

UNIVERSITY OF ZULULAND



**PUBLIC PARTICIPATION AS A MECHANISM TO ENHANCE SERVICE
DELIVERY IN MTUBATUBA LOCAL MUNICIPALITY**

**Dissertation submitted in fulfilment of the requirements for the degree of
Master of Public Administration, in the department of Public Administration at
the University of Zululand**

FACULTY OF COMMERCE, ADMINISTRATION AND LAW

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DECLARATION

I, James Nkosinathi Madondo, student number: 202072410 hereby declare that this dissertation titled “Public participation as a mechanism to enhance service delivery in Mtubatuba Local Municipality” has not been submitted for any degree or examination at any other university. It is my own work, and where I have drawn on ideas from people, publications or sources. I have fully acknowledged these in accordance with the University of Zululand’s referencing guidelines.

DEDICATION

This study is dedicated to the people of Mtubatuba municipality. I hope our engagements encouraged you to become champions and advocate for local development. I hope this study sheds light and hope on your constitutional role in decision-making, and the protection of the infrastructure.

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To Thembelihle Mpungose, thank you for your support and consistent motivation.

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ABSTRACT

The study discussed the participation of citizens in governance as a globally persistence challenge in all spheres of government. Public participation can be described as a process by which community representatives can express their views, identify their needs and thereby possibly influence decisions that affect them directly. The participation of Mtubatuba citizens in municipality governance remain a persistent challenge. In order for this study to investigate this challenge and reach its objectives the mixed method approach was adopted. The participants were sampled using both purposive sampling and random sampling, to accommodate the mixed method approach. This enabled the gathering of data through semi-structured interviews and close ended questionnaires. During the course of this study all applicable ethical considerations were considered. The researcher used the methods of internal validity, external validity, reliability and objectivity to establish trustworthiness and credibility of this study. The implemented methodology enabled one to examine public participation as a mechanism to enhance service delivery in Mtubatuba Local Municipality with specific objectives. The findings revealed that there were platforms which the municipality utilises to engage with the citizens participants. These platforms were Izimbizo, IDP Roadshows, Social media and others. However, the majority of the respondents held that the platforms were ineffective because the platforms are generally utilised by the minority of the community, and the relationship between the municipality and the communities is a problem. The latter was evident from the service delivery protests in the Mtubatuba Municipality. This study recommended that municipal officials as a matter of urgency need to implement measures such as hosting public participation awareness campaigns to build effective relationships between the Mtubatuba Municipality and communities and sustain it through effective public participation. The study theorised that effective public participation may contribute towards limiting public dissatisfaction, and in turn decrease the number of public strikes and protests actions. The study concluded that the principle of consultation, openness, transparent, and accountability can play a significant role to enhance the relationship between the municipality and the citizens.

