researcher was interested in studying this problem in Jozini Local Municipality and provide possible interventions. In this study, the investigator is assuming that through active participation, community development can be improved and good partnership stable in such a way that good decision making can be promoted. Participatory Development seeks to engage the local population in development projects. According to *Mohan (2008:41)*, participatory development has become a progressively acknowledged method of development exercise and work by a variety of groups. *Mohan (2008:41)* notes that participatory development is defined as a system of structures and processes operating within a specific society or environment which is very important to the community. Shared development occurs within the context of general community participation.

Thus, community participation involves helping the self-governing association of individuals in matters and choices that disturb their lives grounded on full nationality, independence and the sharing of control (through community dialogues to strengthen participation for planning and budgetary process), talents, information, and knowledge. *Cloete (2012:58)* argues that a ward committee is an 'invited space' that serves the interests of the state because it consists of ten representatives with the ward councilor as their chairperson. In light of this study, this is coursed by the strategy of ward committee constituted where in some wards the councilors select ward committees who will never create challenges or from the same political party. *Piper and Deacon (2009: 417)* argue that there is a requirement for public consultation around the annual budget, the IDP review process, the Performance Management System (PMS) and service delivery through ward committees. *Nyalunga (2006: 44)* argues that the role of ward committees is to ensure that the electorate participates in decisions made by council. In light of this study, the involvement of community means to capacitate them to make good decisions rather than be decided by local municipality to avoid protests and poor decision making. This study sees this argument as the theory of change that led to the constitution of the committee.

Jozini Local Municipality community is always protesting about water crisis, poor roads, and the high rate of unemployment despite there being many projects that are meant to improve service delivery within the municipality. The status of participatory development looks like a huge challenge in many local municipalities. It is anticipated that there is a big to gap capacitate people to participate in the IDP processes. In this research, the investigator expressed that community participation provides opportunities for the community to express their views and make right decisions for development priorities. It also enables full involvement of ordinary members to make good decisions, plan, design, organise and execute development initiatives to improve their lives.

The researcher achieved to provide answers to some of the research questions emanating from the topic of discussion. The research covered the following sub topics: Overview of the proposed study; statement of the problem; literature review; study design; research findings; analysis and interpretation; conclusions and recommendations. Sequel to the introduction which states the reason for the intended research, the following section focuses on all sections that need to be covered in the research. Moreover, the researcher has an aim to introduce new idea that will focus on empowering and motivating local people to participate effectively in the community development activities.

1.2. Literature review

The determination of literature review in this study is to deliver the reader with a comprehensive review of the literature related to the role of civic participation. The literature review is discussed more in chapter two. The chapter also contains ideas and simulations on a historic impression of the recent developments connected to the difficult, and significant research data published about the problem. The first section of the literature review commonly specifies how the section is organised and clarifies the subdivisions in the chapter. Each sub-topic is presented with full information and conclusions to draw the reasons for discussion, provide information strained through further investigators and quotations are used widely through the section. Also, this chapter provides more clarity related to the problem under investigation.

Gaventa (2001) as well as Fund and Wright (2001:4) argue that there is a decline in state institutions through deregulation, privatisation and reduction in social services. It is argued that answering to this crisis means deepening democracy and seeking new forms for its expression. The literature (*IDS, 2000; IDS Bulletin, 2004; Gaventa, 2002 and Gaventa, 2004*) refer to the use of 'participation' in the discourse of change over the past twenty years. Mostly, the concept refers to involvement in the societal arena, in civic or in growth projects (*Gaventa, 2002*). It is argued that one of the things that will enable a municipality to respond to the necessities of its societies is working closely with its people (*Tshabalala, 2006*). Government regulations, policies, Acts, discussion documents, books, journals, magazines, newspaper articles, electronic sources and completed similar theses were utilised to provide a comprehensive overview of existing theory in this field on which to base the study. *Denscombe (2008:210)* retains that by studying previous research outputs, the researcher is able to decide where to focus the attention of subsequent studies. Chapter Five of the Municipal System Act 2000 also outlines the process to be followed in terms of the IDP and how the civic should contribute in the processes, especially in terms of approving wealth projects and municipal operational affairs.

In this literature, civic sharing needs to be considered in local government through decision making in influencing integration and common interaction between all compasses of government. The interaction exposes societies to vital information which serves to create a radical transformative planning and budget allocation for growth purposes in order to close the gap of poor involvement.

1.2.1. Evaluation of service delivery

De Vos, et al. (2002:496) maintain that evaluation is made up of: fixed structural constructions, administration procedures, morals, approaches, tactics, pointers, information schemes, reporting shapes and responsibility relations which enable national and provincial departments, municipalities and other organizations to release their monitoring and evaluations successfully. De Vos, et al. (2002:496) emphasise that evaluation is a dominant civic administration instrument that can be used successfully to recover the effectiveness and responsibility of government. It helps to answer the all-important questions, and respond to stakeholders' growing demands for results. According to Toolkit (2014:42), assessment is proposed to deliver an objective valuation of conducts which the scheme, programme or action has donated to growth.

According to Community development guidelines (2014:52), evaluation, on the other hand is planned to deliver an objective valuation of ways the project, programme or action has paid for growth and for improving lives of the civic society. *Patton (2008:39)* states that assessment is a collective investigation applied to respond policy-oriented requests. As such, an important criterion for judging assessments is the extent to which they successfully apply the canons of social science. While participation is legislated for in South Africa, it is not without limitations (*IDASA, 2002*). In this study, the researcher compared the post-apartheid development and current democracy. The researcher considered a brief ancient matter of civic involvement in South Africa comparing it with the theoretical perspectives on community participation in Jozini Local Municipality since the abolishment of apartheid.

1.2.2. Understanding and openness to change

Edigheji (2006b:2) state that government engagement "is seen as a means to overcome governmental deficits, reduce information gaps and to build consensus around policy, lead to smoother implementation of state policies, ensure accountability and transparency in governance. It also enhances the credibility and sustainability of programmes, and to enhance developing countries' global competitiveness". These basics redirect the combined and general approach which is critical to the positive operation of the IDP. In specific, legislators and specialists need to appreciate how organisational arrangements, development, and beliefs can reply excellently and be open to change (*Breuer, 2002*). Preparing pre-1994 in South Africa trusted on severe

growth control instruments which were very technical in nature and had little or no participation from different participants and the societies (*Christopher 1994*).

In this research study, change was compared with the main facts from consultations, focus group and observation with ancillary facts, remarking and identifying additional comprehensive sets. Findings were also interpreted with the list of major issues for citizens' participation in the development processes.

1.3. Study area

Jozini Local Municipality is a small town with 20 councillors for 20 wards and 7 Community Tribal Authorities. It operates within the District of Umkhanyakude Municipality. This municipality is one of the richest municipalities with agricultural projects and a large river which has enough water to withstand drought. The district comprises 4 local municipalities namely: Mtubatuba, Hlabisa, Umhlabuyalingana, and Jozini local municipalities. The study only focused on one local municipality, Jozini Local Municipality, and was confined to Ward 2. The study was conducted at Jozini local municipality. Ward 2 is dominated by mountains, meanwhile, water development programme has commenced though progressing in a low pace and many roads are very poor. Moreover, people of this ward participate in many projects in attempt to improve their standard of living.

Statistics of South Africa 2011 Census mentioned that Jozini Municipality has an inhabitants of 186 502 people and 38849 families. This represents 29.8% of the District's population (625 846). 72% of the total population is under 29 years of age. Such a high number of youth requires the municipality to put more stress on schools, regeneration services and greatest significant, work formation. The figures indicated that, the inhabitants of Jozini municipal area has improved with 17.6% between 2001 census and 2007 civic survey. Between 2001 census and 2011 census, the population has increased by 2%. There is a decrease of population when comparing the 2007 Community Survey and Census 2011.

The household population in Jozini Local Municipality was 207722, the total number of political councillors is 40 including party representatives, 7 traditional leaders (Chiefs), 4 assistant traditional leaders within the ward and 8144 households'

population in the ward (Stats SA, 2011). The research study has decided to look the local development as the centre of IDP. This institution is rendering service delivery through different systems to engage people to recognise service delivery and promote the role of democracy.

UMkhanyakude District map



<http://www.localgovernment.co.za/locals/view/93/Jozini-Local-Municipality>

Jozini Local Municipality has no its own atlas due to the smallest municipality in the rural area. Jozini map is shown with all local municipalities in Umkhanyakude District map.

1.4. Problem statement

In this study, the researcher anticipated that poor community participation is the huge problem in local municipalities. This problem has seen in almost many local municipalities in South Africa whereby people are protesting against poor service delivery. These protests create loss, predict poor performance and show how improvement is moving in local government. Communities were vandalising the community infrastructures, burning tyres on the local roads and complaining about the

poor service delivery in their areas. *Cloete (2012:59)* argues that in the municipalities where ward committees are well-designed, they are marked by uncertainty and in some cases chaos. In light of this study, well-designed ward committees are disrupted by political issues like bi-elections where the original structures become change due to the new leaders in the ward or municipality. *Piper and Deacon (2009:416)*, argue that participatory governance is not representative democracy, but it refers to the manner in which municipalities govern between elections.

The Jozini Local Municipality was the centre of focus because the community has low literacy levels (Statistics of South Africa, 2011). The general noticeable problem found in Jozini local municipality is the absence of collaboration between the local municipal officers, ward committees and the community. Smith (2008: 52) argues that communities, particularly in deep rural areas, do not recognise ward committees as honest arrangements of participatory governance. Friedman (2005) argues that, even though ward committees are a key component of citizens' involvement, most cities still do not have functional ward committees in place. In light of this study, it can be seen in local municipalities like Jozini Local Municipality where political parties fail to use or work with ward committees selected by certain political party voted out by the community due to bi-election. Such lack of a framework compromises the working of ward committees, as there are no guidelines that specify how ward committees operate, other than the Municipal Structures Act, 1998" (*Madumo, 2011:120*).

It is doubtful whether the community is involved in decisions relating to development platforms. Other studies have questioned the decision-making powers of the municipal councils (*Smith, 2008:53*). IDP framework supports the involvement of all community members to take decisions and participate effectively in the community development programmes. This results in the local municipality failing to prioritise the needs of the communities they are serving. In light of this study, lack of participation from community is resulted by poor knowledge from people on how and when should community be taught to participate effectively. Women, youth and disabled persons who make up a significant portion of the community find themselves uninvolved in municipalities' IDP processes.

The problem of deprived community involvement in improvement programmes was noticed in Jozini ward 2 and spread across public notices in local media (radio and newspapers) and social networks, Jozini IDP (2016). Several conducted studies indicate that communities end up not being interested to participate in certain municipality IDP processes that could be of benefit (*Piper, 2010; Smith and Visser, 2009; Piper and Deacon 2009*). However, under prevailing circumstances, people within municipalities are reluctant to attend civic meetings where change programmes are part of the agenda. In light of this study, local people become criticize all development programmes due to poor change in their areas. This ends up in municipalities being forced to take unilateral decisions as they are expected by their mother bodies (political leaders) to facilitate development programmes in the areas they are servicing. The above scenario forced the researcher to answer the question of civic contribution, municipalities' growth programmes and evaluation of community participation.

1.5. Purpose of the Research

The intention of the research was to evaluate the role of people's participation in community improvement, at Jozini Local Municipality.

1.5.1. Objectives

- i. To evaluate the level of community participation in the implementation of community development programmes in Jozini Local Municipality during the period 1994 to 2014.
- ii. To explore how community participation has changed and developed in Jozini Local Municipality between 1994 and 2014.
- iii. To develop a framework for participatory community development for the area.

1.5.2. Research questions

- i What levels of community participation are rendered by the local municipality to deliver the best services?
- ii How has community participation considered in Jozini Local Municipality change and develop the community?

- iii Is it important to develop a participatory framework for the ward in order to support change in Local Municipality and why?

1.6. Delimitation of the study

According to *Leedy and Ormrod (2015:62)*, demarcations are those individualities that bound the choice and express the restrictions of a research. The boundaries are troubles and incidences that rise in a research which are out of the investigator's mechanism (Simon and Goes, 2013). In this study, it is anticipated that citizens will respond to all interrogations truthfully and the sample will represent the population within the ward to accomplish the results of the research. The restrictions of this study were: the scattered habitation of societies where the researcher was to attend the meetings and it was difficult to drop the car off at a distance, (the area needs 4x4 cars), lack of good network coverage to communicate with community leaders for directions in order to collect accurate data and find participants to participate. The period of study was also considered in order to meet the timeframe. The intention of this research was to show different challenges facing people in the rural areas. In this study, the restrictions are as follow:

- i. The vastness of the ward was one of challenges that limit the study, hence, interview schedules were made to meet participants where stakeholders always meet to discuss ward issues.
- ii. The study was only limited to Jozini Local Municipality, which is a rural community in Ward 2.
- iii. The study focused on the provision of basic services and civic involvement in service delivery holistically.
- iv. The study was only focused on limited number of people or small size and two government officials were interviewed.
- v. The data collection methods used were face to face semi structured interviews and focused group interviews

The high rates of unemployment also posed a challenge and fear for the people to know their roles in IDP programmes.

1.6.1. Spatial delimitation

In this study, the spatial delimitation has been looked at in the context of community involvement. This was the stage in the investigation session where the investigator decided to conduct the research in one particular area that could constitute a longitudinal limitation. This includes the manner of asking questions that affects or supports certain political organisations. The sensitive questions can negatively affect the study or researcher. The purpose of doing the study within a certain municipality or ward explains why the researcher chose the area or particular ward. The delimitation of a certain public participation in development was carried out from the participant's point of view, disregarding service delivery or political borders, through the local population to classify themselves with the spatial delimitation of the civic participation in development programmes and also in municipal IDP process. It would be nice to do a study to cover the whole district and other municipal wards but due to limited resources, the study only focused on Jozini Ward 2.

1.7. Intended contribution to the body of knowledge

The study hopes to introduce new initiatives in the promotion of the importance of public participation. Community engagement is seen as one method that can be used by municipalities in fast-tracking community growth or IDP programmes. This study proposes to recommend the establishment of a *Directorate of Community Capacity Building* which will help to facilitate capacity building within the local municipality. The directorate will be rendering services to all wards in the municipality to ensure people know their roles and responsibilities at the ward level. This research study is aimed at promoting the initiative of establishing a concise document for public development policy to be known as '*The Community Development Bible*' in the discipline of development for municipalities. In light of this study, the community development bible will contain local language, point-to-point steps to be followed by local people while they render services to support ward councilors. This bible will enable even local stakeholders to use it as their guide to monitor community development.

The research also intends to encourage the establishment of civic development stakeholders who are envisaged to attend to the implementation of civic expansion or integrated development plan programmes in the municipalities. Community

development stakeholders would also play a big role in the monitoring and evaluation process within the ward levels. The study is targeted towards addressing the current challenges facing all municipalities in South Africa where people are burning or vandalising community structures. The study also hopes to introduce new strategy to alleviate poor participation and encourage rural people to participate in change programmes.

1.8. Research methodology

This section focused on the design used in the research as well as the methodology for data pooling and exploration. *Terre Blanche, Durrheim and Painter (2006:6)* indicate that method stipulates how investigators may go about basically reviewing whatever they trust can be recognized. According to *Martins et al. (1999:124)*, data analysis is an important part of the whole research process. According to *Cresswell (2007:125)*, the notion of decisive selection is used in qualitative approach. More details are discussed in chapter three (3). The researcher compared information across categories and focus group to see similarities and differences. In this research study, the field notes collected during discussions were broken into themes and categories for elaboration and interpretation. Qualitative research is conducted to describe the nature of certain situations, settings, processes, relationships, systems and people (*Terre Blanche and Durrheim, 1999:7*). Purposive sampling is a type of non-probability sampling in which participants are selected on the basis of their knowledge on the subject (*Babbie, 2014:510*). In the light of this study, participants were only limited at ward 2 in Jozini Local Municipality and the results were also collect from ward 2.

Generally, the above sample was selected purposely because of their involvement in governance of ward, expertise, policy-making, contribution in growth perspectives, amongst others. Qualitative methodology is appropriate for this study as it seeks to explore the processes, practices, functionality and the effectiveness of ward committees, community members and officials who deal with public growth in local level. The researcher gathered information from ward committees, Ward councilor, community members' representatives due to their sharing and experiences in communal growth arena. Focus group was also purposively used to ward committee

members because they are not sitting in the offices and interviews were conducted by visiting community members in their households.

1.9. Resources

The researcher anticipated no problems with respect to the expenses involved in the study or to the time involved. No difficulties were anticipated with regards to acquisition of physical resources. The researcher has been provided with 4x4 wheel drive vehicle. The research topic was simple related to the present duties of the researcher and the study was taking place within the local municipality in which he works. Thus, the transport for visiting different areas to administer questionnaires and conduct interviews was available. The researcher had access to two libraries for books and journals. Meanwhile, stationary items were assessable to the researcher.

1.10. Feasibility study

Vorster (2014:23) states that a feasibility study is a specialised project document. The objective of the feasibility study is to provide proof of the practicability of the proposed project or research study. It is usually carried out before a project is funded or approved. *Polit and Hungler (2014)* mention that practicability is a kind of examination used in determining the capability and probability to magnificently complete an assignment containing all appropriate issues. The study was feasible as the researcher was a specialist in the development discipline and works with all the stakeholders in the same municipality. The researcher was working as a Development Specialist, which meant that the employer had no problem with allowing the researcher to conduct the study.

In this research study, feasibility study showed how information can be collected considering the ward location or vastness, communication with community leaders and participants as well as taking pictures during the interviews. The researcher used cell phone to take pictures during the interviews to show the practicability. The feasibility of this study was ensured by considering new initiative method that is good for the country and local municipal in order to motivate local people to participate in development programmes.

1.11. Chapters division

The study was divided into five chapters which emphasise the process of the research holistically.

Chapter One introduced the subject matter of the study. This chapter dealt with the introduction and the background of the study. In addition, the delinquent statement, research aim and objectives were included; and also presented a brief highlight of the methodology used in the study. These were made to clarify the overview of the study and first chapter. Delimitations were also discussed in this chapter.

Chapter Two was aimed at accomplishing the literature review and allowed discussions to narrate the flowing of information. In this chapter, the defining concepts of community participation were discussed at length comparing with various references. The study linked community participation, local democracy and service delivery in relation to the study. In the discussions, the study supported with many sub-headings that made the study to be feasible and match the study area.

Chapter Three was designed to identify the methodologies suitable for the study and capable for finding results that are practicable. In chapter three, data collection methods were deeply discussed. In addition, chapter three discussed the target population as well as sampling techniques.

Chapter Four presented the analysis and presentation of results of the study. In this chapter, the responses from participants were broken down and consolidated into aggregated results taken from opinions, beliefs, feelings and experiences from participants. In this chapter, some themes were developed through the responses from participants. This chapter also dealt with the analysis of data collected from the field study and shared similarities to be meaningful.

The purpose of **Chapter Five** was to summarise all chapters as the final chapter and entire dissertation of this study. In addition, this chapter presented the overall conclusion that makes the study to be easily understandable and fold the hypothesis of the researcher. Moreover, this chapter provided the recommendations into two different methods which devoted on the aims, objectives, and results of the study. This chapter proposed a new strategy to promote community participation at the local community.

CHAPTER 2 – LITERATURE REVIEW

2.1. Introduction

This section delivers a hypothetical impression of issues of civic contribution and how they apply to the South African local government system. Within the outline of community engagement, the background and setting in which local government works in South Africa, including the jurisdictional improvements and necessities that demand for the IDP processes. The literature review of this study is based on elaborating and discussing the views of other authors and different sources about the participatory development in the context of civic development initiatives considering the impact, roles and functions resulted by effective community involvement. *Gonzalez (1998:10)* argues that decentralising functions rises administrators' information and sympathy to local difficulties and requirements. Community can be defined in terms of geographical, useful or geographical-functional fundamentals (*Lombard, 1992*).

Community sharing in post-apartheid South Africa was exercised largely by spectator politics, where ordinary people had mostly become endorsees of pre-designed planning programmes. In this regard, they are often the substances of administrative operation and a phenomenon of understanding in the global arena of agreement politics, although national representatives of both the pre and post-apartheid eras ensconce themselves as bureaucratic specialists summoned to 'ensure a better life for all' (*Isin and Turner, 2002 and Bird, 2011*).

2.2. Community Participation

Community participation points to the detail that community sharing is a serious portion in the method of human growth, hereafter it has been located purposefully as the principal building block of growth (*Theron 2009b:122*). *Fox and Meyer (1995)* outline civic contribution as the contribution of inhabitants in an extensive variety of managerial policy-making actions comprising the determination of stages of service, projections and priorities, and the satisfactoriness of physical building schemes to position government sequencers toward civic needs, shape communal support and inspire a sense of cohesiveness within society. *Brynard (2004: 44-45)* defines community sharing as it entails the contribution of ward-councilors, ward-committee members, commercial people, traditional leaders and other individuals in local

municipalities in the preparation process, including strategies, performance management as well as schemes operation and monitoring.

Nzimakwe and Reddy (2008) state that civic sharing form part of native arrangement and nationality which is fundamental to the principle of good local governance. It incorporates the poor and relegated in local affairs, to take ownership of local resources and make appropriate decisions to use such resources in a sustainable manner. *Dauids and Cloete (2012:97)* opine that the effectiveness of ward committees is a medium of collaborating local residents' concerns about service delivery to government because they believe that ward committees have become political playgrounds. *Mavee (2014:370)* states that poor participatory governance in South African municipalities paints an unattractive picture for the effectiveness of ward committees to implement and promote public contribution in government affairs. *Mohan (2008:48)* agrees that civic sharing is a vigorous process whereby recipients effect the direction and implementation of growth assignments rather than simply receive a share of scheme profits. Civic sharing should eventually lead to the advancement of civic empowerment and solidarity (*Mayo and Graig, 1995:4*) and this can only take place when the community's role transcends ad hoc participation.

Emmett (2000: 503) argues that the concept of public sharing is based on the assumption that there is "a civic", but that there are conceptual differences in what a civic demands. *Bernard (1983:163)* notes that three characteristics have been agreed upon as a minimum for defining community. These are "local", "common ties" and "social interaction". According to this author, local refers to the surroundings and environment in which societies live whilst the other characteristics differ according to the degree of social capital, personal interest and social cohesion. *Liebenberg and Theron (1997:125)* argue that common contribution goes beyond the mere provision of labour during growth projects. The researcher has also noted the lack of knowledge of change amongst societies, particularly when implementing new projects. This raises questions regarding the involvement of the civic in the IDP of the municipality. *Mogotsi (2005)* indicated that justice is not done in the manner in which municipalities identify the needs and priorities of societies for purposes of IDPs. The ultimate needs and priorities lists adopted in an IDP do not reflect the holistic view of the concerned community: for instance, interests and needs of people with disabilities and abused

women, crime prevention, empowerment of the community, and overall social upliftment are hardly indicated. *Van Rooyen (2003:135)* agrees that civic sharing is noticed on working connectivity amongst all participants in local government established. Indeed, civic sharing such as direct visit of normal individuals in the matters of preparation, authority and total expansion platforms at the local or common level has become an essential part of self-governing practice in recent years (Jayal, 2001).

In this study, citizens' participation was taken as the main theme of the study. The study attempted to initiate new strategies to improve people contribution and support the South African country as well as its local municipalities in fast-tracking the process of communal development programme. In the current study, public participation had a big role to intervene in poverty alleviation programmes which were established during apartheid era. The aim for community participation in this platform was to promote transparency, accountability in governance and create ownership of development initiatives as well as IDP programmes. Community participation closes the gaps created by apartheid regime where natives were not allowed to participate in development processes.

2.2.1. Community participation in local government

In this study, the researcher wants to develop a strong relationship between local community and local municipality through working together from all the beginning of IDP programmes until the last stage to support ward councilor. This may minimize protests and create knowledge of ward budget and all activities. Local societies are to encompass and assist each other to obtain fresh methodologies in terms of civic growth (Kuppusamy, 2013). Green and Haines (2012) state that municipal growth is a prearranged energy which shapes and increases the volume of inhabitants to advance their quality of life. Local government is anticipated to deliver further services, be innovative, and keep up with the progressively sophisticated burdens of an expressive population who know their rights (Bowman and Kearney, 1996). Local governments tend to stimulate communal growth for its societies, clear and real policies are still obligatory for well civic growth planning. Through the flowing emphasis in growth purposes and plans towards stimulating extra comprehensive and communally

reasonable financial growth and meeting the basic needs in developing countries, extensive contribution in civic expansion is significant to the enlargement growth (*Shadiullah Khan and Morton 1999*). *Williams (2006)* argues that societies attend the supposedly sharing meetings as ill-informed or non-informed spectators, hence the attendance tend to decrease in civic sharing meetings.

The appreciation and significance of local government in the expansion method is driven by the necessity to challenge local socio-economic difficulties and to achieve participative growth (*Bowman and Kearney, 1996*). In developing countries, involving Malaysia, devolution and contribution could not resolve the various rural difficulties faced by the rural citizens as local governments continue to face sequence of challenges in executing civic growth strategies and programmes (*Bowman and Kearney, 1996*). Economic constraints also cause limitations to ability of local government to perform better (*Kuppusamy, 2008*). *Stoker (2011)* finds that local government systems in most countries tolerate a nearby connection with its people in giving improved service and performance. There is a developing attention in moving from collective service delivery to comprise service co-design, and from discussion to considered processes that consent for a better depth of civic involvement in policymaking (*Eversole, 2011*). Local governments are communal organisations that offer urban services to societies in improving better actions (*Kuppusamy, 2008*). *Pycroft (2000)* argues that, empowered local governments deepen democracy on both totals because they facilitate a better arrangement of decision making centres with local preferences and local sources of knowledge and information and because it creates lot of contribution that reduce the costs and roughness of collective action.

Policy-making during the apartheid era omitted the mainstream of normal individuals, therefore, citizens' policy replicated a smaller standpoint (*Arko-Cobah 2002:54*). Zimbabwe is well-ordered by the government that could limit the impact of traditional authorities to execute resolutions made by local societies meanwhile authority is delegated toward change committees who carry forward government's command (*Gaventa, 1999*). In Malaysia, citizens are having consistent relations that nurture willing contribution in civic growth within the tools established by local government. Societies have a strong sense of obligation in all the creativities carried out by local

government in order to nurture better local democracy by construction a strong civic growth (*Kuppusamy, 2013*).

This study showed that local government plays an important role in bringing the greatest services to the society it serves and achieve productivity and sustainability. Strategy for motivation was one of the supreme reasons that could influence positive civic sharing for Jozini local government.

2.2.2. International community participation

In this study, the researcher wanted to teach local people on how global community improved their standard of living through strong collaborations. The researcher has the view for local people to cope the styles to fast-track development in the community. International and local governments are improving their performance through the important role in providing better collaboration together with the citizens at local level concerning civic expansion. It shows that policymakers are committed to a high level of community involvement for citizens' development (*Jessop 2004 and Newman et al. 2004*). The United Kingdom's government focuses on emerging and establishing local people as tools for both enlarged proficiency and usefulness (*Sullivan and Skelcher, 2002; Lowndes and Sullivan, 2004*). In Ireland, premeditated democracy building has been intended to support an important level of influence through societies in civic growth for a better form of local democracy (*Teague, 2007*).

Countries such as Australia and United Kingdom (UK) have classified organizations and strong administrative government which fight to attract contribution amongst citizens (*Gaventa, 2004*). Both Australia and United Kingdom have strategies and practice to reach greater civic sharing. Local governments control civic contribution in public growth through the burden and internalisation of performance culture that need a good partnership (*Taylor, 2007*). UK government has strong attention on developing and establishing local partnerships as instruments for both enlarged administrative and local self-governing regeneration (*Sullivan and Skelcher, 2002; Lowndes and Sullivan, 2004*). At EU level, assurance to allow public sharing in decision making, preparation and action for supportable expansion and wellbeing has been strengthening through a number of similar expansion (*Larbonte, and Feather, 2002*).

This research study attempts to state clearly how civic involvement should be practiced to compare strategies used by international countries through effective mechanisms to encourage local people to strengthen their engagement. Incentives are desired to motivate people to participate effectively, such that members can end up knowing their roles in organisations. Also, it can create job opportunities.

2.2.3. Significance of community participation

Lancaster (2002) points out the significance of civic sharing as follows: (a) the method supports the assignment to be sustained as societies themselves acquire how to assume and correct deviations resultant from the assignment; (b) corporation or contribution supports to defend interest of the citizens concerned; (c) it improves self-respect and self-reliance amongst individuals, that is, they are allowed to acquire and do things by themselves; (d) societies become responsive of the assignment execution as they have a great store of knowledge and skills. Civic involvement forms an enabling environment for sustainability by allowing users not only to select the level of services for which they are willing to pay but also to make and commit resources in support of the choices made by the community (*Sara and Katz, 1998*). *Kaliba (2002)* asserts that civic contribution in scheme commencement, execution and administration apart from generating a sense of possession and accountability within societies is an important factor in developing an effective and long-lasting project.

Larbonte and Feather (2002) mention that citizens' involvement includes societies in decision making and lead to improved choices being made, which are more suitable and more supportable because they are owned by people themselves. According to *Breuer (2002:12)*, civic sharing has several importance in local authorities, these importance include: (a) civic participation helps people target resources more effectively and efficiently; (b) communal engagement involves societies in preparing and supplying services permit them to become extra reactive to essential and therefore growths uptake; (c) it can help develop skills and build competencies and capabilities within communities; (d) community sharing involves citizens in decision-making that will lead to better decisions being made, which are more appropriate and more sustainable because they are owned by the people themselves; (e) People

engagement is a way of extending the democratic process of opening up governance and of redressing inequality in power and (f) community participation offers new opportunities for creative thinking and innovative planning and development.

Breuer (2002:12) opines that public partaking in policymaking, preparation and achievement is a human right. Civic improvement and community organising often work with exact individuals of the populace, particularly those who are marginalised and deprived. According to *Burns, Heywood, Taylor, Wilde, and Wilson, (2004)*, the following are some of the main details for civic sharing: (a) vigorous contribution of local inhabitants is important to advance self-governing and service responsibility; (b) it improves communal unity because societies recognise the importance of working in corporation with each other and with constitutional organizations; (c) it improves success as societies bring empathetic, information and essential involvement to the renaissance process.

In this study, public involvement was considered as the most important mechanism that can be used by all underdeveloped and developing countries. In the context of the study, community sharing was seen as to be reviewed and improved through the insight of motivational creativity to the community in order to participate effectively.

2.2.4. Participation

The term 'participation' clearly implies several different things, *Theron and Draai (2015:77)*. Involvement is a method by which citizens are empowered to become actively and honestly involved in outlining the matters of anxiety to them in making decisions about issues that disturb their lives (*Larbonte, and Feather, 2002*).

According to *Swanepoel and de Beer (2006:28)*, citizens are mobilised by established organizations and government to contribute in change efforts and schemes. *Swanepoel and de Beer (2006:29)* further mention that contribution is a right of the individuals, rather than simply making them feel part of the project and using them only for their local knowledge or physical labour. *Mikkelsen (1995:47)* argues that involvement is the sensitisation of societies to increase their receptiveness and ability to respond to growth projects. *Houston et al. (2000)* and *Van Rooyen (2003)* agree that societies are extremely assorted in character and hence seldom unified. This places limitations on contribution. *Brinkerhoff and Crosby (2002:51)* argue that

“participation and pluralist consultation are not simply features of effective policy processes; they are integral elements of democracy itself”.

Inhabitants request control to achieve particular real goals, such as: executing an exact idea, programme that present contribution and voice assume practical meaning at the local level (*Shaw and Martin 2000 and Babbie, 2014*). Self-governing contribution is not a pre-existing text of communal concord, collaboration and co-existence. On the conflicting, it is only through sharing practices in the monarchy of conflictive power relations that democracy as a political frame of situation undertakes experiential realism (*Werbner and Yuval-Davis, 1999; and Jayal, 2001*).

The aim of this section of the study was to show how people have a right to be involved in projects or programmes that would bring positive impact on their future. This chapter intended to provide more information on how people should be enabled to practice their rights in participation and take decisions for themselves. In this research, involvement serves as a tool for closing the gap between local government, civil societies, private sectors and the community as the whole by developing a common understanding about local situation, priorities and new growth initiatives.

2.2.4.1. Types of participation

Increase in efficiency in the use of available resources is dependent on the type of participation given to and allowed in communities. Interactive sharing for instance is profitable since, if rural people are taking responsibility for a project less external resources will be required while highly paid professional staff will get tied down in the details of project administration. The table below shows the types of participation that can be used by local municipality to gain support from local people.

Table 1: Types of participation

No.	Type of Participation	Features	Other authors who alluded to the same.
1.	Well-designed contribution	People contribute at the application of outside organisations to meet purposes that have already been agreed	Freysen, (1998) and Van Rooyen (2003)

2.	Inactive sharing	Societies are told what has been decided or occurred. Their ideas and answers are not asked for.	Tosun (2004)
3.	Consultative contribution	Societies are accessed to answer questions by exterior representatives who define the difficulties and gather and scrutinise the evidence based on their definition. Agents are not obliged to comprise the opinions of people.	Oakley (1991)
4.	Token participation	This is where people be seated on authorised groups but have no real power to make decisions.	Tosun, (2004) and Pretty, (1995)
5.	Involvement for quantifiable improvement	Citizens only contribute for economic improvement. They have no actual attention or obligation to the practise or the consequence of the practise as long as they receive imbursement for their contribution.	Mohamed's (2000)
6.	Self-mobilisation	Societies initiate activities on their own and improve interactions with exterior agencies to help them appreciate these initiatives through resources or	Fox and Meyer (1995) and Ribot, (2004)
7.	Interactive participation	Citizens contribute in combined analysis and the expansion of accomplishment plans through shared policymaking and approving on significances.	Midgley (1986)

Source: Adapted from *Cornwall (2008)*

This research study focused on transparency, communication with citizens, creation of fairness and improved chances to contribute in the decision making process for communal growth programmes. In this research study, the type of participation addressed the most type of participation that could be followed by local municipality in the process of IDP. The type of participation also promotes the stability of participation and avoid unnecessary protests that disrupt service delivery in the local municipality.

2.4. Public Participation

In this study, the investigator has an idea to review and consider the styles for rendering services in the community. Civic contribution is a two-way communiqué process amongst the civic and the government through their elected local authorities (Brynard, 1996: 40). Citizens' engagement is not synonymous to citizen participation because public participation is a wider concept that may include citizen participation (Brynard, 1996:40). Participation is a process of conscientisation (Crook and Jerve, 1991:34; Burkey, 1993:57; Coetzee and Graaf, 1996: 23), awareness raising (MacKay, 2004:30) and it is an essential part of human growth (Meyer and Theron, 2000). Some readings speculate that government improvement efforts emphasizing additional self-governing and citizen-centred transformation have promoted public trust in government (Wang and Wan Wart, 2007; Kweit and Kweit, 2007; Vigoda-Gadot, 2007). Morebodi (2015:14) differs with the above authors when he states that public sharing provides a mechanism for democratising the planning process and in particular, the public management process, to the extent that public participation in local government affairs is considered as a democratic right. In South Africa, participation of local people is beginning to be seen as the right to become involved in decision making that affects their lives.

Theron, Ceaser and Davids (2007:2) argue that civic sharing consists of two main benefits for democratic policy-making processes. Firstly, contribution leads to better policy outcomes. Secondly contribution supports the public in developing the capacity for improving their lives. Nyalunga (2006:44) argues that civic involvement is designed to promote good governance.

DPLG (2005:10) argues that there are three types of interactions between the government and citizens, namely the citizens' action, by means of lobbying bodies like parliamentary committees, civic marches and protests; citizen involvement, by means of public hearings, consultation with advisory committees and attitudinal surveys; and electoral participation, by means of casting votes and electing representatives. Masango (2002:55-56) argues that contribution allows the input of the public to be considered during the policy-making process and implementation. Brinkerhoff and Crosby (2002:62-63) argue that there is a need for clarifying who contributes, what kind of contribution is being assumed and how is it assumed.

The existence of normal societies in local government organisations presumes the reality of the requisite political space to challenge the rough relatives of power at the local level, and elsewhere (*Kanyinga, 1998*). Local authorities or municipalities are part of decentralized governance, as they have decision-making units based on loyalty networks among a range of stakeholders at the local level (*Boschi, 1999*). In a newspaper on civic sharing in Brazil, Lavalley, Acharya and Houtzager (2005) point out those ties to political parties and prescribed relationships which often maximise the ability of civil organisations to represent the poor in public sharing practices.

This study aims to encourage local people to formulate local organizations that can signify their benefits at the local government level. In the current research study, public participation had also been considered at the point where government departments gather to meet the citizens and conduct dialogues with people for the purpose of sharing information and implementing certain tasks that should be taken by government at high level.

2.5. Community development process

Civic growth is a condition whereby a group of individuals in a civic society attain a choice to initiate a communal action process to transformation their financial, societal, cultural and environmental situation (*Aspen Institute, 1996*). According to *Biggs (1999)*, civic expansion is a method where citizens are united with those of governmental authorities to advance the financial, social and traditional conditions of societies. These communities are integrated into the life of the nation enabling them to contribute fully to national progress. *Chaney (2016:282)* states that civic economic development is about identifying and harnessing local community resources and opportunities in attempt of stimulating sustainable economic and employment activity. *Chaney* further states that civic economic development also concerns the identification of enthusiasm, motivation and frustration. To manage a civic growth process, much relies on stability. Continuing education method is noted where new attitudes and systems progress from action and reflection (*Biggs, 1999*).

In this study, municipal growth recovers the aptitude of societies to communally make improved conclusions about the use of properties such as substructure, labour, and

information. Also, in this study, the coordination and collaboration of development formulated by community involvement is emphasised.

2.5.1. Development

Improvement must therefore be considered as a multi-dimensional process including differences in structure, attitudes and organizations, as well as the quickening of financial growth, the decrease of unfairness and the eradication of complete deficiency. This implies that development involves the reorganization and reorientation of the entire economic and social system. In addition to enhancement of revenue and production include radical deviations in organizations, social and executive structures as well as in general approaches, customs and opinions (*Enyi, 2010*). Improvement is also intended at civilising the living circumstances of the societies through the actual administration of both the human and material resources (*Enyi, 2014*).

This study attempts to establish and promote the strategy of capacity building in the community whereby people are supported by knowledge, skills and are able to manage their resources efficiently and effectively.

2.5.2. Community

Swanepoel and De Beer (2006:107) define civic as individuals living together within an organically bounded area, involved in social collaboration and with one or more mental ties with one another and with the place where they live. *Hoogersvorst (2000: 26)*, states that community is a conglomeration of groups with social and economic differences based on wealth, land, livestock, age, gender, political affiliation and other factors. *World Bank (1995:63)* defines community as a group of people living, working and interacting together in a form that may result in organized activities, views and opinions.

This research study aims at dealing with local people whereas people are living together and doing all activities to improve their standard of living through sustainable livelihood programmes. In this study, the role of active peoples' interactive took a positive side for making decisions and providing interventions for the community.

2.6. Empowerment

De Beer et al., (2006:35) state that empowerment implies having decision – making power. Scarcity of learning programmes and properties needed to contest in modern, progressively technical society, poor societies are usually left out of growth and the profits therein. *Davids et al.*, (2009: 21) describe empowerment as the centre of individuals to improve a serious appreciative of citizens' situations and social reality. *Larbonte, and Feather* (2002) explain empowerment as a persistent procedure whereby societies and or groups gain the self-confidence, self-worth, appreciative and power required to coherent their anxieties and ensure that action is taken to address them and, more largely, improve control over their lives.

This section introduced the importance of empowerment for all community in terms of introducing new initiative particular for those people who were in apartheid regime. It also provided more information about people for prioritisation on interventions.

2.7. Community capacity building

In this research study, the researcher prioritises the knowledge of community to participate in all ward activities and formulation of ward participatory framework that will make work easy and clear to everyone. Capacity building signifies to empowering organizations to be more effective and efficient in the process of classifying, executing, assessing and estimating of growing schemes (*Davids et al.*, 2014). Skills provision is the process that enables societies to provide and manage services to meet community needs. Capacity building is also assisting persons, organisations and societies to improve the self-confidence, thoughtful and learning required to inspire decision making and service delivery (*Van der Waldt* 2014:20). Skills assistance is the overall ability of the individual or group to perform their responsibilities (*Frank*, 1999). *Swanepoel and De Beer* (2011:47) opine that through the empowerment of organizational skill, institution building also takes place. Societies start to manage themselves, additional self-supporting and independent which does a lot to their self-worth. Skills development is also explained as a skill of individuals, groups or methods to achieve suitable purposes effectively, efficiently and in a sustainable way (*Hemmati and Whitfield*, 2004). According to *Larbonte, and Feather* (2002), capacity building is a growth effort which contains training and offers admission to lead, support and properties that recognise prevailing competencies and strengthens the ability of civic

organisations and collective actions to build structures, systems and skills that enable them to contribute and take civic actions.

This section had also provided the meaning of capacity building as the method that needs both educated and uneducated people to sharpen and plan on how to implement development processes. The study attempts to show the power of capacity building and also plays a big role to make people accept any form of new development initiative by using community language in order to enhance comprehension and cooperation. In this study, capacity building enables local stakeholders and communities to define their goals and prioritise their needs within the municipality.

2.8. Community Participation in IDP process

The researcher has considered IDP method as the strategy to be supported by formulation of Ward Stakeholder forum to assist the Ward Councillor and involve all people to participate in IDP programmes. This Ward Stakeholder Forum may be motivated by standardised incentives. *Houston et al (2001:206)* state that Integrated Development Plan (IDP) tends to contribute more in citizens contribution by preparing the projections, growing scheme efficiency, cumulative assignment building receiver capability, and empowerment. Thus, the explanation of civic engagement is expected to deliberate the groups and clusters involved, the scheme execution systems, the phases of the scheme in which recipients are involved, the range of the programme, the participants, and the intensity of participation (*Jozini Local Municipality IDP document, 2013*). IDP was introduced as a measure of improving the capacity of municipalities in the planning and implementation of development programmes (*Asha, 2014:808*). *Theron (2009:135)* argues that IDP is contributory in promoting civic sharing aimed at local government growth. According to *Nyalunga (2006:44)*, pre-1990 the South African government had no legitimate safeguards for public sharing in the affairs of local government.

The purpose of this section was to emphasise that all citizens at the local level need to participate effectively and efficiently in the IDP process. The study also supports and encourages ward committees to ensure the promotion of contribution of all local citizens to involve at all levels of development programmes and understand the objectives of local government and all spheres of government.

2.9. Rural Community

The word “rural” is not easy to describe. Feasibly the greatest clear distinguishing feature of rural societies is low populace density relative to more urban areas (*Mohatt, Bradley, Adams, and Morris, 2005*). The approach of rural community flexibility is enhanced through living in a supportive community and that having an acceptable social network or networks evokes a sense of safety as one deals with anticipated stigma (*Earnshaw, Lang, Lippit, Jin, and Chaudoir, 2014*). *Ngomane, (2012)* states that South Africa has 96% of most deprived people identified supermarkets as source of food supply and (NISS study, 2011) emphasises that the expression rural in South Africa is a consumer society. Over the years, Nigeria stated purposes and approaches of rural and civic growth have been marked by policymakers and those concerned with the issue of expansion.

Preston, et al. (2017) define rural development as the process that include activities such as planning for, creating access to, implementing, and evaluating health services. It also includes creating access to and operationalisation of all types of community-based health programmes including health promotion, health planning, priority setting and community capacity building. Similarities are unlimited to deprived areas alone but are also found in urban areas in Nigeria and other developing countries (*Egbe. 2014*). *Mohatt, Bradley, Adams, and Morris, 2005*, *Ngomane (2012)*, *Earnshaw, Lang, Lippit, Jin, and Chaudoir (2014)* state that rural communities are the people who are more deprived, vulnerable, neglected in terms of development and are involved in much struggle to find basic needs compared with urban communities.