(isiZulu version) Ucwangingo lolu ludingide ngeqhaza lomphakathi ezinhlelweni zombusazwe njengengqinamba ekhungethenge umhlaba wonke kuwona wonke amazinga nezinhlalazana zikahulumeni. Ukubamba iqhaza komphakathi kungachazwa njengohlelo lapho abamele umphakathi bekwazi khona ukubeka imibono yabo, besho noma bakhombe izimfuno, baphinde bekwazi ukuba nefuzela ezinqumweni ezibathintayo nqo njengezakhamizi. Ikhona Inqinamba ekubambeni iqhaza kwezakhamizi ezinhlelweni zolohulumeni wezasekhaya. Ngenhloso yokuthi lolucwangingo lucubungule lenqinamba luphinde lufeze izinhloso oluzibekele zona lusebenzise indlela yokucwanginga ehlanganisa ulwazi lwezinqumweni, nolwazi oluyindaba. Lolucwangingo luqoke abebezoba yongxenywe yalo lusebenzisa izindlela zolwazi olubalekayo nolwazi oluyingxongxo lusebenzisa amathuluzi ayimibuzo evulelekile ehlelwe ngokungaphelele, nemibuzo ehleliwe ngokuphelele evulelekile. Ngesikhathi sokwenziwa kwalolucwangingo lusebenzise inqubo mgomo yokuziphatha okuhle, lulandele nemigomo yokuphatha ulwazi eqiniseka ukuthembeka, ubukhona, nobuqiniso bolwazi. Lendlela esetshenzisiwe kulolucwangingo yenze kwenzeke ukuhlolwa kweqhaza elibanjwa izakhamuzi, njengendlela yokuthuthukisa ukulethwa kwezidingo ngqangi kubantu nguhulumeni wasekhaya eMtubatuba. Okutholwe yilolu cwangingo kuveze ukuthi zikhona izinhlelo ezibekwe yilo hulumeni wasekhaya, ukuze ukwazi ukuxhumana nezakhamuzi ezifana nezimbizo, ukuhambela imiphakathi ukuyokwethula izinhlelo zalohulumeni, Kanye namakhasi ezokuxhumana. Yize noma abantu abaniningi ababambe iqhaza kulolucwangingo bekuvezile ukuthi lezinhlalazana azilekeleli, nokuthi ubudlelwano phakathi kwezakhamuzi nalo hulumeni wezasekhaya bunezinkinga ngenxa yokuthi bancane abantu abakwazi ukubamba iqhaza kulezinhlalazana. Lokho kubonakala ngokwanda kwemibhikisho yomphakathi yezidingo ngqangi kulomasipala wase Mtubatuba. Lolucwangingo luhlongoza ukuthi izisebenzi zalohulumeni wasekhaya kumele ngokuphazima kweso zibeke izinhlelo zokwakha ubudlelwano obunomthelela omuhle phakathi kukahulumeni wasekhaya nezakhamuzi ukuze umphakathi ukwazi ukubamba iqhaza ezinhlelweni zentuthuko ngendlela efanelekileyo. Lolucwangingo luphethe ngokuthi ukuthi ukubamba iqhaza kwezakhamuzi ngendlela efaneleyo kungaba nomthelela ekunciphiseni izinga lokunganeliseki komphakathi, kuphinde kwehlise izinga lemibhikisho yezidingo ngqangi. Umgomo wokuxoxisana nomphakathi ngezidingo zawo, ukuvuleleka, ukubeka amaqiniso obala, nokwazi ukuzindlala ngokweqiniso kukahulumeni emphakathini

kudlala indima esemqoka ekukhuliseni ubudlelwano phakathi kuka masipala nezakhamuzi.

CHAPTER ONE:

INTRODUCTION AND BACKGROUND TO THE STUDY

1.1. Introduction

The participation of citizens in governance is a globally persistent challenge in all spheres of government. Public participation is described as a process by which representatives (both individual and collective) from communities can express their views, identify their needs, influence decisions taken on their behalf, and which could possibly directly affect them (Department of Provincial and Local Government, Republic of South Africa, 2007c:15). It is important to distinguish between two types of citizen participation: first, people form an external force against government; and second, the formation of a co-governance where the people and the state work cooperatively to achieve service delivery goals (Vivier, and Sanchez-Betancourt, 2023). Therefore, this study is shaped by the thinking of the second form of public participation because it allows cooperation between the state and the communities. Thus, public participation refers to the ability of affected communities to clearly communicate their concerns and issues with the local municipality. Madzivhandila and Caswell (2014:652) argued that the notion of public participation in South Africa emanated after the inception of a democratic dispensation in 1994. Several legislation and regulatory policies were implemented by the democratic South African government to ensure that public institutions consult with and account to citizens who are the beneficiaries of the public services.

Section 152 of the Constitution the Republic of South Africa, 1996 (Constitution) stipulates that community participation in the processes of all the spheres of government is mandatory as a tool to strengthen governance, public service delivery including democracy. Ouwencamp, (2023) posits that the South African Constitution upholds the significance of public participation which goes beyond merely the right to vote but extends to responsible citizens who are active role players towards their own development. The Constitution, in Chapter Seven mandates the municipalities to provide accountable democratic governance to the local communities. Furthermore, Chapter Four of the Local Government: Municipal Systems Act No 32 of 2000 stipulates the processes for public consultation/ participation. However, the evidence and trends in practical application of this legislation has revealed that it has been