In this research study, rural community has been analysed in order to strengthen the support and fast-track the development services due to disadvantageous processes taking place.

2.10. Services for basic needs

The researcher has anticipated that all community people are waiting for better services and are vandalizing community structures due to poor decision makings. The researcher has an aim to involve all local people and close the unknown gab for bad behaviour considering all societies. The perception of deprived areas or civic under-

growth is used interchangeably to mean the same thing. The scope of the notion of deprived area is very wide (Enyi, 2014). Aziz (1999) mentions that the idea of rural growth should be viewed as a holistic concept, which identifies the difficulty and inter-relatedness of many variables which stimulate the excellence of life in rural areas. Services for basic needs are concerned with the self-sustaining improvement of deprived areas and suggest a broad-based re-organization and enlistment of the rural crowds so as to enhance their volume to cope effectively with the daily task of their lives and with the changes resultant upon this (Aziz, 1999).

Tonry and Farrington (1995) discovered that even when the poor have common interests, they might not be able to collaborate because of internal difficulties such as lack of trust. The lack of strong ties within societies can have a negative impact on the IDP itself and in particular on agreement on a common vision.

Emerging local governments face many challenges at the economic, political and social level. A combination of changes in world economic trends and the resulting restructuring of sub-national governments and the new services delivery options, (subjects of globalisation), bring powerful influences at the local sphere. According to Van der Molen, et. al. (2002:61) and Clarke and Gaile (1998:7) some of these concerns include:

Economically: Increased competition to attract international capital and investment; increased private-public partnerships to promote local economic development; industry and technological developments are demanding new 'soft' skills that are not being matched by the labour market; and unemployment has increased due to restructuring at work places.

Politically: increased civil society activity to oppose globalisation; weak local knowledge limiting the formation of local policy options; and social movements have increased pressure to seek new ways to providing and financing urban services.

Socially: the gap between the rich and the poor is still on the rise; fragmentation of labour due to de-unionisation and marginalization; increasing erosion of traditional institutions such as the family unit and religious organisations; growing social diversity; new life-style preferences; and increased non-mainstream ideologies.

Poverty is the main infection for local communities, particularly the African countries. Local communities in self-sustaining need more improvement in most deprived areas and new suggestions and review need to be re-organised effectively. This study shows the preference for a common model of the national state throughout the world. Nations essentially define themselves in terms of fundamental purposes, in this case, as having to do with the socio-economic development, or welfare, individual justice, rights and equality; national policies are kept in line with common world socio-economic models; there are also common models of human rights.

According to *Enyi (2014)* asserts that lack of resources, ill-health and poverty prevent people from participating. Many people work seven days a week for long hours just to be able to feed their families, and may not have the time to participate. As the poorest members of the community, these are often the most vulnerable people and their opinions are most valuable. In this study it is advisable to make special efforts to make people enable to participate such as identifying poor of the poorest and refer them to the relevant stakeholders to work with them and provide them with life skills.

In this study, the issue of most deprived areas was more considered. Apparently, the study was conducted in the deep rural community where the development is moving slowly and local municipal looks like struggling to implement development effectively. This study focuses on the rural communities referred to as the areas falling within the demarcations of Jozini Local Municipality. This study focuses on the South African definition of rural and rural communities which refers to people staying in the same ward where the majority of the citizens are living underneath the poverty line, have low literacy levels, do not have access to electricity, clean and safe water, sanitation, high unemployment, poor houses and roads.

2.11. Community participation in the community projects

Swanepoel (1992:4) argues that participation is “a collective process by which neighbourhoods, villages, communities, and ultimately the nation-state prepare themselves not only to adjust to change, also to direct change”. According to *Van der Walldt (2014:18)*, for any development to be sustainable, it must be acceptable. It is generally agreed that participation without power “is an empty and frustrating process for the powerless”. *Wingens et al., 2015)* states that sustainability of any project is

crucial since the development process is continuous. Linking resident citizens supports to maximise the properties available for the programme. Connecting local people is a way to bring about 'social learning' for both planners and beneficiaries. 'Social learning' means the development of partnerships between professionals and local people in which each group learns from the other (Susan and Kangere, 1996).

The study intends to promote active participation for all people in any development project to be initiated from the first stage in the rural communities, especially young people who need money to improve their standard of living at all times. The study also hopes to support young people to lead all development projects like income generating projects which include garden and poultry, and non-profit organisations. This practice can create positive sustainability in development projects and job opportunities can be improved through self-employment.

2.12. Preparation of budget

Budgeting preparation is a method of self-governing negotiation and policymaking in which normal city inhabitants choose how to assign part of a municipal or civic projections (*Van der Waldt 2014*). Preparing a budget is typically categorised by several basic strategy arrangements: documentation of expenditure for priorities by civic members, selection of budget representatives to represent different societies, facilitation and technical assistance by civic workers, local and higher level assemblies to deliberate and vote on spending priorities, and the execution of local direct-impact civic assignments. Sharing ward projection is used by municipalities and cities around the world. The Republic of South Africa may start to use participatory budgeting for the people who are residing in towns and try to apply same even in rural communities to improve the service delivery and become the first country to use this method (*Co-intelligence.org, 2008-05-23*).

The budget preparation process commences with the approval of the IDP/Budget process plan/time schedule annually approved by the Council. The Ward Councillor and Ward Committee are desired to consult the communities in the Ward to determine their developmental needs. All needs determined through this process, are to be finalised and prioritised by the Ward Committee (Jozini IDP, 2014/2015).

The study aims at encouraging transparent, full participation in addressing community budgets and establishing effective community participation in discussing their budget. This study also insisted that people in the ward need a thorough consultation and be facilitated using a neutral approach to suit all political organisations within the ward. People in the local need to be engaged from needs identification which includes budget allocation and people will be able to know how budget should be utilised within their ward.

2.13. Participation in service delivery

Swanepoel and De Beer (2011:75) insist that effective participation for individuals and groups in the promotion of their own well-being through actions that will lead to effective problem-solving. Sharing seeks the active mobilisation of community resources and assets (human and natural) for the promotion of project objectives, *Mavee (2014:202)*. Local government should promote local participation in order to provide better data and services to people. The usefulness of civic discussion for cooperative action depends on local leaders who generally hold their offices on a genetic basis, and differ greatly in their inspiration and efficiency. *Billy (1996: 67)* asserts that women in the rural areas of KwaZulu-Natal do not have explicit rights to land ownership. Women Economic Empowerment (WEE) needs to appreciate enhancement of women's access to financial assets and income through the improvement of decent monetary prospects and involvement, as well as cumulative women's agency and control over household resources and decision making. Societies needs power to control and make decisions. It is their intention, it is their forthcoming, and it is their growth (*Van der Waldt, 2014:33*).

Debbie (1998:68) states that disabled peoples' interests were well represented at most hearings, with both written submissions from affiliates of organizations such as the Disabled People of South Africa and the Disabled Children's Action Group, as well as oral and written submissions from disabled people and their parents. According to *Bulkeley and Mol, (2003)*, disabled person marks from the communication between individuals with deficiencies and attitudinal and environmental blocks that delays their full and actual sharing in society on an equal basis with others" and that "individuals with incapacities remain to face barriers in their involvement as equal members of society.

In this study, service delivery and participation could not be separated. Once people are participating effectively, there would be no protests in the ward and people will be able to own development programmes as they will be involved in all new initiatives. The study aims at encouraging full participation for disabled persons to the community programmes and encourage local municipality to consider or accommodate all people in the construction of community structures. The study promotes full participation at all levels for development initiatives that would encourage people to take new development initiatives and have power to own any development programme. The study intends to encourage ownership where people will protect everything as they will become involved from the beginning of development.

2.14. Integrated Development Plan

According to *van Rooyen (2003:30)*, the description of community involvement needs also to deliberate the groups and crowds involved, the scheme execution methods, the phases of the assignment in which recipients are involved, the scope of the programme, contributors, and the passion of contribution. According to *Van der Waldt (2014:75)*, the sessions to meet people involve a process of communiqué between the government and citizens which deals with a civic matter. Discussion also denotes to a process of looking for evidence or guidance. Conversation amongst the government and contributors is a two-way method, where each has something the other needs. *Smit and Oosthuizen, 2015:55*) opine that the notion of popular participation and that of community participation are interlinked. In government, one of the existing arguments turns around the combined growth planning process and the related shareholder discussion process that should form a central portion of constructing the plans (*Reddy, 2014:67*).

Wassermann (2001:174) argues that not all public residents are committed to the change of their community as is generally claimed in the literature. Diversity amongst people creates dissimilar interests which might give rise to difficulty in agreeing on a common vision or plan, in this regard the IDP. These diverse interests have the potential of becoming a stumbling block for growth. Brinkerhoff and Crosby (2002: 7) argue that governance seeks to engage citizens effectively in politics and policy making usually by strengthening civil society. Edigheji (2005: 5) argues that

representative democracy advances social and political rights. He also argues that democracy is not enough and there is a need for liberal democracy which, in principle, yields to good governance.

The purpose of this study is to evaluate the helpfulness of citizens' engagement programmes towards IDP processes in the Jozini Local Municipality through discussions and meetings with local people where people are addressing their needs with their leaders. The drive of this study is to measure the effectiveness of civic engagement into the development programmes towards service delivery within Jozini Local Municipality. Integrated development plan in this context involves all municipal activities that need to be accommodated in the budget.

2.15. Community organizations

Non Profit organizations (NPOs) are not for income, they are on a local and national level, helping civic determinations for public growth (*Hussain, Khattak and Khan, 2008*). For instance, the decision by the Zimbabwean Government to suspend the operations of all non-governmental organisations in all parts of the country negatively affected and disrupted the lives of people (*UN, 2009*). Non Profit organizations (NPOs) are regarded as non-profit organizations that are involved at grass roots to support the deprived area of the populace (*Clark, 1999*).

In this study, community organisations are considered as they play significant role in community development programmes. Current government uses local organisations to reach areas where government might have difficulties to reach all people for service delivery.

2.16. Stakeholder engagement in community development

Shareholder involvement is whereby variety of participants and organisations engage themselves in to civic interactions for a purpose of achieving satisfactory consequences (*AccountAbility, 2018*). The term "stakeholder engagement" is evolving as a means of discussing a wider, more comprehensive, and continuous process between a company and those possible impacted that includes a choice of actions and methods, and spans the entire life of a project (*International Finance Corporation, 2007*). Engagement is not a conclusion in itself, but a means to shape better relations

with the people in which we operate, eventually resultant in better business preparation and presentation (*Altria Corporate Services, Inc, 2024*). *Van der Waladt, and Knipe (2001:37)* state that participants are people, groups, or institutions which are likely to be affected by a proposed intervention (either negatively or positively), or those which can affect the outcome of the intervention (*Van der Waladt, and Knipe, 2014:37*). *Deloitte (2014)* emphasises that the key points for stakeholder engagement to be followed to work with private and public sectors for sustainable development and partnership.

The purpose of stakeholder engagement in this study was to emphasis the role of formulating team spirit and creates representation of all people in the community and to formulate new support to avoid the blame being shifted to ward councillors. The study attempts to close the gap created by poor communication and decisions taken without full representation of all community people.

2.17. Sustainable development

This research has an intention to sustain all projects in the community particularly in rural areas. Sustainability of projects for this research is the most important task and intention of all people to create healthy life of the human being. The researcher wants to encourage people on working to sustain their life and recognise project sustainability while they manage local projects. *Hambly et al., (2012:40)* state that sustainable development combines composed two stands of believed around the administration of human actions. It involves intent on enlargement objectives and also governing or restraining the dangerous impressions of human actions on the situation. Sustainable development is expected to meet the necessities of the current group without encompassing the ability of upcoming peers to meet their own requirements. Supportable expansion can be attained by addressing the following issues: population and health, food, water, energy and climate as well as biodiversity. Supportable growth is only possible if society: reduces poverty, finds alternative sources for non-renewable resources, control population growth, protects the environment in all development and controls the use of resources.

Castillo (2015:5) highlights that supportable growth is the administration of assets in such a way that people can accomplish their financial, public, ethnic, and artistic needs though sustaining the vital conservation methods, natural variety and logically

accumulating life support structures. *De Beer (2012:69-70)* states that sustainability means the opposite of what frequently happens in development situations in Third World countries. Sustainability is also dependent on a notion of long-term commitment. *De beer and Swanepoel (2011:54)* emphasise that supportable growth is improvement that means the requirements of the present without compromising the skill of future groups to encounter their own requirements. Any development process in a social and environmental system needs particular inputs and outputs to maintain equilibrium and to grow and sustain itself over time. *De beer and Swanepoel (1998:56)* highlighted that sustainable development can be defined as the management of resources in such a way that people can fulfil their economic, social, cultural, and aesthetic needs while maintaining the essential ecological processes, biological diversity and naturally accruing life support systems.

This research study intends to capacitate people to become sustained and meet their needs by using their livelihoods. The study also attempts to transfer knowledge to future generations in order to close high dependence that is existence in the country presently.

2.18. Community development monitoring

The researcher has an intention for promoting monitoring and evaluation where people are able to check and correct any mistake in the community programme or project. M and E can be made easy if people are participating effectively taken from the first stage of people's participation. *Swanepoel and De Beer (2011:79-80)* mention that the most important condition for assessment and evaluation is that it must be orderly. Sustainability must be maintained through a participatory management system that works. According to *Back and Sinha (2015:34)* assessment contains an endless method to check the improvement of actions being executed, whether proper projects or improper actions. This is done by tracking the activities that need to be performed. Assessment is an essential job of administration to monitor and evaluate. If things went wrong rather than expected, checking offers caution signs, and remedial actions to be taken. Checking occurs every day. The parent must constantly check the child's homework to ensure progress and provide support a child to do well at school.

In this section, the study attempts to show clearly that people are to learn to identify the problems during their community development and are to be able to provide interventions effectively and efficiently. The study envisages to encourage skills development to be offered to local people in order to enable them to monitor their development programmes as planned and correct them where they necessary.

2.19. Evaluation

According to Community development guidelines (2014:52), assessment is planned to offer a neutral assessment of ways to support scheme, programme or activity has donated to growth in the civic, thereby, improving lives of societies. Assessment addresses works that were done right or wrong, as well as correctives and motivations. Assessment is about establishing the worth of a service, activity or whatever is under consideration. According to *Schurink and Schurink (2009:496)*, assessment is an influential civic administration mechanism that can be used positively to advance the effectiveness and responsibility of management. These systems are to help and to answer all-important questions, and respond from results. *Patton (2008:39)* suggests that assessment is a communal investigation applied to responding policy-oriented queries. As such, an important criterion for judging evaluations is the extent to which they successfully apply the canons of social science. *Patton (2008:101)* highlights that in essence, assessments provide some additional information that are judged and used in the context of other available information to help reduce the unknowns in the making of incremental programme changes.

Monitoring and evaluation in this study can be considered as the greatest tool for local people to implement and correct mistakes. This study emphasises that people are to be capacitated on identifying gaps and provide interventions needed. To capacitate local people with required development skills, people should able to monitor and evaluate service delivery in their community and learn how to close gaps created by post-apartheid.

2.20. Profiling

In this study, the researcher thought that the ward must have its own community databases that indicate different categories such as local projects, unemployed youth,

graduates, and relevant CBOs that support development. This will assist the ward to work directly with the database in place. Describing happens in all human connections, persons tend to evaluate the behaviour of others repeatedly during their daily meetings. It is a normal communal method to wonder about the personality, atmosphere, and even intensions of another (*Palermo and Kocsis, 2005:10*). *Douglas et al., (1992:21-22)* highlight that sketching people can be regarded as a method of retro-classification, or reverse engineering a process of classification which works backward. Delineating people is precisely what it denotes: the act of using statistics to define or *profile* a group of customers or prospects. It can be performed on an entire database or distinct sections of the database (*Hughes, Arthur, Strategic Database Mining, Probus Publishing, Chicago, 1994*). Sketching can be conducted in two ways. It can be community profiling and household profiling.

The word 'civic profile' is the largest of those under conversation in that it is typically used to refer to a range of assignments accepted or originated by dissimilar groups containing societies themselves, legal organizations and communal groups working without money (*Baldock 1974; Milson 1974; Henderson and Thomas 1987*). This research study has decided to conduct community and household profiling as the strategy to find true results.

2.21. **Community dialogue**

Westoby et al (2009) describe dialogue as a deep, challenging, enriching conversation, a mutual process of building shared understanding, meaning, communication and creative action as central to the practice of community development. Dialogues provide opportunities for relation-building; learning; space for transformation where people are able to ask strategic questions and engage with challenging social, economic, environmental and political issues. *Alant, Mckay, Mills, Alant, Allais, Romm, Appelbam, Uys, Groenewald and Viljoen (1990: 62-63)* state that dialogue indicates a process whereby one of the persons involve either has to be persuaded to accept what is "good" for him or that dialogue is more or less regarded as an overture to mutual agreement. Community dialogue is whereby people are discussing, sharing and debating their social issues and find interventions. Citizens' negotiation classifies and scrutinises serious matters, and an interchange of information and experiences lead to solutions (*Toolkit, 2014*).

In this study, community mobilisation was one of the programmes for getting information in the community. The study admired the establishment of discussions where people are sharing information at the local level for the purpose of needs identification and turnaround plans. In this study people were sharing experiences and providing different interventions on different experiences.

2.22. Comparisons between post-apartheid versus Democratic participation

Community participation needs to be evaluated through apartheid paradigm and new democratic government system. *Powell (2012)* debates the unsatisfactory changes in local government improvement in South Africa between 1994 and 2012 and points out that South African local government lawmaking suggests a number of obligations on the necessity for community contribution in numerous aspects of local governance comprising planned preparation, costing, service delivery standards, the Integrated Development Plan and staff presentation administration. In post-apartheid, there were no local municipalities, decisions were made using top-down approach and people were not allowed to participate in protest actions. In democratic government, all mentioned are implemented. Democracy makes government accountable to a wider range of citizens leading to good governance (Diamond, 1999: 3). Democratic developmental states ensure residents' involvement in the development and governance processes (Edigheji, 2005: 4). In this sense, democracy is aimed at improving citizens' socio-economic conditions. The researcher wanted to open new methods to motivate people to participate actively in development perspectives in order to defeat practices that oppressed natives to harvest fruits of development.

2.23. Definition of terms

The section presents definition of concepts used in the study as well as legislative framework governing the community participation in community development.

Ward-councillors are normally selected as supporters of political parties or otherwise as independents.

Sustainable development can be defined as the management of resources in such a way that people can fulfil their economic, social, cultural, and aesthetic needs while maintaining the essential ecological processes, biological diversity and naturally

accruing life support systems (*Hambly et al., 2012*) For the purpose of this study, sustainability plays a big role to run community projects.

Community development can be defined as a practice of civic leaders, activists, citizens and professionals involved in the improvement of a variety of facets of local communities (*Biggs, 1999*). For the purpose of this study, citizens need development to improve their lives.

Community capacity building is the development work that strengthens the ability of community organisations and groups to build their structures, systems, people and skills so they are better able to define and achieve their objectives and engage in consultation and planning, manage community projects and take part in partnerships and community enterprises (*Davids et al., 2009*). For the purpose of this study, people need to be capacitated to improve knowledge and their skills.

Community participation can be defined as the creation of a democratic system and procedure to enable community members to become actively involved and to take responsibility for their own development, to share equally in the fruits of community development and to improve their decision making power *Van Rooyen (2003)*. For the purpose of this study, all citizens need to be active in any development programme.

2.24 Conclusion

The literature review was to provide the important points that enhance the community growth for the peoples' participation. Community contribution was definitely linked and discussed within community development processes that resulted from various forms of participation. Citizens' participation was reviewed as the tool for participation that should be used by government institutions regarding civic development. Individuals and groups are therefore to be supported to take good decisions, supported to overcome the barriers they face and make their own choices.

Communities are to be encouraged to work in partnership in order to make portable change in the society. Civic participants with distinct requirements such as the uneducated, the disabled, women and the youth should be taken into high reflection by the municipality in encouraging the contribution of the people' in the IDP process. This research indicates that poor civic sharing influences communal expansion

negatively if people fail to prioritise their needs. It also introduces new ideas that will improve thinking or change people's behaviour and life style through encouraging and motivating people by incentives.

CHAPTER 3: METHODOLOGY

3.1. Introduction

Ormrod (2010) states that methodology entails an organised procedure and use exact approach to implement a research. The chapter describes on the investigation methodology and the kind of tools and procedures to utilised in collecting data from participants. This chapter offers the study approach to be followed in order to conduct a qualified study. This chapter also presents and determines full processes of study plan and investigation method in the research area. All topics were clarified to provide picture of research procedures. It was for the identified reasons that an evaluation of community participation in development programmes become a crucial area of investigation and encourage local municipality to engage all people within the ward to participate effectively.

In this study, interviews aimed at obtaining data on how the community expansion programmes have assisted the people staying in the rural areas to participate effectively in the IDP process to minimise challenges and issues considered in civic sharing to improve people's life were conducted. The study was conducted at ward 2 in Jozini Local Municipality. This ward was identified and anticipated as the most deprived ward due to its vulnerable issues such as big mountains, poor roads, lack of water and poor electricity ratification. Vegetable gardens are not easily established due to water scarcity and too much rocks dominated the area. Youth are missing flat areas to initiate spot grounds. People of this area are very scattered and ward is vast. That is why the researcher decided to identify this area to investigate the implementation of development programmes.

3.2. Research Method

The chapter contains the purpose to designate the study approach used to investigate. The conversation originally focused on certain of the hypothetical features applicable to investigation and its types, thereafter, relevant investigation method used in the research were deliberated in detail. The study used content enquiry and expressive records in the performance and scrutiny of information. It was not a thematic content analysis. Analysis was taken from different sources such as recorded notes book, policies, journals and text books. *Burns and Grove* (2003:488) state that methodology includes the design, setting, sample, methodological limitations, and the data

collection and analysis techniques in a study. Research design section should contain enough details to enable other researchers to replicate the investigation and still arrive at the same conclusions. *Henning (2004:36)* defines research method as comprehensible cluster of techniques that supplement some alternative and that have the capability to appropriate to convey facts and results that will reproduce the study enquiry and outfit the investigator's determination. *Mouton (1996:35)* describes methodology as the means or methods of doing something. According to *Burns and Grove (2003:488)*, methodology includes the design, setting, sample, methodological limitations, and the data collection and analysis techniques in a study. *Creswell, et al., (2017)* describe qualitative method as one in which the researcher frequently marks understanding statements through on positive perceptions.

Qualitative method follows to see a common incidence within its ethnic, societal and situational context without impressive pre-existing beliefs upon the setting (*Flick 2014*). According to *Leedy and Ormrod (2010)*, qualitative method is focused on developing social phenomena. The qualitative approach methodology offers certain advantages to the researcher because it requires one-on-one interaction with the participants or in a focus group setting that allows one to understand the research topic at length and in terms of the kind and richness of information one can collect from the participants (*Leedy and Ormrod, 2015*).

In the matching framework, study method can be well-defined as "the common method the investigator proceeds in carrying out the study assignment" (*Leedy and Ormrod, 2015:14*). Broadly, the generally used methods for investigation can be classified into measurable and qualitative approaches (*Essays, UK. (2013)*). *Giddens et al., (1993:679)* state that method design is disturbed by analysing the environment of these kinds of records and inspecting the methods in which they can be used in sociological study. The methodology is therefore concentrated with the entire process of sociological research, the logic and assumptions on which it is based. The current research study aims to add new strategy to the existing limited number of quality studies on the community participation in the community development process. Qualitative data for this study provides a detailed understanding of a problem. This approach provides different degrees of understanding and generalisability with own sets of limitations.

3.2.1. Reasons for conducting a research study

Brynard and Hanekom (2006:2) state that it is rationale to provide the reasons to conduct the research undertaken with specific objectives in mind. It is expected to assist in the following areas: (a) building rational and factually correct decisions, (b) setting detailed goals and plan a schedule according to it, (c) ensuring the best possible utilisation of existing resources, (d) identifying problem areas in a specific discipline, (e) developing possible solutions to these problems, (f) future control mechanisms, g) enhancing the knowledge and insight of a specific trend or discipline, (h) developing new theories or modify existing ones to accommodate for changing conditions and, (i) determining whether specific theories still apply to specific circumstances.

In the context of this study, it was necessary to consider a moment on the reasons why and how community at the ward level and within the local municipality are affected to find basic needs and always involved in protests in their areas. This research study attempts to describe and determine the experiences of people within ward 2 at Jozini Local Municipality regarding their participation in development programmes. The intention was to focus more on what was happening in the life of individuals, their experiences and alterations. The rationale for placing this section here was to show the importance for conducting this study and link the study with the research objectives undertaken.

3.3. Qualitative design

The investigation method in the setting of this research provided a design to examine the agreed investigation problematic within the detailed contexts. The research used a qualitative research design. *Holmes (2013)* describe qualitative approach as "it is a holistic approach that involves discovery". *Fox and Bayat (2007)*, *Leedy and Ormrod (2010)*; *Holmes (2013)*; *Du Plogy (2014)* and *Creswell (2014)* describe qualitative approach as a strategy that usually emphasizes words, feelings, perception, rather than quantification in the collection and analysis of data. *Denzin and Lincoln (2000)*, *Babbie and Mouton (2001)*, *Henning et al. (2004:6)* and *Burns and Grove (2011)* highlight that qualitative approach allows the researcher to understand people and

their actions within their settings, what they feel, what their settings feel like and the significance thereof.

The research design adopted in this study was a case study. This design was chosen due to its flexibility in terms of data collection and analysis. In order to achieve the requirement for a case study, this research focused on specific place of study which was Ward 2 of Jozini Local Municipality. Orodho (2003:62) defined a research design as the outline or plan that is used to generate answers to research problem. Research design is also defined by Kothari (1990) as the detailed blue print used to guide a research study towards its objectives. It is a detailed plan of work to be done to achieve the research objectives. Research design is a science (and art) of planning procedures for conducting studies so as to get the most valid findings (Vogt, 1993). The application to conduct research was requested to the ward councilor and the application was also forwarded to the local municipality. The authority to conduct research was granted via the ward councilor as the champion of the ward. Both ward councilor and ward committees identified the participants to show the support during the study. The researcher worked with the ward councilor and ward committees to identify participants who are actively participating in the community programmes or IDP process. The ward committee in the area accompanied the researcher to show the participants who will provide relevant information for the study.

In this study, the researcher worked with ten (10) ward committees to identify people who were nominated to participate in the interviews and to provide information that were fruitful in the study. All voting stations were considered and represented based on the peoples' knowledge and experiences in terms of public participation. There were seven voting stations visited and representing the ward, that voting stations were purposely selected in the ward level in order to achieve good results. Voting stations are always existing and are the points for meetings of the community. Voting stations are considered as the centres of the majority or population. *Creswell (2014:145)* points out that the research design is the outline of a comprehensive plan of how the study is going to be conducted. *Welman and Kruger (2002)*, *Creswell (2003)*, *Leedy and Ormrod (2010)* and *Brink, et al., (2012)*, state that research designs and methods used to study phenomena of social action and of which we do not have an understanding.

In this section, the following steps in the sampling process were followed: identification of the target population; identification of the accessible population; determination of

the size of the sample needed; and selection of the sampling technique. Meanwhile, purposive sampling was used to ensure representativeness and unbiased selection. Identification of participants was done people who understand community development programmes and those people who are capable to provide fruitful data. Identified participants understood community development and the purpose to select this sampling was to control the study in short period. Moreover, it equalises characteristics across experimental and control conditions. In this study, ward committee members were fully involved in the selection of the participants in the community in order to assist the researcher because of their knowledge and experiences with regards to their effectiveness in community involvement in IDP programmes.

3.4. Exploratory research

Burns and Grove (2003:313) define exploratory research as research conducted to gain new insights, discover new ideas and/or increase knowledge of a phenomenon. The investigator therefore entered the research field with curiosity from the point of not knowing and to provide new data regarding the phenomena in the context of community participation (*Burns and Grove 2003; Creswell 2014*). Saunders et al. (2007) suggest that exploratory studies can be conducted in the following ways: through a search of the literature, talking to experts in the field and conducting focus group interviews. In this research, the researcher decided to use exploratory research in order to discover new ideas to introduce new method for motivating people to improve their participation in development programmes. The researcher interviewed people who had experience and knowledge in development programmes.

3.5. Sample and sampling size

In this research study, two local municipality officials from Community Services were visited in their workplace, ten ward committee members were also visited according to the scheduled meeting as the focus group and one ward councillor was automatically selected. The study engaged seven (7) community members who were identified to provide fruitful information to make the study successful. One (1) focus group selected which was formulated by ten (10) ward committees. One (1) community leader who was automatically selected and two (2) officials involved as they were

already working as Community Development Workers in the local municipality. The researcher attended meetings in the community areas, visited department officials in their offices and conducted interviews with the community members in different households. Officials were visited purposively in their offices as they could be found in their workplace. *Babbie (2014:510)* opines that a sample is a fraction of a whole, a subset of a larger set, selected by the researcher to participate in a research study. A sample thus consists of a selected group of the elements or units of analysis from a defined population. According to *Creswell (2017:125)* mentions that purposeful sampling is used in qualitative research. This means that the researcher selects individuals and sites for study because they can purposefully inform an understanding of the research problem and central phenomenon in the study. *De Vos et al (2005: 328)* outline that non-probability sampling methods are utilised in qualitative studies. This research study adopted purposive sampling in selecting officials and ward councilor. The sampling method that was employed by the researcher is the non-probability sampling. In light of this study, community participation is the most important strategy that is recommended for community development. The study suggests full participation for all community members to all development programmes.

The study used reflexivity method which denotes to the researcher's ability to critically engage and reflect on the manner in which their own values impact upon aspects of the research process (*Banister, 1995; Elliot, 2005; Lather, 1991*). In this study, the researcher was not biased and used a diary to take notes from all participants. *Flicker (2014:13)* explains this by saying that triangulation has increased a vital procedural subject in natural and qualitative methods to assessment through monitoring prejudice and founding legal suggestions since old-style technical methods are unsuited with this alternative epistemology. Purposive selection may create bias issues but community leaders are the gate keepers as selected people to provide information. The researcher has suggested that future study should be open to the large number of people to get different data. Particularly for people who are inactive in community development to find their views. In this research study, the researcher was also assisted by the ward committee members to identify the interviewees who were flexible and willing to participate in the study. Identification of suitable participants for this research was difficult, thus, snowball sampling procedure was adopted and

participants were selected through referral by communicating with one of the ward committee members.

The researcher also decided to work with a fixed sample size because participants were identified based on the assistance of ward committee members who know people participate effectively in the development programmes. Fixed sample size was done to cover the whole area in a short period of time. The participants were identified within ward 2 at Jozini Local Municipal. Ward councilor was automatically identified as the ward leader of community development and the champion of IDP programmes. The communication was also done through contact with officials in the local municipality as they are responsible for ensuring the provision of services within the ward. There was a need in this study to select people who could provide information about their knowledge and experiences related to the topic. These people or active participants were to provide in-depth understanding and knowledge of community development initiatives that can help to promote the people's participation.

3.5.1. Target population

In this study, the target populations were clearly identifiable: people living in ward 2 at Jozini Local Municipality for the purpose of evaluating civic contribution on the community growth programmes only. In this study, the target populations were the ward committee members, municipal officials who are working as the practitioners for IDP programmes, ward councilor and active community members who always participate in the community development activities. Inactive people might be given opportunity for future research in order to find their voices or ideas in term of community development Department officials were only included as they had been working for the department or local municipality dealing with IDP programmes as well as community ward committee members and ward councilor. In some instances, a target of 20 interviewees may suffice for certain small projects but invites skepticism when the author's claims are about, human nature or contradicts established research. Due to the vastness of the ward, the researcher decided to set a small number of sample to speed up the research process and considering issues for communication and data analysis. Qualitative survey is suited to smaller samples and allow for more rigorous accounts in its attempt to widen our understanding on a particular subject

(Babbie, 2014:119). Permeation forms the foundation for treating theoretical concepts in grounded theory. Charmaz (2006) insists that modest claims for the small study might allow proclaiming saturation early.

The research question dictates the type of participants selected for the study. There was also need to match the participants to the designed question and methods. The questionnaire tool was designed to be answered by the participants. Population refers to the entire group with common characteristics. Sampling is the process whereby a small proportion of a population is selected for analysis. Sample refers to the small group which is thought to be representative of the larger population of ward 2 and Jozini local municipality.

3.5.2. The sample setting identification

This study used a non-probability sampling specifically purposive sampling to ensure people who were accessible and had the necessary information for this study were targeted. A purposive sample was selected and identified within the Ward 2. The researcher presented hard copies to the participants that showed how communication followed. The purpose was to show that how the study will be conducted in the area and what was expected from the participants which include ethical issues. (Grinnell and Unrau, 2008; Strydom, 2011 and Leedy and Ormrod, 2015). Welman et al. (2009), said that purposive sampling is the most important type of non-probability selection. In this study, he researcher also used purposive sampling as the most significant method for the study. In purposive sampling, the researcher must first think critically about parameters and then choose the sample case accordingly. Criteria for the selection of the participants are therefore, of critical importance, understood as being dialectical and symbiotic.

May (2001:93) describes the sampling frame as the list of the population that exists. This was done for each of the populations. As this study only focused on the community participation in development programmes, the data was derived from Ward 2 information.

3.5.3. Non-probability sampling techniques

Generally, purposive sampling is the most common sampling strategy used in group participants according to the criteria that is relevant to a particular research question. Sample sizes, which may be fixed prior to data collection, depend on the resources and time available, as well as the study's objectives. Purposive sample sizes are often determined on the basis of theoretical saturation. Most successful purposive sampling for data review and analysis are done in conjunction with data collection. Thus, purposive sampling in this research was considered and used. *Fox and Bayat* (2007:59) indicate that, although units of analysis of non-probability sampling do not have an equal chance of being included in the sample, yet, it is still frequently used because of its convenience and inexpensive nature. The following non-probability sampling techniques are the most popular in the literature:

Purposive sampling: *Greenfield* (2002:189) defines it as the technique where subjective judgements are used to resolutely select groups that the researcher believes will represent the population. There are also elements of accessibility sampling (selecting more easily available groups) and purposive sampling that are often combined in practice. In this study, the researcher used a purposive technique to work with ward committee members as the focus group to collect the data because they do not sit in the office and they meet once a month or sometimes if there are emergencies.

3.6. Data collection methods

The researcher requested the permission to conduct a research within the Jozini Local Municipality at Ward 2. The Local Municipality granted the permission and the University also authorised the researcher to proceed with research by issuing Ethical Clearance. The researcher communicated with all interviewees through explaining the purpose of the research and allowed them to sign the consent document following the methods for data collection. *Smit* (2015:99) heightens that data collection is a critical stage in most research projects. Mistakes, unforeseen problems with measuring instruments, poor responses and other stumbling blocks can seriously affect the quality of data subsequently available for analysis. Data collection must be flawless and successful as an entire research project can be destroyed if otherwise. Data can be collected through various methods for the purpose of determining the real problems

or social needs of the community in a specific geographical area. *Smit (2015:52-53)* further points out that techniques of data collection include: observation, interviews, questionnaires, experimental techniques and examination of civic and private records. The purpose of this section is to show how the information was collected in the community through the process of different methods.

In this study the researcher wrote a letter to Local Municipal through the recognition of Ward Councilor requesting the permission to conduct a research study. The University granted the ethical clearance to allow the investigator to conduct the study. The purpose to conduct the study was shown to all participants and allowed them to sign the research agreement or research consent forms. The research was done through the support from all participants and ward committee members were assisting the researcher to visit the identified active participants who will provide required information.

The researcher used the interview schedule to facilitate the successful interviews in this study. The interview schedule can be defined as a list of questions asked by the interviewer to participants with the interviewer writing down the participants' answers on a schedule or writing all responses in a notebook. At this stage, an interview was considered to identify the depth and breadth of the problem areas. The researcher used probing to obtain responses in areas where specific questions are difficult to construct. The interview schedule helped the researcher to ensure that all questions were clarified and there was no chance for participants to deny questions. The interview schedule was the appropriate data collection method in order to collect information required and improve public engagement. The researcher was able to ask questions and explain those questions which the participants were failing to understand during the interviews. Qualitative data was collected through semi-structured interviews that were later categorised into different themes guided by the research questions to allow easier interpretation as recommended by *Leedy and Ormond (2015)*. Themes were categorised through the objectives of the research to achieve experiences and understanding of people on IDP process.

The minutes of the meetings of ward committee and ward councillor were read in order to know what is taking place in IDP programmes. One-on-one, focus group and semi-structured interviews were conducted to collect data. The researcher conducted one-on-one interviews to the number of ten community members, one focus group and

semi-structured interviews with ward committees by forming a group of 10 people through the interview process. Since the focus of this research was on improvement of civic participation for the IDP programmes and by providing capacity building to the ward people. The introduction of new strategies to support the role of citizens was highly considered to enhance people's experiences and understanding of IDP processes, their rights, obligations and responsibilities in the IDP process.

3.6.1. Interviews

In this study, there were 20 participants inclusive of ward committee members, local municipal officials, and local community members. The researcher recorded all the responses in the diary notes. This research study had contained the dissimilar sets of semi-structured interviews that were conducted to different people. In the study, there was also the semi-structured interview which had been selected because of its primary strength of greater flexibility in the discussion by the interviewee on the topics or themes. There were different sessions conducted in this study. *De Vos et al., (2011:287)* said that the investigation is a special case of social interaction between two persons and as such is subject to some of the same rules and restrictions as other instances of social interaction. *De Vos et al., (2005:287)* state that interview is the predominant mode of data collection in qualitative research. Interviews are one of the most widely used methods of gathering data in sociology or social science related researches. Interviews can be classified as 'structured' or 'unstructured' though many fall somewhere between these two extremes. For the purpose of this study, the researcher conducted interviews from 10 interviewees through one-on-one interviews to collect data on their experiences. 10 interviewees are seven (7) community members, one (1) community leader and two (2) local municipal officials, and 10 ward committee members constituted the focus group. The interviewer is a demanding one as they have to ask questions, record answers and try to keep the interview session interesting and worthwhile for the interviewees (*Verma and Mallick, 1999:122*).

De Vos et al., (2011), Brink, et al., (2012) and Krueger (2014) agree that the interview is a technique of data collection in which an examiner plans to find answers from a theme in a face-to-face meeting, telephone talk or by electronic means. Interviews are

frequently used in exploratory and descriptive research and in case studies. According to *Krueger (2014:45)* highlighted that the practice of interviews as a data collection method begins with the assumption that the participants' perspectives are meaningful, knowable, and can be made explicit, and that their perspectives affect the success of the project. Investigations can be used at any phase of the assessment method. In this study, the researcher conducted interviews from different community members including of two municipal officials and two officials within the ward at Jozini local municipality. The interviews for this study were conducted to align with a semi-structured interview schedule as proposed by Greeff (2011: 151,152).

In-depth interviews allowed a researcher to pose questions to participants with the aim of learning more about their views. Structured in-depth interviews combined structure with flexibility. The interview was interactive and it allowed the participants to talk freely when answering the questions (*Ibid: 188*). Structured in-depth interviews were also used. The structured in-depth interviews allowed a researcher to use probes in order to achieve depth of answer in terms of explanation. These interviews also allowed the researcher to use follow up questions to gain deeper understanding of the participants meaning (*Maree, 2007: 108*). The interviews gathered information, from the ward councillor who was the chairperson or champion of ward committees, on the functionality of ward committees in Jozini Local municipality. Primary data was also collected from the minutes of the ward committee meetings and full council meetings.

Interview was a data-gathering method used to clarify vague statements, and permit exploration of topics; and to yield a deeply experiential account of the extent of the participation of people in development programmes. The interviews allowed the researcher the opportunity to obtain information about the perceptions of local people regarding community development and the challenges experienced during service delivery. The purpose of this study to conduct a semi-structured interview was developed according to the research aims for theory of community participation in community development programmes.

3.6.2. Focus groups

De Vos (2011:54) emphasises that focus groups are set of consultations. They are a means of better understanding how people feel or think about an issue or product. Focus groups are the charity for self-contained method in studies in which they serve as the principal source of data. They are used as a supplementary source of data in studies that rely on some other primary method, such as a survey. They are used in multi-method studies that combine two or more means of gathering data in which no one primary method determine the use of the others. Patton, (1990), *De Vos (2005)* *De Vos (2011)* *Brink, et al., (2012)* state that in a focus group, a group of certain (5 to 12) people are interviewed together using a structured interview schedule to collect data. For the purpose of this study, the researcher conducted one focus group to the group of ward committee members because they do not sit in the office. In the focus group, people deliver responses to the similar kinds of interrogations as in-depth conversations, excluding that they take place in a communal setting. By the similar period, concentration collections capitalise on group dynamics. The hallmark of focus groups is the explicit use of the group interaction to generate data and insights that would be unlikely to emerge otherwise.

Patton (1990) states that discussions are particularly useful in participatory and action research where members of the community are equal participants in the planning and implementation of the research, and when the topic is a practical community concern. *Olsen (2012:77)* states that a group investigation can have from five to about twelve members, and it always includes a facilitator. The focus group data collection method can strengthen many studies which are more firmly based on other methods such as surveys and interviews. *De Vos (2011:361)* insists that a group of about 6 to 12 people are interviewed together by a skilled interviewer or researcher with a carefully structured interview schedule.

In this study, a total number of 10 people for one focus group discussion was met and conveyed together in a room to engage in a guided discussion of same topic study. This coincides with the directive of Babbie (2007) regarding conduct of focus group discussions. The purpose of that focus group was to determine the nature and extent of community participation in the ecological IDP process, as well as to identify participatory structures in the community.

3.6.3. Observation

In this research, the drive of observation was to investigate deeply and to analyse intensively the diverse phenomena that institute the life cycle of the unit with a view to establishing generalisations about the wider population to which the unit belongs. Observation in this study was used to determine different dynamics in the community. A researcher found a chance to take down all notes without interfering with the community. The first of the community issues was the case of employment for youths who were supposed to work in the local hospital with a hired service provider. Community people had many issues and came out with their own resolutions regarding the procedure of employment. The second issue was the issue of electrification and employment of people who will work with a service provider. Finally, the meeting dealt with general matters where a community person was taken as a suspect on stealing cattle in the community.

The determination of the observation was to provide a brief account of the context of the source of the data, in order to facilitate an understanding of the setting in which the respondents work and to provide information about the climate in which the interview took place (Huberman and Miles, 2002:54; Creswell, 2003:8; 2009:177; Scott and Usher, 2011:106). According to *Brink, et al.*, (2012:143-44), formless observation involves the collection of descriptive information that is analysed qualitatively rather than quantitatively. In structured interpretations, the researcher attempts to describe events or behaviours as they occur, with no preconceived ideas of what the researcher will actually see. De Vos, *et al* (2011:338) describe that observation is not dependent on the ability or willingness of respondents to take part in an investigation. Visiting people to observe their gathering is the most obvious method of data collection, an accurate record of what people do and say in real-life situations (Mnaranara, 2010). According to Babbie and Mouton (2001:294), the extreme benefit of remark is the existence of seeing, sympathetic investigator at the scene of the action. According to White (2002:34), civic visitation is the most obvious method of data collection, an accurate record of what people do and say in real-life situations. In this study, the purpose for observation was to take notes, check the discussions for community sharing on IDP programmes and decision makings.

The participants provided information on community participation in various settings including Ward level, Local Municipality settings and government departments.

Similarities and differences in each setting were compared as they affect the overall experience of community participation. These differences were also taken into account and reported in the study.