ineffective. The democratically elected government in South Africa introduced service delivery policy initiatives including the municipal Integrated Development Plans (IDPs) these policy initiatives are aimed at developing local municipalities with communities' involvement in all phases of the IDPs that are acutely critical such as planning, and implementation (Mamokhere, and Meyer, 2023). In South Africa, local government and community participation is inextricably linked. Consequently, the associated planning and development activities for which this sphere of government is responsible for are closely associated with community involvement Mamokhere, and Meyer (2023) assert that Community participation in IDP processes is perceived a useful strategy which addresses the specific needs of the people of an area they live in. Local citizenry participation is an indispensable mechanism executed properly could assist the local sphere of government to ensure that integrated development planning is achieved successfully.

This study sought to examine public participation as a mechanism to enhance service delivery in the Mtubatuba Local Municipality, which is located in the far North of KZN, in deep rural areas characterised by inadequate infrastructure and poor standards of living (Mtubatuba IDP, 2019-2020). The challenges which this municipality faces have been widely reported and noted under provincial administration since 2012 by The MEC of the KwaZulu-Natal Cooperative Governance and Traditional Affairs (in 2019) Hon. MEC Siphon Emmanuel Hlomuka. The Cooperative Governance and Traditional Affairs municipal assessment report of 2018-19 was damning and revealed operational challenges in this municipality. Furthermore, the level of citizen dissatisfaction was proving to be extreme as seen through an increase in the public service delivery protests in this municipality. There are also several cases of bad media coverage related to poor service delivery and corruption in the Mtubatuba Local Municipality (Zululand Observer, January 5, 2020; Isolezwe, December 9, 2019). The high levels of public protests revealed an extreme high level of dissatisfaction, which could be attributed to the lack of communication between municipality officials, community representatives, for example, ward councillors, ward committee members and the citizens of this municipality. Public participation requires a municipality from time to time communicate with the community in an appropriate language that is understood by the people for whom the message is intended to (Monei, 2022). The above-mentioned report revealed that this right is not being respected, hence the high

level of dissatisfaction in this municipality. Furthermore, the report also revealed that the Mtubatuba local municipality had failed to ensure public participation. Therefore, this study raises concerns and sought to examine whether public participation as a mechanism to enhance service delivery is effective in Mtubatuba Local Municipality.

Furthermore, there have been multiple public protests across the wards which fall under the jurisdiction of the Mtubatuba Local Municipality. Several protests were violent and infrastructure was destroyed. These events date back as far as 2014 (Zululand Observer 15 July 2019). The grievances which the protesting community submitted ranged from the lack of the municipality to involve local communities in decision-making processes, shortage of water, distribution of Reconstruction and Development Programme (RDP) houses, and construction and maintenance of roads. The list of the complaints mentioned in the above grievance report revealed the lack of cooperation between the national and provincial spheres of government. Consequently, protests in Mtubatuba Local Municipality due to a major service backlog.

1.2. Problem statement

To achieve good governance and efficient, quality delivery of services, public participation is an essential component of democratic governments. The South African government is mandated by law to involve the public in all its processes. Local government is the arm of government responsible for the provision of services to the communities is facing challenges related to citizen participation in governance-related matters. The Mtubatuba Local Municipality has faced several challenges pertaining to poor delivery of public services and community participation. The primary challenges affecting this municipality have attracted a lot of negative media coverage. These challenges include, of poor service delivery, corruption and alleged lack of including the communities to participate in local decision-making processes, lack of water, as well as the construction and maintenance of roads (Zululand Observer, January 5, 2020; Isolezwe, December 9, 2019). Citizens dissatisfaction and evident anger towards the municipality has resulted in a number of public protests across various wards which fall under the jurisdiction of the uMtubatuba Local Municipality. Unfortunately, many have been of a violent nature and dates back as far as 2014

(Zululand Observer 15 July 2019). Owing to the challenges highlighted above and the damning Department of Cooperative Governance and Traditional Affairs (COGTA) municipal assessment report of 2018-19 on the municipal affairs, the municipality was placed under provincial administration in 2012 (Hlomuka, 2019). It is thus important to examine public participation as a mechanism to enhance service delivery at municipal level with specific reference to Mtubatuba Local Municipality. The study identified this problem and endeavoured to establish as well as find ways towards effective public participation and provision of regular services to the citizens of Mtubatuba Local Municipality.