3.7. Ethical considerations

In this study, research ethics was considered to provide guidelines for the responsible conduct of the researcher. The researcher was committed to ensuring compliance and the ethical integrity of all research under its indication and prediction. This study was conducted through a literature review and the researcher carefully considered all the ethical issues that arose in the whole process of conducting research. Ethics have become the cornerstone for conducting effective and meaningful research. There are three objectives for ethical consideration. Firstly, to protect human participants; secondly, to ensure that research is conducted in a way that serves the interests of individuals; and thirdly, to examine specific research activities and projects for their ethical soundness, looking at issues such as the management of risks, protection of confidentiality and the process of informed consent.

De Vos et al., (2011:305) state that the ethical principles' interviews must be based on admiration and politeness, accommodating and thoughtful discretion, honesty, individuality, sympathy, kinship or warmth, righteousness and naturalness. *Leedy and Ormrod (2015:120-123)* emphasise that most right matters in study fall into one of four categories: defense from hurt, intentional and informed contribution, correct to confidentiality, and morality with qualified colleagues. *Terre Blanche, et al (2006:61)*, *De Vos et al., (2011)* and *Leedy and Ormrod (2015)* emphasise that researchers must ensure to consider ethics principles as the important part in the research process and ensure to create good communication with participants as well as all relevant stakeholders. In this research study, the following ethical aspects were adhered: (a) Confidentiality was also asserted by not assigning participant's names to the evidence collected during the interviews. (b) Consideration of rights was part of the informed consent to make participants and become unrestricted to contribute and withdraw if the participant decides otherwise. (c) The researcher ensured that participants remained anonymous. (d) The right to qualified discretion and confidentiality of evidence achieved was guaranteed by a written statement in the application letter. (e) A consent and authorisation for the study in selected HEIs by the appropriate

university authorities were granted. (f) Permission was sought from all possible participants emphasizing to them that the purpose of the study was solely to accomplish the requirements of a Master's Degree programme in Development studies in University. (g) The information is to be published in the relevant journals together with internet to be freely accessible.

In this study, participants signed the informed consent forms through extensive explanation and purpose of the study. Interviewees were informed that their contribution was unpaid and had the rights to withdraw from the research at any stage without stating the reason. Questions were designed in a neutral manner and they were not biased in favour of a political party. The research report is to be made available through the university and will be freely available on the internet.

3.8. Data analysis

The researcher developed some questions for each theme using research questions and used probing to get more information out of each question. The researcher used thematic analysis to analyse the data. The data was organised and prepared for analysis. This involved transcribing interviews, typing up field notes, sorting by cleaning the data. Field notes collected during discussions were broken down into themes and categories for elaboration, interpretation, concepts and theories by the researcher. *Terre Blanche, et al* (2006:322) suggest that themes are induced through data coding, elaborating on the data and data interpreting. The researcher started coding all of the data. Coding is the process of organizing the data by bracketing chunks (or text or image segments) and writing a word representing a category in the margins (Rossman and Rallis, 2012).

Data was collected and analysed from the following policy documents and legislation relating to community participation and ward committees:

- Guidelines for the Establishment and Operation of Municipal Ward Committees, 2005
- A Handbook for Ward Committees, 2005
- National Policy Framework for Public Participation, 2007
- Jozini Local Municipality Integrated Development Plan, 2015/16
- Jozini Local Municipality Annual Report, 2015/16

The Municipal Systems Act (RSA, 2000) provides that local participation is required to take place through political structures such as ward committees in municipal affairs. This Act emphasises the importance of community participation in the activities and functions of municipalities. The Municipal Systems Act prepares the guidelines for the establishment and operation of municipal ward committees. These guidelines were gazetted by the Department of Provincial and Local Government (DPLG) (Notice No. 965 of 2005). The guidelines complement legislation by providing a guide to municipalities. The guidelines equip ward committee members and councillors on procedures to be followed in establishing ward committees. The guidelines require ward committees to prepare an annual training needs assessment and capacity building for ward committee members. The guidelines also refer to ward committees as an object to enhance participatory democracy in local government (Ibid). The guidelines describe a ward committee as an advisory body, a representative structure, an independent structure and an impartial body that must perform its functions without fear, favour or prejudice.

The researcher developed codes on the basis of the emerging information collected from participants. The final step in data analysis involved was to make an interpretation in qualitative research of the findings or results. This study had utilised information which was taken from books, peer-reviewed journal articles, government documents, ministerial speeches, newsletters, and the media such as newspaper articles, with a specific focus on community participation processes to make decisions. The material gathered was analysed and brought to bear on the problem which prompted this study.

3.9. Conclusion

This research used a qualitative design that was exploratory in nature. The chapter discussed the type of study and research techniques applied and were more forecasting with all the research methodologies adopted for the study. Data collection was conducted using one-on-one interviews and one focus group discussion. The participants were identified and the sampling methods were explained in terms of suiting the study. Interviews or semi-interviews were anticipated using the local language. The research study was much limited to only one rural Ward in Jozini Local

Municipality within Umkhanyakude District Municipality. Thus, outcomes and conclusion of the research should be viewed within the framework of a relatively limited scope of enquiry which might be difficult for generalization. However, it can present some lessons for other community development initiatives to enhance the public participation into the local municipalities.

In the conclusion of this chapter, community contribution should be reviewed and improved in the rural and even in urban areas by introducing a new system to motivate people to participate effectively. This strategy can minimise protests that are more perpetrating at the high speed at all local municipalities and assist the ward councilor on pinpointing the community on mismanagement of funds since everyone would be represented in the forums.

CHAPTER 4: DATA ANALYSIS AND INTERPRETATION

4.1. Introduction

This chapter focuses on study findings, interpretation, and presentation of data. In this chapter, the presented information was obtained through the interview schedules. Data collected from the focus group discussion was also analysed based on the themes developed. Similarities were also compared with the information collected from other categories. The reviews from minutes of the meetings were also analysed by checking the topics related with the research topic. All documents that include policies. Journals, text books and constitution were also analysed by picking up issues related with the research topic. Interviews took place from different visits which include attendance to community meetings, visit to household members, ward councilor, ward committee members and local municipal officials who deal with the community development. The chapter also provides information about analysis of results in this study. The unit of analysis of this study was collected from only Ward 2 citizens. Data analysis was done through the themes developed and the results were presented. Data was analysed by looking the responses for all participants and sessions attended to identify the results of themes, describe and explore the knowledge of relationship between the participation and development programmes.

This chapter is about presentation of findings to relate identified objectives of the study based on community participation in the community development programmes or integrated development plan processes in ward 2 at Jozini Municipality. The overview of the study had been analysed and provided more information on brief profiling for the people in the study in terms of participation. The chapter concludes with a summary of the general impression given by all categories of the people and other participants in the study with regards to the interventions to be taken to improve community sharing by engaging all people. Aggregated findings have been made from analysing notes and discussions with all participants. Findings provide full understanding and actions needed to be considered to improve community involvement.

The interview was then transcribed verbatim and grouped into themes by researcher. The statements were then clustered into themes. The practice of using a semi-structured interview with a set of open-ended leading questions focused on the research aim was employed as suggested by researchers (Chan, Fung and Chien,

2013). The semi-structured interview included probing follow up questions as to allow participants to freely describe their experiences and allow potential new rich data to be acquired (Chan, Fung and Chien, 2013). This helps to bracket the interviewer's past experiences from influencing the data. A summary of themes, that is the structural and textural descriptions, were reviewed by each participant for the purpose of member checking (Creswell, 2013) to ensure the analysis is representative of the participants' experiences.

4.2. Demographics

There were twenty (20) participants (males and females) who participated in the study to provide information. There were 6 youths ranging between the age of 18 and 35 years, 12 adults between ages 36 and 60 years. Additionally, 2 participants were selected from the group of pensioners that is 61 years of age and above. The majority of participants were adults. The study indicated that all participants were coming from Ward 2 in Jozini Local Municipality. The proportion of females and males were not considered during the study. From the twenty (20) participants, there were 9 females and 11 males who participated in the study. Moreover, no implications were met regarding other gender situation. Participants were those people who were always active in the community development, although their participation was only limited on IDP activities. The total population of the ward was 8144 during the period of investigation.

4.2.1. Education and Employment

The study area has a youthful population: which suggests that labour is readily available. Adults population were selected due to their active participation in the IDP process. Youth are not active to participate in the community development unless the notice will be the employment issues. A significant proportion of the youths were unhappy with service delivery and cited favouritism and the top-down approach as the causal factors contributing to their level of dissatisfaction. Engagement of youths in service delivery could assist with identification of service needs and in the actual implementation of service delivery. It was interesting to discover that women were liberated and improved to participate in all activities taking place in the community.

The level of education of participants in the study area was not a criterion (meaning that education was not measured in this study) because the researcher was interpreting and probing some questions to find validity of answers from participants (which means that the researcher did not identify participants using their education to take part in the study but they were identified by their active participation in the IDP programmes). The research was even conducted with the local language to make every one understand and feel free to talk). In terms of employment status of participants, 2 were employed by local municipality, 11 of them received incentives as ward committee members and ward councilor who works on contract basis, and 7 of the participants were unemployed. In this study, there were 10 participants who have matric results, 6 participants who were at secondary level and 4 participants with Diploma or Degrees. This results were found during the data analysis, but the concern of the research was not the education in order to be considered in the study. It was explored that there were more males in the study who are participating on community development programmes and observed the improvement from women. The observation prompts one to think of the gender roles performed by women and implications that the roles have on access to services.

Findings were collected from different participants who were representing the whole ward holistically. Participants were involving partial stakeholders that include community members as the beneficiaries of IDP programmes. The breakdown of interviewed participants is as presented in table 4.1 below:

Table 4.1. Participant's criteria

No.	Participants	Number of interviewees
1.	Community Leaders	1
2.	Ward Committee Members	10
3.	Local Municipal Officials	2
4.	Community members	7
	Total	20

Table 4.1. Above reviews the summary of the participants who provided information during the interviews in this current study.

Table 4.2. Participant's profile

No.	Participant	Code	Race/ Nationality	Age	Gender	Education and Work History	Years of Experience
1.	Participant 1	WCM-1	Black South African	34 years old	Male	Completed grade 12 and had never worked.	He had 3 years' experience as a Ward Committee Member
2.	Participant 2	WCM-2	Black South African	46 years old	Male	Completed grade 12 but lost his job 16 years ago.	7 years' experience as a Ward Committee Member.
3.	Participant 3	WCM-3	Black South African	45 years old	Male	Completed grade 12, but lost his job 9 years ago.	7 years' experience working as a Ward Committee Member.
4.	Participant 4	WCM-4	Black South African	35 years old	Female	Completed grade 11 and had never worked before	She had 3 years' experience working as a Ward Committee Member.
5.	Participant 5	WCM-5	Black South African	33 years old	Male	Completed grade 12 and had never worked	7 years' experience working as a Ward Committee Member.
6.	Participant 6	WCM-6	Black South African	34 years old	Female	Completed grade 12 and had never worked	5 years' experience working as a

							Ward Committee member.
7.	Participant 7	WCM-7	Black South African	43 years old	Male	Completed grade 11 and had never worked	7 years' experience working as a Ward Committee Member.
8.	Participant 8	WCM-8	Black South African	33 years old	Female	Completed grade 12 and had never worked	3 years' experience working as a Ward Committee Member.
9.	Participant 9	WCM-9	Black South African	29 years old	Female	Completed grade 12 and had never worked	3 years' experience working as a Ward Committee Member.
10.	Participant 10	WCM-10	Black South African	33 years old	Male	Completed grade 12 and had never worked	3 years' experience working as a Ward Committee Member.
11.	Participant 11	Cllr-1	Black South African	40 years old	Male	Completed grade 12.	2 years' experience as a community leader.
12.	Participant 12	CM-1	Black South African	54 years old.	Male	Completed Grade 3	Often attended the community meetings.
13.	Participant 13	CM-2	Black South African	63 years old.	Male	He did not attend school.	He often attended the community meetings

14.	Participant 14	CM-3	Black South African	48 years old.	Female	She did not attend school.	She often attended the community meetings.
15.	Participant 15	CM-4	Black South African	44 years old.	Female	She did not attend school.	She usually attended the community meetings.
16.	Participant 16	CM-5	Black South African	43 years old.	Male	Completed Grade 4	Sometimes attended the community meetings.
17.	Participant 17	CM-6	Black South African	43 years old.	Male	Completed Grade 9	Always attending the community meetings.
18.	Participant 18	CM-7	Black South African	62 years old.	Female	Completed Grade 2	Always attending the community meetings.
19.	Participant 19	LMO-1	Black South African	42 years old.	Male	Professional graduate in the post.	Local Municipal Official (LED), with 13 years' experience working in the LM.
20.	Participant 20	LMO-2	Black South African	46 years old.	Male	Professional graduate in the post.	Local Municipal Official (LED) with 16 years' experience working in the LM.

4.3. Themes from findings

Participants were allowed to provide full information regarding their participation in community development programmes or IDP processes. Research findings were presented in themes and analysed according to their response similarities from participants. Themes were designed as discussed below:

4.3.1. Theme No.1. Participation in the development programmes or IDP processes

Community participation can be rendered in different ways in order to consult communities. Based on the above mentioned theme, participants demonstrated many responses concerning the programmes for participation. Ward committee members were interviewed as the focus group and all participants responded. Responses of participants regarding the identified theme (community development programmes for participation) are presented below using “WCM” to mean ‘Ward Committee Member’

WCM-1 - 10 Or Ward Committee Member -1-10 mentioned that (focus group)

Local community people participate in ward development programmes that are always held at the local meetings for discussions about ward issues like: water crisis, lack of electricity, employment, crime and substance abuse, among other issues for community development. Public participations and Community war-room where all stakeholders are represented to discuss ward issues. A focus group provided a lot of responses that were similar and that ward committee members are doing the same activities in the community.

Theme No. 1, *seven members in the group agreed that all issues for community programmes must be discussed at the War Rooms and community meetings in order to find strategies to solve problems.* The group stated that community representatives or forum members must provide feedback to the affected persons to heal an affected person.

Theme No. 2, *the group suggested that the formulation of forums is the best method because it can involve all stakeholders within the Ward level.* The forum of different stakeholders needs to be provided with skills to deal with development in the community.

Theme N.3, *the group made strong suggestions to support community to participate into all community activities through the partnership of community leaders, private sectors and community development specialists.* The group stressed out that local municipality must start programmes to teach people about the importance of community participation.

Theme No. 4, *the group stated that if the community fails to participate and solve their challenges, the decisions may not be good for majority because local municipality may sometimes take decisions for people. This may increase protests and people will be unable to practice their rights.*

WCM- 10 or Ward Committee Member - 10 pointed out that

“I suggest that people need to be capacitated about their roles in community development. I am also proposing the establishment of ward forum where the forum will involve all stakeholders at the ward level and support the ward councillor and ward committees”. He continued to say that, “there are challenges experienced by the community due to poor participation in the meetings. People must attend meetings, War-room, dialogues and community mobilizations”.

WCM-2 or Ward Committee Member -2 said that

“I am saying, community participation plays a vital role in advancing local democracy. Community participation enables local communities to interact with decision-makers. Ward committees represent the interests of the community, basically, they are a mouthpiece of the community and they need to motivate people to attend all community meetings”. He continued to say that “there are youth clubs, sport clubs in the community that can be used for sharing information to convince people. It might be interesting for youth to be given tasks that indicate the benefits for youth to participate in the IDP process”.

WCM-3 or Ward Committee Member -3 pointed out that

“Apparently, there are many ways of achieving participatory democracy in local government that can involve local people. Community participation in rural development is currently a key issue in local municipality to address ward issues. To achieve maximum needs-satisfaction, the local municipal should address people’s needs in a democratic matter. I say, in the sphere of local government, communication

between the community and the local municipality cannot be made in a simple method".

WCM-3 or Ward Committee Member -3 pointed out that

"Yes, community participation implies the involvement of ward councillors, ward committee members, local people, traditional leaders and all stakeholders to participate in ward issues. I would like to say that building people's knowledge to understand what local development programmes need everyone to be involved in all discussions or meetings. In an effort to promote local democracy, ward committees must be given certain duties and functions within their ward. As local representatives of the community they inform the municipality about the needs of their wards. Therefore, I insist that ward committees must be given this task to demonstrate and promote community participation without considering any political interests".

WCM-4 or Ward Committee Member -4 pointed out that

"I believe that without municipal support, ward committees will face challenges that will discourage them from achieving their goals. The majority of people want service delivery, not political issues. Local municipal must conduct awareness campaigns where the municipal will make people aware about community participation on IDP processes and allow ward committees to mobilise people to attend community programmes as an added duty".

WCM-5 or Ward Committee Member -5 pointed out that

"If I were the Mayor, I will prioritise ward committees to play an important role in IDP programmes. I can benchmark from other municipalities pertaining the easiest ways to reach local community members in order to convince them to consider all development programmes and own IDP programmes. I think now that it is the time for National Government to initiate new curriculum by introducing the subject that will focus on community development or IDP programmes or related issues from the basic education".

WCM-6 or Ward Committee Member -6 pointed out that

“I think people must be fostered to participate in all development activities. The problem is that rural local people often have low literacy and lack knowledge and understanding for poor participation on local development issues. They do not understand the benefits of their participation to discuss their issues. They often do not know their rights, roles and responsibilities in the IDP process. They do not know structures they can use for participation and how they can participate effectively in the process”.

WCM-7 or Ward Committee Member -7 pointed out that

“Few people are participating in the community meetings although they lack confidence due to poor service delivery experiences. I think ward committee members need to disseminate IDP information to the community in order to improve or resuscitate trust. People need to know that through participation in their local ward issues they will influence local authorities to address their needs and development can be simple and swiftly”.

WCM-8 or Ward Committee Member -8 pointed out that

“I think people are participating in the IDP processes and are willing to understand the benefits for attending meetings. The majority of community is involved in ward affairs. From my point of view, people tend to have realistic expectations about the nature of services they would require. The community is demanding to be empowered to contribute critically towards municipal policies and address their concerns regarding the decision making in the ward. The thing is, service delivery is very slow rather than people’s expectations”.

WCM-9 or Ward Committee Member -9 pointed out that

“I think, most of our community members are not aware that local ward issues contribute in their lives. Municipality conducts public meetings to provide benefits and importance of their participation in the IDP process, but they do not change the people’s attitude towards participation in the IDP process. Municipal always focuses on political issues and people are always identified by ward councillor and ward committee members to be transported by taxis to the event. They take people whom they know are ignorant of their rights in the IDP process, and would rather go for food and their political mandates”.

WCM-10 or Ward Committee Member -10 pointed out that

“I would like to say that capacity building programmes for improving participation of rural communities in the IDP process to local municipalities in South Africa is very much important. Valuable inputs can be added and lessons on effective community participation to attend IDP processes provided through the analysis of ward development issues. Some people believe that there are benefits for community participation in Jozini Local Municipality and can make a huge difference on ward budget affairs”.

In addition to the responses of ward committee members on the identified theme 1, ward councillor referred to as Cllr and Local Municipal Official (LMO) had some comments to make. Their responses are as presented below.

Cllr-1 or Ward Councillor-1 pointed out that

“As the leader of the ward, ward committees are participating effectively and incentives for ward committee members need to be increased in order to motivate them. He also mentioned that motivation for all local committees that participate in development programmes must be given something for their participation, referring all committee members”. He mentioned meetings, “war-room and Public participations where local people are always participating”.

LMO-1 or Local Municipal Official-1 mentioned that

“Usually, Local people participate in the community development meetings through traditional leaders’ meetings, ward councillor and ward committee members. Notices are announced by community leaders on any occasion or community events and messengers are sent to inform local people. Programmes like war-room and public participations are the programmes for participation. Unfortunately, I cannot show evidence because attendance registers are kept by local leaders.”

LMO-2 or Local Municipal Official-2 mentioned that

“Yes, people do attend meetings at the local level. Local municipality provide capacity building to its people in the rural areas to make people to participate effectively in the IDP process. It may happen that people are satisfied and are not clear about the benefits and their importance in the community development programmes. Secondly, it can be a point for establishing the effectiveness of the programmes to promote the people’s knowledge and understanding of the IDP process and related issues”.

These responses indicate the community programmes that are held by community people to involve local people. *Swanepoel and De Beer (2011:75)* state that effective sharing of individuals and groups in the promotion of their own well-being through actions that will lead to effective problem-solving. This theme (improvement of community participation) was posed to establish if ward people, municipal officials and ward committees are knowledgeable about programmes for participation in ward affairs. The participants demonstrated knowledge about strategies for community participation in ward affairs but left out dialogues and mobilizations. Public participation provides community members and other local based stakeholders an opportunity to be engaged in civil society matters and activism aimed at community development (*Chaney, 2016:282*). The researcher suggests that the benefits of involving the community in the IDP process are that the municipality is fully aware of the prevailing community needs. The involvement of citizens in the IDP process also educates the local municipal governance to improve the standard for community participation.

Brinkerhoff and Crosby (2002:7) argue that governance seeks to engage citizens effectively in politics and policy making usually by strengthening civil society. Democracy creates an enabling environment for participatory governance by creating

structures and procedures for incorporating the views of different societal groups in policy formulation.

All 20 participants showed that people do not know community development programmes. 6 participants agreed that they attend community meetings but they do not know that the meetings were for community development. 18 participants showed that people lack knowledge and understanding of their rights to participate in the community. Only Ward councillor showed that people participate but they lack understanding on IDP programmes. These analyses indicate that there are numerous benefits that accrue from involving the community in IDP process although people are reluctant to take issues seriously. Apart from the benefits, community involvement in IDP process is a fulfilment of the democratic promise on which the post-apartheid South African government is based on. Community involvement in IDP process is one of the strategies of ensuring that the municipality is aware of the prevailing needs and the available resources that can be deployed to fulfil those needs (*Hemmati and Whitfield, 2004*). In analysing, theme No.1, the investigator used probing questions to find out how people involved in decision-makings at Jozini Local Municipality. The purpose was to demonstrate the role of community participation and to promote transparency to prioritise community needs. The researcher noted that service delivery in itself builds trust between the municipality and the people. Therefore, service delivery requires that the officials have skills and can deliver on their mandate; hence, capacity building within local authorities can make a major contribution to improve the citizens' involvement in the IDP process. Moreover, it is not good to deprive local people from participating in local ward issues as such deprivation can result into dis-empowering people in their community decision makings.

4.3.2. Theme No. 2: Improvement of involvement for community projects sustainability

The responses of participants on the second identified theme (improvement of community participation) are presented below.

WCM-1 or Ward Committee Member-1 mentioned that

“Community participation needs to be improved by certain ways. Although I cannot mention strategies that can improve participation but, I appreciate to improve the people’s participation. Effective capacity building programmes play a crucial role in strengthening the participation of local communities in the IDP process. It must be improved and people need to be made aware about consequences of poor community participation. No foreigners are seen in the community meetings, they need basic service delivery such as water, electricity and health services”.

CM-2 and 3 or Community Member 2 and 3 mentioned that

“Improvement has been seen and implemented because ward committees are now getting incentives for R1000.00 per month although it is not enough because some of them want to establish families. As local representatives of the community, they need to inform the municipality about the needs of their wards. Participation of rural communities in the IDP process in their own localities is highly appreciated. CM-3 added that effective and meaningful participation by people staying in the rural areas will add more value to the IDP process”.

WCM-4 or Ward Committee Member-4 mentioned that

“I have no doubt to say public meetings are useful in publicising projects and providing open debates. Meetings could be an optimal platform for municipalities to share information about the needs of their communities. Adequate knowledge about community participation in ward affairs can improve service delivery. Community participation in IDP processes can improve participation of people for their ward issues. Yes, indeed community participation creates a healthy working relationship between local leaders and all stakeholders”.

WCM-5 or Ward Committee Member-5 mentioned that

“Local municipality needs to explore the new strategies for capacitating its people in the ward to participate effectively in the IDP process. Local community radio can be used to share and improve information on IDP related issues. For instance, inviting the people to meetings and educating the people about IDP issues and legislation would be helpful. Training programmes are limited to training of ward councillors and ward committee members as well as project steering committee members. Local

municipal officials need use the local community radio as an excellent tool for improving community participation”.

WCM-6 or Ward Committee Member -6 mentioned that

“I think there is a need to improve participation where people will be motivated by certain incentives. Particularly, people who are unemployed and leading community projects such as project committees need to be motivated LM must consider the involvement of foreigners to participate in all rural community meetings. Foreigners need to be encouraged to attend community meetings because they need basic needs”.

WCM-7 or Ward Committee Member-7 mentioned that

“I think community development is not sustainable without active and meaningful community participation of the ward to initiate and take decisions for themselves. Community needs to participate even to elect ward committees. Ward committee will be unable to work if the community is not satisfied and fail to sign contracts that signify that his or her election has been assented. A ward committee will be able to work with the community and improve participation without being denied by the community”.

WCM- 10 or Ward Committee Member-10 mentioned that

“Effective capacity building programmes play a crucial role in strengthening the participation of local community to participate in the IDP processes and participation can become sustainable due to capacity building. To achieve effective community participation, there are many stakeholders existing in the ward that includes interests’ groups, NPOs, projects, churches, departments, small businessmen and all community members to be involved”.

WCM- 8 or Ward Committee Member-8 mentioned that

“The ward needs to exercise its power to conduct awareness’s and provide knowledge on the roles, duties and the responsibilities of ward committee members, and also formulate the ward forum that will involve all stakeholders I think government must always consider and involve national foreigners while they draft the budget. This will

help the LM to locate good projections for all people. These people are making a large number of population who are desperate on basic needs”.

WCM-9 or Ward Committee Member-9 mentioned that

“There are workshops and meetings that improved their understanding of the IDP processes, but not to promote participation of local people”. She continued to say, “She is very confident that she is able to do her duties well through the workshops and working meetings organised by Local municipal to assist them. I still cannot write the portfolio report for my ward, I am not confident also in making community members to participate in the IDP processes. She receives an allowance to cater for auxiliary costs such as transport and stationery expenses. Improvement on community participation needs to be attended urgently”.

Cllr-1 or Ward Concillor-1 mentioned that

“I want to state that community participation can be improved but, people need to be capacitated about their roles in development programmes”. He raised the point of poor education in the community and lack of trust by saying, “I think poor education in ward community results into poor understanding and at the end people lack trust due to poor attendance of community meetings. There is a high need to support community participation in order to enable local people to take decisions on their own. I think local municipal must investigate and explore strategies to improve community participation to know their roles and importance for participating in the IDP programmes”.

CM-1 or Community member-1 mentioned that

“Yes, people do not know whether they participate on the IDP programmes. Ward Councillor or Ward Committee members need to tell them the reason for the meeting: if it is for community development programmes or conflict issues. Therefore, community participation needs to be improved through many strategies in order to encourage community members to participate in development issues. They want to participate on development programmes that will make them support their family members”.

CM-2 or Community members-2 mentioned that

“Generally, youth do not participate in the IDP process and there are few of them attending community meetings unless the notice says that it will be the meeting for employment. There is a high demand to facilitate community participation in order to know their responsibilities in the development programmes. There are no specific programmes known by local people in terms of community capacity building. In addition, ward committee members must be provided with skills to assume duties for promoting community participation, that way, they will be well equipped”.

CM-3 or Community members-3 mentioned that

“I suggest that community participation must always be involved in the agenda for any community meetings. Community leaders need to be informed that it will not be a community meeting if community participation is not discussed. Community leaders must also be provided with workshops and trained on development programmes and related issues”.

CM-4 or Community members-4 mentioned that

“I cannot say that there is poor service delivery in the ward that hinders the community participation and causes non-attendance of ward meetings by the people in the ward. I think local municipal must evaluate the service delivery and try to support a ward councillor by implementing new improvements. I believe that a ward councillor and ward committees promote community participation in the ward level, but it can be improved if possible”.

CM-5 or Community members-5 mentioned that

“I can confirm that there are meetings where IDP issues are discussed. The problem is that, most of the people who are staying in the ward are illiterate and cannot recognise the development meetings and their importance. They need to be empowered by being informed that their effectiveness to participate in the IDP process can improve the ward and citizens. I also confirmed that community is consulted because they know the development needs that should be prioritised. Lastly, the ward identifies the needs from the community and the budget is always presented by the Mayor every year. The community provides the municipality with their needs during the period of needs identification”.

CM-6 or Community members-6 mentioned that

“I want to say that most community members are not aware that local government functions are limited. Public participation also raises community awareness about the available resources but they do not come back to insist for community participation. There is a serious need to involve youths and make them to attend all community meetings and IDP processes. In involving youth in community programmes, local municipal will minimise HIV/AIDs, crime and substance abuse. Illiteracy causes people to ignore everything and they do not know the implications of poor participation in development programmes. These young people need a better future and help lead this country to another stage”.

CM-7 or Community members-7 mentioned that

“It will be important for ward committees to know their powers and rights in the IDP process for effective participation. They must know that they can challenge the Municipality if the views of people and theirs are not taken into consideration. Dissemination of IDP information to the community needs capacity building. Ward committees must promote community participation in ward affairs where IDP programmes are discussed. I think they are scared most times to face realities”.

LMO-1 Local Municipal Official-1 pointed out that

“Yes, community participation can be improved by encouraging people to attend meetings. Youths are the most people who need to be encouraged and provided with development skills. They mentioned that all youths who are matriculated need to develop a database and forward to their ward councillor. Ward councillors are informed of the IDP issues during the meetings and workshops; therefore, they must be the key pillars to promote community participation”.

LMO-2 Local Municipal Official-2 pointed out that

“People might be motivated with certain things like skills or any other motivation that will make them change their minds. The motivation can be initiated to youths as the majority and future leaders. The ward councilor will inform them if there are bursary opportunities available in the local municipality and assist them to apply. They must

also group themselves and register for co-operatives or youth entrepreneurship opportunities to be funded”.

There were 17 (seventeen) participants who suggested that people do not know their rights to participate in the community programmes. 2 officials from Local Municipality recommended that skills must be provided to the community citizens to improve participation and people need to be taught on how to participate on IDP programmes. *Davids et al., (2015:97)* state that capacity building is to enable organisations to be more effective and efficient in the process of identifying, implementing, monitoring and evaluating developmental projects. However, *Venter (2014)* asserts that such an approach to municipal capacity building is not useful because different municipalities have their peculiar socio-economic conditions and challenges. The aim of this theme was to explore the process of establishing new ideas or technology to improve community participation. It is observed that capacity building to ward people can be an intervention to improve community participation in the IDP processes. *Baum (2015)* argues that citizen participation can enable the people and others who participate with them to learn and can empower them to act together in ways that would have been impossible otherwise.

The responses outlined above show that most of the participants believed that there are benefits of community participation need improvements in the Jozini Local Municipality. Therefore, it can be outlined that community engagement is vital and it should be promoted urgently. In addition, the responses outlined above indicate that community participation involves all stakeholders to be part of the IDP process and determine basic needs of the societies. Majority of the participants agreed that ward committees need to be the engineers to promote and improve community participation. *DPLG (2013)* recognizes and emphasizes the importance of empowering the people to participate meaningfully in the IDP process. *Cloete (2012: 58)* argues that a ward committee is an ‘invited space’ that serves the interests of the state because it consists of ten representatives with the ward councillor as their chairperson. According to *Trotter (2005:6)*, a challenge to public participation is that political power games ensures that certain people are not heard in policy processes.

4.3.3. Theme No. 3: Effective support for local people

The responses of participant of the third identified theme (to support community to participate effectively) are as presented below.

WCM-1-10 or Ward Committee Members stated similarities that support community participation. They said that people need to be involved in all forums in the ward, not for one person to be involved in many positions in a ward or projects. That can result into favouritism which can be misinterpreted by other members. Establishment of forums can develop full support of development. Community Ward Forum can be supported by incentives to improve participation. Incentives can be calculated by the standard of local municipality based on the budget of the local municipality.

WCM-7 or Ward Committee Member-7 said that

“Yes, there is a need to improve community participation. Ward Committees must know all clubs, projects and NPOs or organisations that are existing in the area and always visit them to observe what they are doing, challenges being faced and methods of supports that can be rendered. Moreover, these jobs can be improved by increasing incentives to perform effective”.

WCM-6 or Ward Committee Member-6 said that

“I think community participation has many benefits such as teaching, sharing and meeting other local people. Therefore, people may learn many things if they participate in the community meetings”.

WCM-3 of Ward Committee Member-3 said that “

“Yes, community participation must be improved if it is possible. Although people tend to look into things that will give money. Sometimes youth said nepotism is very high in terms of job opportunities in a ward. It could be better if the employment system is held by traditional leader because there is a system used for picking a paper inside the hat. No one is opposing that strategy although it is not appreciated because even a person who is not vulnerable can take the job”.

WCM-8 or Ward Committee Member-8 said that

“It may happen that public meetings and workshops are held but the language is not clear to learners. It is also fruitless to train ward councillors and ward committees using English language which they do not understand. Training manuals should also be translated into the language of the local people to make it easy for them to understand and be able to implement all stages of development”. He also said that, “it must be investigated why democracy is struggling to improve the lives of people. The standard of education in my local municipality is not as good as what is obtainable in urban areas. This can be caused by the quality of teaching nowadays. A person can complete matriculation but his or her English does not reflect that he or she has matriculation”.

WCM-9 or Ward Committee Member-9 said that

“Community engagement in ward affairs will contribute to the realization of the benefits of community participation. The local ward should continuously promote the engagement of the community in municipal budgeting, IDP and other projects that will make the community to benefit”.

WCM-10 or Ward Committee Member-10 said that

“I want to insist that community involvement helps the municipality to provide specific services that satisfy the needs of the community. At all times, the community people and all stakeholders need to be involved and considered in ward affairs. The ward will tend to have realistic expectations about the nature of services it will require. People must be motivated by something that will make them work voluntarily”.

CM-3 or community member-3 pointed out that

“Yes, community participation needs to be improved. Local people are interested to support development programmes in their community but they need to be discussed thoroughly”.

CM-2 or community member-2 pointed out that

“Yes. People can support community participation if they will be motivated by some things because they leave their work and families. Another similarity was based on people’s protests where people complain about poor service delivery and basic needs that include water, electricity, clinics, houses and poor roads.”.

CM-1 or Community Member-1 said that “

“Yes, it is important to consider participation. Community leaders always talk to people with regards to participating in the community meetings but, people tend not to understand and fail to attend. He continued to say, they do this thing even during the period to voting. The ward ends up getting a little budget because the budget is made by the total number of people in the ward. Therefore, community participation plays a big role even on the preparation of budget. The budget must involve incentives to motivate local people to participate”.

Cllr-1 of Ward Councillor mentioned that

“I support new idea or technology that might improve community participation because poor participation has negative results and puts councillors as the failures in the community. The Ward has no budget to provide capacity building for development skills to people. I fully support the improvement of community participation and new strategy that will minimise challenges within the ward”.

LMO-1and 2 or Local Municipal Officials mentioned that

“Yes, community participation needs to be improved. People can support community participation. It can make development to be easier and avoid protests that are often seen on the media. Therefore, there is a need to support strategies for community participation”. LMO-2 added that “to elaborate that the total numbers from Stats SA are not corresponding with the total number in the voters’ role”. LMO1 said that “I think all community leaders and all stakeholders must encourage people to register and vote in order to correct the budget of the ward. That will assist the ward in terms of adequate funds with exact population”.

All participants (20) agreed that participation needs to be improved in the community. All these participants showed that the style that is used by local municipalities need to be reviewed to encourage citizens to make decisions for themselves. 18 responses from participants indicated that there is a need to improve community participation and provide capacity building in order to enable people to know their roles in community development programmes and 2 participants proposed that people are to be motivated through the use of certain incentives to improve participation. The above mentioned

responses indicate how local people can support community participation to minimise challenges at their areas. Participants mentioned many things that need to be corrected and considered. *Swanepoel and de Beer (2011:29)* describe participation as a right of the people, rather than simply making them feel part of the project, and using them only for their local knowledge or physical labour. The aim of this theme was to enable the researcher to determine the process of establishing different methodologies to support local people or come out with new ideas to rescue local community. The participants emphasized that community participation plays a fundamental role in grassroots democracy. Thus, it can be presumed that community participation seeks to involve all stakeholders in the community to make decisions. The participants demonstrated the campaigns to conduct awareness to promote relevance of civic involvement in the ward affairs of Jozini Local Municipality. Responses affirm that the municipal officials believe that community involvement in IDP process is the benefit of the municipality from community.

Most of the participants stated that through ward meetings, the views of the community are gathered with the aim of incorporating them into an IDP process and budget planning. In these ward meetings, residents submit the needs which they want the budget/IDP to address. It has been noted that ward meetings are the useful method of community participation. Effective community participation can be achieved if the municipality and the local community meet opportunities of community participation. *Maxegwana, Theron and Draai (2015:77)* suggest that participation in local government affairs enables the community to influence and control local economic initiatives. *Mhlari (2014:1)* maintains that ward committees promote meaningful community involvement in local government affairs, thereby they generally enhance service delivery. Ward committee members are the powerful source of information for the people to know and understand issues on IDPs, their rights and powers, roles and responsibilities in the process (*Midgley et al, 2005*). Community leaders, Community Forum members, ward committee members, traditional leaders, representatives of the marginalized groups and ward councillors can also provide an important resource for informing, training, and educating their communities about IDP related issues (*Midgley et al (2005)*). According to *DPLG (2005)*, training of rural communities on IDP-related issues should be very interactive and participatory. *Piper and Deacon (2009:417)* argue that there is a requirement for public consultation around the annual budget, the

IDP review process, the Performance Management System (PMS) and service delivery through ward committees.

It is predicted that in this report, community participation promotes transparency and accountability. Community involvement in IDP promotes responsible citizenry in that the community is educated about the importance of using natural resources in a responsible and sustainable manner. IDP programme is a platform that can be used by the municipality to give feedback to the community. Community participation builds and strengthens the relationship between residents and the local authority.

4.3.4. Theme No. 4: Challenges for poor participation encountered by local people

Responses of participants on the fourth identified theme (challenges for poor participation encountered by local people) are as presented below.

WCM-1 and 9 or Ward Committee Member -1 and 9 mentioned that

There are challenges for poor participation where people fail to understand ward development issues, fail to take decisions and end up disputing the development programmes. WCM – said, *“Community leaders need to register all community participants who attend meetings which means that active participants must be recognized and prioritized”*.

WCM-4 or Ward Committee Member-4 said that

“I think challenges are caused by lack of trust and unemployment of many people. Some youths respond roughly when it comes to attending community meetings. Sometimes people say they need jobs not meetings. People need basic services like water, better roads and houses not meetings”.

WCM-3 or Ward Committee Member 3 mentioned that

“I can confirm that all community leaders know the challenges of the ward. People need not to be suffered about challenges of poor participation. Yes, poor service delivery can be caused by poor understanding of budget, temporary employment, poor

decision making and new development. People who do not participate in the meeting become more involved in the community protests due to poor understanding”.

WCM-5 or Ward Committee Member-5 mentioned that

“I suggest that local Municipal can allow ward committees to conduct door-to-door consultation and explain to people about the importance of participation. This may be established like a project to improve participation. This project can be supported with capacity building related to community participation. A ward councilor must propose this intervention to minimize the challenge of poor participation”.

WCM-2 or Ward Committee Member-2 mentioned that

“Since I started to work as member of the ward committee, there are no mechanisms in place to monitor and evaluate citizen’s participation in the IDP processes. If ward committees can be well capacitated, they can improve the service delivery challenges. Therefore, I suggest that local municipal must grant us to promote community participation through capacity building to enhance mobilisation”.

WCM-7 or Ward Committee Member-7 mentioned that

“Most of the information from ward councillors is received through council meetings. There are many ward committee members who are not well aware with what is expected from them. Ward committees were not inducted on time and trained by the municipality in conjunction in order to work with all local people or be unbiased. I can urge some of us to stop to push the mandate of our political parties in the community which results into negative impacts while we render services”.

WCM-8 or Ward Committee Member-8 mentioned that

“I can say that the programmes are ineffective in educating the local people in the ward level to improve and minimize people’s challenges to participate in the IDP processes and its related issues. There are no designated offices and vehicles for ward committees, thus, the municipality is obliged to support ward committees to perform effectively. Monthly stipends are not adequate enough to motivate ward committees”.

WCM-10 or Ward Committee Member-10 mentioned that

“I think people are not knowledgeable about IDP related legislation like the Municipal Structures Act. People do not know their rights in the IDP process. The other categories of people in the ward do not know their roles, rights and obligations as the people in the IDP process. This includes churches, educated people, youths, opinion leaders”. He also pointed out that “there is an urgent need to educate the community about the importance to participate on development programmes”.

CM-1-7 or Community Member -1-7 mentioned that

“I do believe that people are thinking that there is a mismanaged of state funds in our ward because people fail to understand and know a ward budget. Local people might also not know the ward budget and end up anticipating that state funds were misused because they do not know how much money was budgeted for the ward.”

CM-1 or Community Member -1 mentioned that

“The programmes are not effective on sensitizing the people about rights of different role players in the IDP process and indicating that they are an important role player in the process. Ward committees are deployed as community based structures tasked to interact and gather views, concerns, problems and challenges from the residents and present them to the municipality but, they end up pushing the interests of their parties”.

CM-2 or Community Member-2 mentioned that

“There is a lack of competent officials to share adequate and appropriate information with the people in the ward. There are only officials appointed by Department of Local Government and Traditional Affairs who are well capacitated called community development workers. The community is uninterested towards participating in municipal affairs. The community recognise ward committees to be an extension of political parties”.

CM-3 or Community Member -3 mentioned that

“Failure by ward committees to understand their roles and responsibilities cause problems in the ward. Poor attendance to ward committee meetings, poor recordkeeping by ward committees and non-submission of minutes of previous meetings in order to provide feedback to the community meetings is the problem”.

CM-2 and 3 or Community Member 2-3 pointed out that

We feel that the local municipality does not take our views, opinions and suggestions seriously.

CM-4 or Community Member-4 mentioned that

“Lack of adequate information about local government affairs is the challenge because it is where a ward committee will provide the progress on ward development programmes. Some ward committee members do not fully understand their mandate. Local people have a tendency of alleging that there is a misuse of public funds by public officials including ward councillor. People do not involve themselves in municipal budgeting as they assume that local municipal is pushing its agenda and propaganda”.

CM-5 or Community Member-5 mentioned that

“I think the views and interests of the community are important in the South African system of local government. The community in municipal decision-making is one of the ways through which democracy can be refined in the sphere of local government. Lack of people’s involvement and provision of information by the municipality sometimes results in protests by the people. People have developed eagerness to participate in ward issues and that results into negative impacts”.

CM-6 or Community Member-6 said that

“I need a job not meetings. I need basic services like water, better roads and houses not meetings. I did not get the house until I was complaining in the meeting because the ward councillor gave me a room number but my room was given to another person. I am not happy about public participation where the municipal seeks to utilize the funds and distribute food parcels to their people as the part of asking support”.

CM-7 or Community Member-7 mentioned that

“Public meetings do not connect community engagement. If you attend the meetings organised by local municipal, you will listen to their interests and unspecific issues to bribe people. I am interested to attend meetings including both traditional leaders and ward councillor because there are few political issues”.

LMO-1-2 or Local Municipal officials mentioned that

“Lack of community participation by rural communities in local ward affairs and in the IDP process is a common challenge in many municipalities. People will always protest because of poor understanding. Protests delay community development. Yes, community is not empowered enough to meaningfully contribute towards municipal policies and community development programmes, but people need to attend all meetings in the ward. One official added that I am being trained as a community facilitator. Therefore, I can assist to train the community”.

Seventeen (17) of the participants indicated that there is a need to improve community participation by issuing new strategies that might encourage people to participate effectively. These participants proposed that where possible, people should be given incentives to promote participation in the meetings particularly the committee members because they left their jobs to do the community programmes. It can happen that people may be prioritized by effective participation for job opportunities or any development services rendered in the community. These responses from theme 4 show how people understand challenges of poor participation.