1.3. Aim of the study

The study aimed to examine public participation as a mechanism to enhance service delivery in Mtubatuba Local Municipality.

1.4. Research objectives

To achieve the aim, the following objectives were identified:

1. To assess processes the Mtubatuba Local Municipality follows to ensure the local community participates in its decision-making processes to enhance the delivery of public services.
2. To examine the role of the community to enhance processes employed by Mtubatuba Local Municipality towards effective delivery of services.
3. To recommend probable solutions to inhibit challenges the Mtubatuba Local Municipality faces with regard to public participation.

1.5. Research questions

In-line with the objectives of this study the following research questions were set:

1. What processes are followed by Mtubatuba Local Municipality to ensure local community participation in public services delivery decision-making?
2. What is the role of the role of public participation in enhancing processes employed by Mtubatuba Local Municipality towards effective service delivery?

3. What recommendations can be proposed to inhibit challenges Mtubatuba Local Municipality faces with regard to public participation?

1.6. Significance of the research

This study adds value to the body of knowledge for both academics and public sector practitioners, especially at the local sphere of government. The proposed recommendations could assist the Mtubatuba Municipal Council to implement a thorough researched public participation strategy. The findings of this study endeavoured to address public service delivery and public participation challenges particularly in Mtubatuba Local Municipality.

1.7. Rationale for the study

Poor public service delivery is and has been a challenge for many municipalities and governments not only in South Africa, but globally. Hence, research was conducted to investigate how to enhance the lives of the citizenry through engaging and consulting them as beneficiaries of public service delivery. Mtubatuba local municipality faces service delivery challenges which includes, *inter alia*, failure or alleged lack of public participation in governance as revealed in reports conducted by COGTA. This study on public participation was considered relevant because public participation encourages communities to provide meaningful input into the decision-making process as well as provides an opportunity to transparent communication between decision-making agencies and the public to ultimately enhance the delivery of services. Furthermore, it would promote active citizenship (Wouters et al., n.d.). The reviewed literature revealed that public participation is studied as a standalone variable rather than an element of services. This study focused on examining how public participation influences service delivery with specific reference to Mtubatuba local municipality.

1.8. Intellectual property and innovation

Other than copyright issues, the researcher did not expect any special intellectual property rights to emanate from this research.

1.9. Harvesting the research

The research title, structure of the dissertation and the adopted research methodology creates the possibility to publish articles from the generated from the extensive review of literature. The researcher envisages to submit two research articles to accredited journals to disseminate information and endeavour to ensure that the conclusions and recommendations of this study reach relevant stakeholders, and those conducting research in this field. The envisaged themes for the publications will include:

- Public participation and implications for the delivery of public services.
- Contribution of selected public participation structures in local governance.

1.10. Chapter layout

Chapter One: Introduction

This chapter provided an introduction and background of the study, followed by a brief background, problem statement, research objectives and questions, motivation for and significance of the study, ethical considerations, limitations, including definitions of operational concepts, and an outline of the chapters.

Chapter Two: Literature review

This chapter conducted an extensive review of the literature relevant to the objectives of the study. The literature specifically encapsulated public participation and service delivery.

Chapter Three: Research methodology

This chapter expounded upon the adopted research methodology to respond to the identified objectives and the problem statement.

Chapter Four: Data analysis and interpretation

This chapters provided a presentation of findings, discussion and analysis of the information gathered from the field for the purpose of making meaning to the question at stake.

Chapter Five: Conclusion and recommendations

This chapter was a concluding chapter providing conclusion of s the study followed by pertinent recommendations.

1.11. Resources

This research had no resource-related implications, and no additional institutional resource allocations were utilised.