The challenges that South Africa faces include the issue of integrating citizens into the decision making process (*Holdar and Zakharchenko 2014:15*). The theme was posed to give the researcher an insight of getting all challenges facing local people and initiate interventions for all people. Participants were given an opportunity to come up with solutions to the challenges that were identified for poor participation. There were many similarities found on the responses of these study. The researcher anticipated that it was caused by the type of questions and type of study conducted. This study allowed participants to elaborate and express their feelings as they can. It might also be caused by the manner of approach used during the study where the researcher used his skills to establish harmony with participants. The majority of participants reported that the main challenge was that community attendances of public meetings were low. Poor community attendance means that their input will be minimal as well. The other challenge issued by most of the participants was that some members of the community were not aware of IDP programmes, benefits and importance of community

participation. The municipality should develop a capacity building policy which combines skills development strategy, a strategy to ensure provision of easy access to information and resources, as well as monitoring and evaluation framework of the capacity building interventions (*Concern, 2014*).

In light of this study, the researcher has seen that community participation is the most strategy to improve community development. The majority of participants have suggested that community participation is needed and need to be improved by different systems such as capacity building, drafting of concise document that will help all people. Participants also mentioned the establishment of community stakeholders' forum and initiation of incentives to support people.

4.4. Participation of ward committee members in the municipality

All ten (10) committee members indicated that they always hold meetings on community issues for service delivery. They indicated that ward committee members play important roles in the community development to support all local people although community participation needs to be improved. They indicated that incentives to motivate committee members is one of strategies that need to be improved. They also indicated that people need to be capacitated on the importance of community participation and related issues. *Madumo (2011:36)* views ward committee as an institutional channel of communication and interaction between communities and municipalities. *Nyalunga (2006:44)* argues that the role of ward committees is to ensure that the electorate participates in decisions made by council. *Nyalunga (2006:45)* proceeds to argue that the ward committees are set up in a way that they can cover most sectors and areas in the ward.

The results from ward committee members showed excellent participation in development programmes. All ward committee members participated actively and supported the improvement for community participation. Also, they were enabled to provide strategies to improve community participation.

4.5. Effective participation for Community members

Participants were willing to express their feelings and thought that they will become assisted in order to participate in development programmes. They also stated their challenges with their working conditions and anticipated support from external people. Unscheduled visits were only done to the different households where the researcher was visiting households in the different areas considering the community entry. Each person in the household was requested to take few minutes to provide required information through interactions with the researcher. They were informed that the community leaders knew the research taking place in the ward. They were shown the authority to conduct research which was signed by the local municipality and concert document was read to community member to make them clear about research.

A total number of four (4) participants and 10 ward committees who represented the majority indicated that they did not understand the community development programmes and 6 of them indicated that they understand the community development programmes. There is poor understanding of community development programmes. Community members made comments on the need to improve community participation and service delivery in the community. A total number of twelve (12) participants (ten ward committees and two officials from local municipality) indicated that community participation supports local people but, it needs to be improved. Eight (8) participants (5 females and 3 males) also indicated that there is no need for community participation due to empty promises made by local municipality. Meanwhile, all community members (7) requested to be supported with incentives as the new strategy to improve participation.

4.6. Community participation for local municipality officials

Local Municipality has two officials who were working directly with community development programmes otherwise called IDP programmes. These officials were working with different departments to conduct community development programmes and they always shared similar activities with other departments. The most significant variables which emerged from the analyses were those connected with types of contact with all relevant ward stakeholders. Responses from officials indicated only

100% of activities dealing with community participation. Most of the officials appreciated the establishment of ward stakeholder forum to support the ward councilor. Two municipal officials agreed to initiate a new idea if it will not complicate and create dependence in the ward.

4.7. Support from ward councillor

In South Africa local municipalities, councilors are elected as members of political parties from community or alternatively as independents. Once elected councilors represent all people or their constituents in the whole authority, and not just those who voted for them in the district or ward in which they were elected. Ward councilors are bound by a code of conduct enforced by standards boards of the country. In this study, a ward councilor was a champion of development initiatives in the community

The community leader or ward councilor gave the researcher more time to discuss and illustrate issues related to development activities. A ward councillor indicated that there is a need to capacitate community to attend community development meetings in order to discuss the development of the ward, and provided them with the importance of community participation in the IDP processes and related issues. That statement was supported by 4 participants who commented on the improvement of IDP process. According to the findings consolidated in this study, a ward councilor indicated that community participation on IDP activities were implemented effectively. He also agreed to initiate any available technology if it will be budgeted for at the local municipal level. In this study, questions were asked in a neutral manner for all participants to avoid discrepancies.

4.8. Attendance of Meetings

There were many participants who indicated that messages or notices about public meetings were used in the community. Sometimes, messages are announced at the local schools and traditional leaders have messengers to send information to all households. However, most participants indicated that they received information through their neighbours. The indication from majority of the participants suggests that the language used in meetings was a challenge, thus, the use of local language at

local level should be encouraged to enhance easy comprehension by community members.

The findings above indicate that notices are received by community members in various forms. However, because they do not trust their leaders, they stay away from meetings. Also, females and youths are mostly affected by issues such as unemployment and social matters, hence, the need to support them arises, as such will motivate and increase their participation in IDP programmes. Through public meetings, local people can share ideas, discuss their issues and come with different interventions. Thus, they all need to attend public meetings in order to take decisions that can support them in various spheres of life.

4.9. Presentation of data and aggregated findings

Olsen (2012:5) states that the finding of the study should be related to the original problem and research question, thereafter, pre-existing literature, concepts, theories and research – creation, in essence, a dialogue between the findings and the literature. Furthermore, the researcher has to determine whether the findings have practical significance. The results showed that citizens were willing to participate in the IDP programmes effectively but, they did not know how to involve themselves actively. This study found that people need to be trained in order to improve or encourage them to participate effectively in the IDP processes. Research findings were determined by all community participants during the interviews and discussions within the ward. Participatory development was viewed at the context of community involvement which should be used to minimize protests and other chaotic situations in rural municipality.

Data was collected from the community and it was found that (a) the minority of young people (both females and males) were not attending community meetings as it was observed during the interviews. Although youths actively participate when it comes to youth issues such as unemployment, but they feel less-concerned about some other issues. (b) Interviewees stated that the Local Municipality attempts to render services, however, there are challenges that need to be resolved as they directly affect the community and hinder the provision of some basic services. This in turn affects the participation of the people in community development programmes. (c) People were willing to be provided with capacity building for IDP programmes in order to improve

peoples' participation. (d) Councilor and ward committee members lacked sufficient funds to implement services and less power to utilise their budget effectively. (e) Lack of understanding for development programmes was one of the challenges experienced by local people and community capacity building was the mechanism to be implemented in the community. (f) It was explored that poor education within the municipality was one of the challenges affecting local people to participate in development programmes. (g) Poor public contribution in municipal programmes was made by lack of confidence from local municipality and poor decision making. (h) Lack of relationship among ward councilor, ward committees and local people are caused by poor service delivery experienced by people. (i) Poor accessibility for transport has been anticipated as one of the challenges disrupting ward committees to attend community meetings due to vastness of ward. (j) One of the findings of this research was the need for effective engagement that need to be improved between local Municipality and local people.

4.10. Conclusion

Profiling and analysis of the situation of Jozini Municipality presented the results that helped the researcher to understand the fundamental characteristics of the municipality. It gave background to which delivery of services to the research study area can be related. In this chapter, the responses outlined from participants were only based in ward 2 and indicated that IDP process needs to be improved. The data collected in this study was presented and analysed in line with the literature review of this study that was mentioned in chapter 1 and 3. The experiences, opinions, comments from participants were aggregated according to their similarities. Generally, the municipality appears to have good infrastructure and deliver services to the people but there is still a need for improvement, especially in the rural areas. This chapter presented findings that are based on qualitative research. The next chapter comprises argument of the findings that includes the summary, conclusion, and recommendations of the study.

CHAPTER 5: SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1. Introduction

This chapter is about the conclusion and recommendations of the study based on the result findings and proposed interventions of the research problem. The study suggested that it is important that stakeholders must focus directly on the recommendations and follow all steps that were provided. This is shown on the participatory framework cycle where all steps of development have been sensitised. The results of the study were made simple, clear and understandable by all people to reach consequences of the study. This was done by clear communication with all relevant role players and usage of local language to achieve different ideas, experiences and suggestions on the research topic. In this chapter the researcher indicated how the research objectives of the study were achieved, followed by the summary, conclusion and recommendations of the study. This research was undertaken in the context of Jozini Local Municipality with the purpose of finding the role of community participation in community development programmes that can increase the sustainability of development projects. This research was to find the new idea that will improve participation and enable citizens to be self-reliant, independent and take decisions for their needs. The outcome of this study might have positive impact of project sustainability in the community.

This research agrees that capacity-building intervention can produce good results in all South African government municipalities. This research introduced possible findings for local government responsibilities, existing capacities and contextual realities. The research concludes that local capacity building could be further improved by placing more emphasis on the balance among local government responsibilities, their existing capacities and contextual realities, especially in the process of implementing and fast-track development programmes in the community. A logical manner to provide a procedural structure for describing of the empirical section is also shown. The analysis focused on the purpose of the research which evaluated the role of community participation used by Jozini Local Municipality to implement IDP processes. The participatory framework has been made simple for all people would be interested to implement this study.

5.2. Findings and discussions

Discussions and findings of the research objectives were discussed strongly with developed sub-themes per objective. Objectives were discussed as follow:

5.2.1. *Participation in the development programmes or IDP processes*

The objective that deals with evaluation related with level of community participation in community development processes was discussed in sub-themes below. There were two themes developed under this objective, a first theme was evaluation of levels in community participation where the majority of participants agreed that the level of community participation is ineffective; and the second theme was the improvement of community participation in community participation where the majority also agreed that participation needs to be improved in Jozini Local Municipality. These themes were discussed as follow:

5.2.1.1. *Evaluation of levels for community participation*

In the findings of this study, participants indicated that the role people in community development is seen as very little in Municipal development programmes. Participants indicated that they were only involved in the implementation stage, where the projects were introduced in workshops, as well as contributing labour in the construction of latrines. The findings also indicated that a top-down approach was often followed in the implementation of the projects within the Municipality, and the participants suggested the bottom- up approach where people will be involved from the initial stage until the project handover. This research has shown that, in some cases, development projects fail to make positive outcomes to people due to the type of participation rendered within the municipality. The findings in this research were only made or presented through the qualitative and a thematic approach was used in the discussions of the research.

One of the question associated with the level of community participation said; ***To what extent does a person participate to the development programmes or IDP processes?***

This question was linked with how and when local people participate in IDP processes? All the participants stated that through public participation, the local municipality visits the community to identify the needs from community. The majority of participants stated that the issues of development programmes or IDP, ward committees and community hold meetings with residents to list the views and needs of the community. The views of the community are subsequently combined with information from other wards and submitted to the municipality. The municipality then compiles the information accordingly, for example views pertaining to health, education, safety and security, leisure and recreation, social welfare, roads water are sorted together, and forwarded to a specific relevant department. The Least-Developed Countries Report (*LDCR 2009 in Van der Waldt 2015:23*) states that the purpose of developmental local governance is to solve common national development problems, to create new development opportunities and to achieve common national development goals. This should be done through local stakeholder involvement and community participation that fosters the principles of local democracy (*Van der Waldt 2015:16*).

According to *Cornwall (2014:2)*, around the world, there is a growing interest to enhance public involvement in governance and with it the legitimacy and quality of decision- making. In this study, a focus group indicated that: *“We were trained on ward profiling, customer care and communication skills. On profiling we conduct profiling on people that need to be assisted by various Departments and the number of stakeholders for example CCGs, NPOs, etc. in the ward. We were not trained on motivating people to participate on community development programmes and business entrepreneurship to create job opportunities. We are worried on professionalising our work and take the work for ward committee seriously. We are also not working freely because politics is always controlling us and pushing ourselves to abide with it. We were not deployed but we were elected by the community to represent them”*.

Furthermore, the authors of a range of literature have suggested that it is important for the community to participate in the planning, implementation, monitoring and evaluation of development projects. The level of participation is observed where

people are not involved from the initial stage. The study therefore was focused on the level and extent of community participation in Jozini Local Municipality in development.

In this research, it was assumed and analysed that Jozini Local Municipality used the type of participation called, *Passive Participation*. It is the least of the seven approaches. This approach means that main stakeholders of a project participate by being informed about past or future occurrences (Cornwall (2014). Citizens' feedback is minimal or non-existent, and their participation is assessed through methods like head counting and contribution to the discussion (sometimes referred to as participation by information). This research study recommended that the local municipal should use *participation by collaboration*. This forms groups of primary stakeholders to participate in the discussion and analysis of predetermined objectives set by the project.

5.2.1.2. *Improvement of involvement for community projects sustainability*

The study objective that is addressed in this theme is what strategies can be recommended by the community to motivate local people to participate effectively? This theme came out with constructive consequences where people suggested many strategies can be used by Jozini Local Municipality. These strategies look like viable and can easily fast-track the development and intervene some difficult issues in the community.

The results of this research indicated that the community members can make a great benefit in development through the participation and project sustainability can also be noticeable. The majority of the participants claimed that they were only involved at the implementation stage of the development project where the project leaders have taken all what they need from the project. As pointed out by the researchers cited in the literature consulted on the topic, community participation is one of the core principles of the people-centered approach in community development and sustainability of community projects. The results of the interviews with community leaders supported the above assessment results. Participants also stated that their leaders were not close enough to them when comes to project sustainability and knowledge on

community development to motivate citizens. Therefore, it is difficult for people to know what is going on pertaining community development and improving lives of people.

According to *Cornwall (2014:2)*, around the world, there is a growing interest to enhance public involvement in governance and with it the legitimacy and quality of decision- making. However, there is a new style of democratic practices creating political and policy spaces for public involvement in decision-making that complement conventional models of political participation (*Ibid*). *Swanepoel (1992:4)* argued that participation is a collective process by which neighbourhoods, villages, communities, and ultimately the nation state prepare themselves not only to adjust to change, but also to direct change.

The question associated with this objective was that: What must be done to improve participation in the community? The majority of participants responded that local people need trainings in community improvement because people lack skills and knowledge to participation in community projects. The local municipality needs to establish a strategy to capacitate local people in terms of community participation. A focus group responded that: *“We were trained and provided with workshops but that trainings are not implemented. We learned many things to improve community but we are abided by political issues to implement that skills we learnt. We were provided with trainings, such as communication training and customer care training that equip servants on how to handle issues in the community. There are trainings that are more important than others such as community development practices, that need to be prioritised”*. *Masango (2002:63)* perceives capacity building as important for both officials and members of the community in order for participation to be effective. *André et al. (2006:2)* state that public participation is vital for promoting good governance and empowerment in grassroots communities.

5.2.2. To explore how community participation considered by Jozini

This theme was to intend and discover the understanding, knowledge and how local people participate in the local projects. The determination for efficiency and effectiveness to address the consideration of participants to perceive sustainability of

community projects in their area was the main concern. This theme was discussed as follow:

5.2.2.1. **Effective support for local people**

In the findings of the study, it has been appeared that Jozini Local Municipality supports people but not effectively. Public participation is always taking place every year and shows that service delivery has been planned by the municipality. The municipal comes to people to collect issues from people to support them but, that support seems as deny the needs of people. The results to support local people look as ineffective due to poor partnership between people and municipal. The results also indicate that, lack of community participation is one of the major reasons for the protests taking in the local municipalities. In addition to poor support, the lack of faith of the community in the municipality to actually deliver the required services was also mentioned by several participants in this study. It was also highlighted that a major reason for poor support was the poor community involvement which results citizens not attending public participation meetings. It was mentioned that the municipality is not doing well on capacitating people to understand the rational for community participation. Many participants have suggested that Jozini Municipality needs to develop strategies to encourage people to recognise community development. *Smith (in Rowe, 2000:3)*, citizens' engagement refers to various methods intended to consult, inform and involve the public to allow them to have an input in decision and policy-making.

The question associated with this objective said: ***How can local people be supported in order to participate effectively?*** Participants were given an opportunity to come out with solutions to the challenges that are always experienced by community. Most of the participants came up with a collection of solutions to address the challenges facing local people. The majority of people believed that the municipality should develop a working strategies to encourage people. Seven participants pointed out that there is an urgent need to educate, improve knowledge and inform the community about the roles and functions of local people in IDP.

The above question was also linked with the following question: ***What are the benefits of involving the community in the development programmes?*** This question was

posed to measure the benefits of involving the community in IDP. It is in line to explore the benefits of community engagement in local government affairs. The benefits of community participation were discussed in Chapter II in this study. *Mokale and Schepeers (2006:27)* state that community participation promotes a citizen-focused delivery of services. One participant stated: “The benefits of involving the community in the IDP process are that the municipality is fully aware of the prevailing community needs. Going to the people to gather their views is a good governance issue because when municipal officials interact with the people they get the reality of needs”.

Community engagement in the IDP necessitates continuous communiqué amongst the civic and the city so that expectations and impracticable opportunities can be dismissed (*Mayo and Graig, 1995:4*). *Swanepoel and de Beer (2006:29)* further mention that involvement is a right of the individuals, rather than simply making them feel part of the project and using them only for their local knowledge or physical labour. *Schurink and Schurink (2009:491)* opine that the perfect society is a collection of citizens who share physical and communal space, making them aware of single, family and civic strengths and requirements.

A focus group responded that: *“The Local Municipality supports us in many issues such as skills provisions and stipends per month but that is not enough because it is the stipends that do not enable us to support our families and buy food at our homes. We as ward committee members, we do not have specific jobs but we only depend on the stipends from municipality. People need to be supported with certain motivational strategies to improve community participation. The municipality provides support onto some organisations through the IDP process. For an example there are women who are sewing in our community and added some machines and money to buy the material. It is therefore important to create a strong relationship and use local strategies to motivate local people to participate effectively on the development programmes such as local media, announcements by community leaders and other stakeholders within the Ward level”.*

5.2.2.2. Challenges for poor participation encountered by local people

The majority of participants have shown strong views regarding this objective. It has been noted that there is a big gap that needs to be closed and corrected when it comes

to community development. The objective that deals with the challenges associated with poor participation encountered by local people in the study area was discussed as below.

This question was associated with this objective: ***What are the challenges for poor participation encountered by local people?*** Participants were given an opportunity to list all problems they experience in the community that are related with poor participation. All participants were very interested in this question and listed many challenges for example, inadequate of budget, poor knowledge of ward issues, issue of water where people do not trust the municipality, road problems, political issues where unknown ward committee members to represent the community, protests from community due to poor service delivery, corruption, unfair employment or high rate of unemployment, lack of decision making and poor communication. These issues were listed by the participants to show their challenges and expressed that people need to participate effectively to form partnership and solve the above challenges.

Findings in this research show that local people experience many challenges in community participation. Physically, the challenges have been noted where people are vandalising community structures, leading many protests for poor service delivery and implementations of services that were not planned by local people. According to Trotter (2005: 6), a challenge to public participation is that political power games ensures that certain people are not heard in policy processes. *Barichievy et al. (2005: 382)* argue that political parties are accused of placing their local party agenda ahead of the interests of the ward. *The GGLN (2008: 26)* argue that party political influence plays a major role in the ward committee election process in some municipalities. According to *Oldfield (2008:493)* there are three serious limitations that citizens face: the politics of representation; the vagaries of councillor and party politics; and lastly, structural limits to powers. What transpired from the focus group discussion was that the ward committee members believed that there were poor communication strategies due to political party interference. The participants mainly highlighted issues of concern and challenges in sharing their experiences.

A focus group mentioned that: *“The challenges that often face ward committees hampers their potential to enhance public participation at local government level. The data suggests that the main challenge facing ward committees is the politics of representation, party politics and structural limits to power. In the light of interactions between community and municipal council, there is a problem of poor communication. Challenges facing ward committees requires a coordinated effort from ward councillors, ward committees, the community as well as the municipal council”*. A focus group was formulated by the community ward committee members. They showed that they experienced many challenges while they work in the community. Green (2007), Mohan (2008) and Schurink and Schurink (2009) describe community participation as an involvement of people in their change programmes for the purpose of taking decisions as well as providing interventions regarding their problems in order to improve their lives.

Major participants stated that, the political party really acts as a barrier to the ward committee, because the ward committee is established through the mandate of political party that leads the Ward on that time”. Some of participants pointed out that “Sometimes the municipality communicates things with the ward councillor and then you find that the councillor decides on their own using political influence on who to involve in what programme, who they want to be seen on their programmes. You find that community development is influenced by the political leadership at Jozini Municipality. This then becomes a problem because you find that only about few people who are active on development programmes and work unbiased. According to Trotter (2005:6), a challenge to public participation is that political power games ensures that certain people are not heard in policy processes.

5.2.3. To develop a framework for participatory community development

The researcher has a plan to communicate with Jozini Local Municipality to discuss the results of the study. The researcher intends to introduce a proposed framework that will improve and add value in the municipality. To introduce this framework, there will be a meeting to address the problem and proposed framework. The meeting will be open or involve all stakeholders such as councillors, officials, representatives from private and public sectors. The researcher has an aim to inform the municipality on

how will local people be assisted based on the findings of this research. The researcher assumes that the purpose of the study has been achieved and Jozini Local Municipality will also be assisted from the study. All stakeholders will find time to ask questions and interrogate with the researcher for more clarification.

Based on the literature, the extent to which local people in Jozini Municipal participate in sharing benefits to participate on community development programmes can be measured by looking at strategies to improve community participation. *Mohan (2008:48)* states that community involvement in scheme preparation and execution may advance scheme plan through the use of local information; maximise scheme satisfactoriness to yield an extra reasonable spreading of benefits; stimulate local resource enlistment and help confirm assignments sustainability. Strategies can be associated with the level and challenges found in the study area. In this study, the framework has measured with the following:

- Local people need a concise strategy to accommodate all citizens especially the ward which is dominated by high illiteracy and high unemployment. A ward framework will help local people to follow all stages of development programmes much easier using a ward plan.
- Capacity building for local people- empowering local people to access benefits on community participatory through the provision of motivating people, knowledge of resources such as ward financial matters, provision of advice, and develop better community.
- Sharing the benefits of development programmes with the local community using their livelihood to sustain people improves the standard of living. Project sustainability can be made by strong involvement of local people into development projects that will improve the value in the community.

These three factors formed the structure of the interview questions. Analysis of the interviews sought to identify if a particular community development had any scheme related to any of the three factors. The ultimate aim of such analysis was to establish if participation in Jozini Municipality had developed schemes of sharing benefits with the wider community. Thus, the extent to which local people participate in the involvement of development benefits was determined by conducting interviews with: capacity building, active participation and improvement for local people. The interview

results were integrated and compared with those from field observations, informal discussions and document analysis. This verifies and strengthens the interview results. In this case, the literature located the study firmly within the South African context mainly focusing on community engagement and consultation, service delivery and service delivery protest, legislative framework, Integrated Development Plans; public participation strategies; and the Local Government Turnaround Strategy (2010).

The study revealed that more focus is placed on participation both in practice and in theory but the literature and practices on representation is restricted, even though in theory participatory democracy is more than just participation as it extends to new forms of representation. The investigation revealed that there are a number of weaknesses with regards to participation and representation. The study revealed that local people have no clear role in local governance and stakeholders do not have any decision-making power to influence the municipal council. *The White Paper (1998)* oblige municipalities to develop mechanisms to ensure citizen participation in policy initiation, formulation, implementation, monitoring and evaluation of programmes. Each municipality must develop a localized system of citizens' participation. Public involvement practices include the documentation of shareholders, establishment of methods that permit engagement with shareholders by communal representatives, and growth of an extensive variety of partaking tools (*Commins, 2007:2*). *Deloitte (2014)* emphasises that the key points for stakeholder engagement to be followed to work with private and public sectors for sustainable development and partnership.

5.3. Summary

The conclusions of the study presented in this section are based on the key findings of the study. In the following discussion, each key objective has been supported by narrative responses. The findings revealed that the role of community participation in community development process is mostly in identifying the needs of the community programmes that need municipal consideration.

First objective was to evaluate the level of community participation that has been in place in Jozini Local Municipality in the implementation of community development programmes during the period 1994 to 2014. The study evaluated the level of public

engagement programmes used by Jozini Local Municipality to enhance effective engagement of the people in ward 2 to participate in the IDP process. The study investigated the availability of IDP programmes that enable societies to participate meaningfully in the IDP process.

Second objective was to explore how community participation considered by Jozini Local Municipality that has changed and developed over the twenty years of democracy (1994 – 2014). The study was able to explore the people's knowledge and understanding of the IDP processes. It was discovered during the course of the study that the rights and responsibilities of local people in the IDP process were not known by ward people. It was proposed that local people need to be provided with capacity building in order to promote citizens participation together with the structures they can use to participate effectively.

Third objective was to develop a framework for participatory community development for the area. It was found that Jozini Local Municipality lack proper systems or strategies to improve people's interests on peoples' involvement. The existing legislative framework is written in English although literacy is a major challenge in the Municipality. It was noted that Jozini Local Municipality has not mechanisms in place to monitor and evaluate community involvement in the IDP processes. The LM should establish the Directorate of Community Capacity Building within the LM which will focus directly to capacitate the community about all new initiatives or ward growth programmes or IDP processes in the LM. This section should be established in the Local level where all activities are taking place. The Community Capacity Building Directorate should be managed by the following team: *Community Development Training Manager, Assistant Community Development Training Manager, Community Development Training Officers and Administration Officer.*

Community Development Training Officers can be much as the municipal needs, considering the wards and sizes of the wards. The educational qualifications of the team must be qualified people with Community Development Degrees and an Administration Officer must be a professional person with High Institution Degrees. The team must be provided with adequate resources such as transports, fax machines, computers, overhead projectors, and all required resources. This team should have the training packs which will include all the relevant trainings such as *Project Facilitation / Management, Financial Management, Writing the minutes of the*

meeting, Reports Writing, Monitoring and Evaluation, Communication Skills, Budget Skills, Conflict Management and Records Management.

This new framework answers the objective number three developed in chapter one. In this research, community is loosely used to mean all the diverse people who live in the same neighbourhood (geographical space) or a selective network of people with common interests (religious community, ethnic community, etc.) even though not residing in the same geographic space (*Swanepoel and De Beer, 2011*). This framework aims to advance a consistent approach to civic engagement, providing guidance on when and how to undertake engagement activities and what steps and processes should be considered. According to *Regoniel (2015)*, a framework refers to a researcher's 'understanding of how the particular variables in the study connect with each other'. According to *Bader, McGrath, Rouse and Anderson (2016:3)*, a conceptual framework graphically illustrates the complex and evolving interplay between variables (concepts). This framework has been established to assist ward in undertaking community engagement activities with its diverse community.

where people will own the development programme from the beginning and to consider all stakeholders in the Ward level.

Brink, et al., (2012:67-68) states that motivation by incentives is perhaps the most significant prerequisite for undertaking health sciences research and seeing it through. Inspiration and enthusiasm are indicative of a person's positive disposition and ability to persist with a task. *Olsen (2012:6)* opine that the purpose of research is to find something out for its own sake, evaluate something, find out if something works and improve your own or others' practice. Sequel to the findings of the study, the following recommendations are made:

Firstly, it is recommended to local municipality and decision makers who are considered as implementers of development programmes to review and improve community participation system for the rural development. It is important to emphasise on creating awareness about the sustainable programmes and participations among the community members by concentrating on involvement of community members for the initial stage of the programmes. They have to create understanding among sustainable development and food security development programmes.

Secondly, it is important and recommended to involve all community members from the initial stage of the development programme such as planning and design, feasibility study of the projects, project formulation, implementations, monitoring and evaluation where people will own the development programme from the beginning. Stakeholders need to be considered at all levels or stages. Specifically, the programme called 'community need assessment' need to be conducted to all development programmes therein; it will help to determine the needs and expectations of all stakeholders. Therefore any project needs to be handover to the community who already clearly understand the programmes' benefits, objective and its importance to generate a sense of ownership in order to create the sustainability of project.

Thirdly, it is recommended that all stakeholders or project owners should be provided with consistent trainings in order to have better or increase their understanding regarding community programmes, be equipped with development skills and gain knowledge to maintain their existing project. The community members should be well

endowed with skills and knowledge in order to maintain and manage projects and become sustainable.

Fourthly, the result of the study shows that participatory development has positive impact on project sustainability. It is recommended to formulate development stakeholders or development forums in order to support the champions of development every time. This practice will minimise protests that are always taking place in local municipalities.

Fifthly, to increase the impact of development projects and to achieve project sustainability, existing Stakeholders, Governmental organizations, NGOs, and other Local Municipalities who are working in development sectors need to be capacitated with development trainings. All stakeholders or community members who are already trained, need to be allowed to represent their Ward in the all community development gatherings.

Sixthly, the researcher suggests that community participation promotes the sustainability of projects and support people to maintain the living standards in a long-term and enable people to benefit from the projects. Therefore, community participation in rural areas is recommended in order to achieve the project sustainability because without the people's participation projects cannot be maintained for long-term and objective of the project cannot be achieved.

Finally, motivation strategy can also play an important role to improve participation in the ward level and motivate people who are participating in the community development. Incentives for participation can support, improve and minimise hunger in the community through uplifting the standard of living.

In this research study, it was assumed and analysed that Jozini Local Municipality used the type of participation called, *Passive Participation*. It is the least of the seven approaches. This approach means that main stakeholders of a project participate by being informed about past or future occurrences. Citizens' feedback is minimal or non-existent, and their participation is assessed through methods like head counting and contribution to the discussion (sometimes referred to as participation by information).

This research study recommended that the local municipal should use *Participation by collaboration*. This forms groups of primary stakeholders to participate in the discussion and analysis of predetermined objectives set by the project.

Recommendations of this study acknowledged boundaries or delimitations that the study included and which further studies could help explain or clarify. There were a number of additional areas for further research that have been highlighted by the studies undertaken for this research study.

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Appendices

- a. A request to conduct a research study in Jozini Municipality in 2017
- b. A permission granted by Jozini Local Municipality
- c. Ethical Clearance Certificate
- d. Consent document for community participation – English
- e. Consent document for community participation – IsiZulu
- f. General questions for data collection

Annexure-A

P.O. Box 727

JOZINI

3969

18/12/2017

Email: philaf369@gmail.com

Fax : 0866914560

Cell : 0833385651 / 0358748598

The Ward Councilor (Ward 2) Cllr. Mr. Dlamini Njabulo
JOZINI MUNICIPALITY
JOZINI
3969

Dear Sir

RE-APPLICATION LETTER TO CONDUCT A RESEARCH STUDY FOR COMMUNITY PARTICIPATION AT JOZINI MUNICIPALITY – WARD 2

I am writing to obtain the authority to conduct the research on **Community Participation** within **Jozini Municipality at Ward 2** as I am presently studying the **Master's Degree in Development Studies at University of Zululand** (Part-Time).

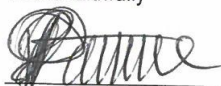
I am very much interested in studying and conducting the development research studies in my local municipality using the research topic: **The Role of Community Participation in Jozini Local Municipality for 20 years**. The research will more focusing to the context of community participation in community development programmes or IDP processes. The study will be limited and focus only 1 ward due to time constrain, costs, and period of study. I am already a resident in Ward 2 at White City: Ubombo. I am currently working for the Department of Social Development as an Acting Assistant Director: Community Development (District Co-Ordinator) situated at Ulundi Cluster.

This research study intends to explore new strategies for improving community participation in community development and recommends the standardized methods for community development and community participation. The research study will also assisting the Local Municipalities, District Municipalities, Provincial Level and National Level by providing new recommendations and strategies that will assist local people as well as the whole country. The results of the study will be confidential, made available to Jozini Municipality if required and all ethical procedures will be followed during the process of this study. I intend to commence the study on **1 April 2018 to 31 June 2018** by visiting war rooms, meetings, forums, conduct individual interviews to answer questionnaires and observations.

In 2016, Jozini Local Municipality granted me an authority to conduct this study but, due to the delays from University that authority needs to be renewed before the study being conducted.

I hope my application will meet the interest of the matter and your co-operation will be highly appreciated.

Yours faithfully



Fakude P.G. (Researcher)

18/12/2017

Date



**JOZINI MUNICIPALITY
(KZ 272)**

Private Bag X028, Jozini, 3969

Circle Street, Bottom Town, Jozini

Tel: (035) 572 1269 Email: municipalmanager@jozini.gov.za

Fax: (035) 5721423

Enq: Mrs. N Gumede
035 5721292

To	Mr. Fakude PG
From	Human Resources Development (Jozini Municipality)
Date	08/01/2011
Subject	RE: APPLICATION TO CONDUCT A RESEARCH STUDY FOR COMMUNITY PARTICIPATION AT JOZINI MUNICIPALITY – WARD 2

Dear Mr. Fakude

The above subject has reference

This communiqué serves to inform that your application dated 18/12/2017 has been received and you are hereby advised that your request has been approved.

Should you need more information please do not hesitate to contact Human Resource Department

Yours faithfully;



MUNICIPAL MANAGER
MR JFX KHUMALO

**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: DlaminiA@unizulu.ac.za

ETHICAL CLEARANCE CERTIFICATE

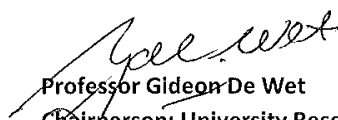
Certificate Number	UZREC 171110-030 PGM 2018/567									
Project Title	THE ROLE OF COMMUNITY PARTICIPATION IN JOZINI LOCAL MUNICIPALITY TOWARDS COMMUNITY DEVELOPMENT FOR THE PERIOD OF 20 YEARS (1994-2014)									
Principal Researcher/ Investigator	PG Fkude									
Supervisor and Co-supervisor	Dr JM Mdiniso									
Department	Anthropology and Development Studies									
Faculty	ARTS									
Type of Risk	Med 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- 10 December 2019]
- (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 Gideon De Wet
Chairperson: University Research Ethics Committee
Deputy Vice-Chancellor: Research & Innovation
10 December 2018

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

11-12-2018

RESEARCH & INNOVATION OFFICE



CONSENT DOCUMENT TO PARTICIPATE IN RESEARCH

Research topic	The Role of Community Participation in Community Development: The case of Jozini Local Municipality (1994 and 2014)
Area of research	Ward 2

You are kindly invited to participate in a research study that will be conducted by **Mr. Fakude Philangenkosi Givenson**, who is doing a Master Degree in Development Studies at the University of Zululand. This study is conducted as part of fulfilment of requirements to complete the degree. The University of Zululand has granted the permission to conduct the study regarding the above mentioned topic. The participation in this study is entirely voluntary and no one will be paid for participating. The study intends to be conducted in ward 2 and ward 2 citizens. The study also intends to evaluate the community participation process and initiates new strategies to improve community participation in Jozini Local Municipality.

The researcher intends to examine the municipality public participation process to identify its effectiveness and assess if service delivery has been of benefit to rural communities or not. The intention is to develop more interventions to improve community participation in the development process. There will be no harm to any participants regarding the participations and results after completion. However, should you at any stage feel uncomfortable with the study, you may discontinue your participation without any consequences to you.

This study will generalise all recommendations without enforcing the ward or local municipality to practice the outcomes. Information that will be found in the study will not be disclosed to any person and will be confidential. No participants are allowed to state his or her name in the questionnaire. A copy of this informed consent declaration will be available to me if requested. All participants are kindly urged to answer the questionnaire with integrity and honesty.

I, _____ agree to participate in this study. (write full names and surname) I am fully aware the rules and regulations of this research study and no one has intimidated me to participate. The researcher read it before me in my language and made clarifications for further understanding.

Signature

Date



ISIVUMELWANO SOKUBAMBA IQHAZA KUCWANINGO

Isihloko socwaningo	Ukubamba iqhaza ezinhlelweni zentuthuko yomphakathi ngaphansi kukaMasipala waseJozini kuleminyaka engu 20 (kuseka ku-1994 kuya 2014)
Indawo	Ward 2

Uyamenywa ukuba uzobamba iqhaza kucwaningo oluzobe lwenziwa uMzn. Philangenkosi Fakude owenza izifundo zezentuthuko eNyuvei yakwaZulu – Ongoye (University of Zululand). INyuvesi yakwaZulu imvumele ukuba aqhubeke nocwaningo olumayelana nesihloko esingenhla. Lolucwaningo ulwenza ngokuqedelela izifundo zakhe zezinga eliphakeme. Umuntu ubamba iqhaza ngokuzinikela kungekho nkokhelo. Lolucwaningo luzobe lwenzeka ku-Wardi 2 nabahlali bakhona. Lolucwaningo luhlose ukubheka kabanzi ukubamba iqhaza kwabahlali basewadini bese luchibiyela lokho okungasiza uMasipala waseJozini. Umcwaningi uhlose ukubheka indlela umphakathi oyaye ubambe ngayo iqhaza ezinhlelweni bese ehlonza ukuthi umphakathi uyasizakala yini noma qha.

Inhloso ukuletha izixazululo eziningana ekubambeni iqhaza ezinhlelweni zentuthuko yomphakathi. Abukho ubungozi obukhona kunanoma ubani oyobamba iqhaza kulolucwaningo uma seluphelile kanye nemiphumela eyotholakala. Umuntu oyobamba iqhaza angashiya nayinoma yinini uma ezwa ukuthi akaneme, ngaphandle kokuchaza isizathu sokushiya kwakhe. Lolucwaningo aluyukuphoka iWardi noma uMasipala ukuba alandele izincomo zalolucwaningo.

Imininingwane eyotholakala kulolucwaningo ayisoze yanikezelwa kunoma ngubani futhi iyohlala iyimfihlo egciniwe. Akekho umuntu ozobamba iqhaza ovunyelwe ukunikezela noma abhale igama lakhe ephepheni lemibuzo. Ikhophi yalesisivumelwano siyotholakala uma sicelwa yilowo obekade ebambe iqhaza ocwaningweni. Bonke abazobamba iqhaza bayacelwa ukuba baphendule ngokwethembeka nangobuqotho.

Mina (igama nesibongo), _____ ngiyavuma ukubamba iqhaza kulolucwaningo. Ngiyayiqonda imithetho nemigomo yocwaningo, futhi akekho ongiphoqile ukubamba iqhaza kulolucwaningo. Umcwaningi ungifundele ngeziswisa konke ngalolucwaningo esebenzisa ulimi engiluqondayo.

Ukusayina

Usuku

**The Role of Community Participation in Community Development: The case of
Jozini Local Municipality (1994 and 2014)**



BY

NAME : FAKUDE, P.G.

STUDENT No.: 201551065

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At

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ANNEXURE F

QUESTIONNAIRE / INTERVIEW GUIDE FOR COMMUNITY DEVELOPMENT ROLL PLAYERS

Imininingwane eyotholakala lapha ayiyikudalulwa yinoma kanjani, leminingwane izoditshwa neminye imininingwane eminingi ehlukahlukene, bese igcinwa ngokwezinga lwezenfundo ephakeme yase - **University of Zululand**

1. Usuku locwaningo : ____ / ____ / 20--
2. Iyiphi iWadi ohlala kuyo _____
3. Isigodi ohlala kuso _____
4. Igama loMasipala wakho omncane _____
5. Igama loMasipala Wesifunda omkhulu _____
6. I-Province ohlala kuyo _____
7. Ithini iminyaka yakho : [12-17] [18-35] [36-45] [46-65] [okunye], dweba u- **X**
8. Ungowesilisa noma owesifazane, dweba u-**X** : Owesilisa / Owesifazane
9. Kukhona ukukhubazeka onakho? **Yebo / Cha**
10. Yiziphi izinhlelo zentuthuko edidiyelwe yomphakathi oyaye ubambe kuzo iqhaza endaweni yangakini?

11. Uyasazi yini isabelo mali seWadi yakho / ibhajethi? **Yebo / Cha**

12. Sewake waziswa yini ngokuthi wena noma inhlangono yakho noma ibhizinisi lakho kumele ilibambe kanjani iqhaza ezinhlelweni zomphakathi zentuthuko edidiyelwe na? **Yebo / Cha**

Uma uthi yebo, yiziphi izinhlelo osewake wabamba kuzo iqhaza?

13. Yiluphi ulwazi olutholayo kumasiPala, eminyangweni, kumalunga ekomidi leWadi noma kukuKhansela leWadi mayelana nokubamba iqhaza ezinhlelweni zentuthuko?

14. Sewake wezwa ngohlelo lwentuthuko edidiyelwe yomphakathi noma kaMasipala? **Yebo / Cha**

Uma uthi yebo, yiziphi lezinhlelo osewake wezwa ngazo?

15. Likhona yini uqeqesho owake waluthola olumayelana nentuthuko edidiyelwe yomphakathi noma kaMasipala? **Yebo / Cha**

Uma uthi yebo, yimuphi unyaka owaqeqeshwa ngawo?

Uma uthi cha, uyaludinga yini uqeqesho olumayelana nohlelo oludidiyelwe lomphakathi?

Yebo / Cha

16. Kukhona yini umuntu omaziyo osekomidini lwezinhlelo ezididiyelwe yomphakathi endaweni yangakini? **Yebo / Cha**

Uma uthi yebo, ngibalele bona?

Uma uthi cha, ubona kubalulekile yini ukuba abe hona endaweni? **Yebo / Cha**

17. Ukhona yini umuntu ovela emazweni angaphandle oyaye ahambele imihlangano yomphakathi, ngakini? **Yebo / Cha**

18. Lomuntu omaziyo, uvela kuliphi izwe?

19. Unawo yini umndlandla wokubamba iqhaza ezinhlelweni zokuthuthukisa umphakathi zentuthuko edidiyelwe? **Yebo / Cha**

20. Uyazi yini ukuthi kumele ulibambe kanjani iqhaza ezinhlelweni zohlelo eludidiyelwe yomphakathi? **Yebo / Cha**

21. Uyawazi yini amalungelo akho okubamba iqhaza ezinhlelweni zomphakathi edidiyelwe? **Yebo / Cha**

Uma uthi yebo, yimaphi lawo malungelo?

Uma uthi cha, uyadinga yini ukuwazi? **Yebo / Cha**

22. Uyasazi yini isabelo mali sikaMasipala wakho kanye nezinto okumele zenzeke endaweni yangakini? **Yebo / Cha**

Uma uthi yebo, waluthola kanjani lololwazi?

23. Ucabanga ukuthi unolwazi olwanele yini mayelana nokubamba iqhaza ezinhlelweni zentuthuko yomphakathi edidiyelwe? **Yebo / Cha**

Uma uthi yebo, yini ucabange kanje?

24. Walutholaphi ulwazi lokubamba iqhaza ezinhlelweni zomphakathi lohlelo oludidiyelwe?

25. Uyacabanga yini ukuthi ukuqeqeshwa ngohlelo lokubamba iqhaza ezinhlelweni zomphakathi edidiyelwe kungathuthukisa ulwazi lwakho? **Yebo / Cha**

Uma uthi cha, yikuphi okubona kungenziwa ukuze ubambe iqhaza?

26. Lingakanani iqhaza okumele libanjwe umphakathi/ izinhlangano ekuthuthukiseni umphakathi? **Bhala u - X**

Kakhulu kakhulu	Kakhulu	Balibambe nje	Bangalokothi

27. Ngokubona kwakho, izinhlelo zohlelo oludidiyelwe yomphakathi zikushintshile yini ukucabanga kwakho wagcina ukubona ukubaluleka bokubamba iqhaza ezinhlelweni? **Yebo / Cha.**

28. Yiziphi izindlela ezisetshenzisiwe waze washintsha ukucabanga?

29. Ngokucabanga kwakho, kumele yini uMasipala aqale aqeqeshe abantu ngaphambi kokusebenzisa izimali ukuze abantu bebenolwazi kuqala? **Yebo / Cha**

30. Ucabanga ukuthi uMasipala ungawubeka kuliphi izinga ngokwezinhlelo zentuthuko yomphakathi? **Bhala u - X**

Kuhle kakhulu	Kuhle	Akukuhle	Kubi kubi