Items	AMOUNT
Stationery, external storage and tape recorder	R 5 000
Transport and interpreter	R 5 000
Printing	R 500
Data analysis	R 5 000
Language editing, printing and binding	R 4 500
TOTAL	R 20 000

1.12. Work Schedule

ACTIVITY	DATE
Writing of research proposal	February- 2020
Submission of research proposal first draft	March- 2020
Submission of research proposal second draft	April-2020
Compilation of questionnaires and interview schedules	May-2020
Present to department and faculty	June- 2020
Writing of chapter two	July- 2020
Data collection and analysis	August- 2021
Writing of chapter three	January 2022
Writing of dissertation	February: 2023
Compilation of manuscript for publication	March: 2023
Submission of dissertation	March: 2023

1.13. Conclusion

This chapter provided an introduction and orientation of the study. The objective of the study was to establish public participation as a mechanism to enhance service delivery in Mtubatuba Local Municipality, which is located in the far North of KZN, in deep rural areas characterised by inadequate infrastructure and poor standard of living. The challenges which affect this municipality have been widely reported and noted under provincial administration since 2012.

CHAPTER TWO: LITERATURE REVIEW

2.1. Introduction

According to Snyder (2019), studying previous research outputs makes it easier for researchers to decide where to focus their attention in subsequent studies. It becomes easier for a researcher to determine what aspects that need to be considered and prioritise the activities associated with gathering data related to areas of interest of the study. Therefore, this study reviewed the legislation, policies, Acts, discussion papers, textbooks, accredited journal and newspaper articles, for the purpose of making a contribution in the body of knowledge in the field of public participation. There is extensive literature related to public participation, however, it appears there is no specific definition of this phenomenon. However, there are multiple working definitions which could be utilised to understand what public participation entails at the local sphere of government.

2.2. Conceptualisation of public participation

The concept of public participation as a component of service delivery is not new. There is a substantial body of knowledge on the subject. Legislation, policies, Acts, discussion papers, textbooks, journals, magazines, newspaper articles, theses and dissertations were reviewed to gather relevant literature. The successful promotion of the developmental mandate by local governments can be achieved through community participation which incorporates input from several actors including communities and civil society (Plummer, 2013). Public participation is designed to narrow the distance between the electorate and the elected institutions. Therefore, it is through public participation that service delivery can be enhanced, and dissatisfaction can be monitored and evaluated by local government.

Public participation, according to Pandeya (2015:93), is a process that allows the poor to express themselves through consultation and/or mobilisation to inform and influence larger institutions and policies. Tufte (2017:143) also claims that public participation improves service delivery, and also increases transparency and limit corruption and mismanagement. The study concurs with the definition provided by Pandeya (2015:93) because it perceives public participation as process that allows the poor to express themselves through consultation and/or mobilisation to inform and influence

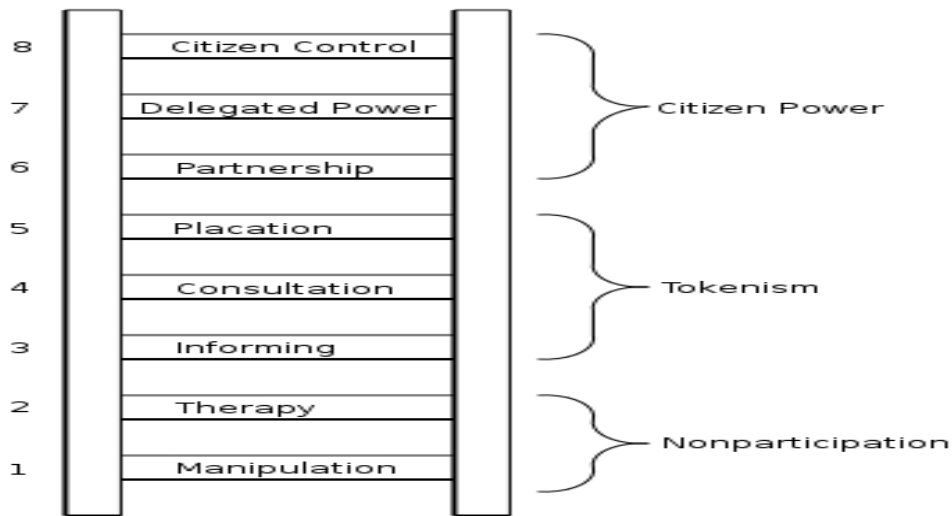
larger institutions and policies. Furthermore, public participation is also about providing the citizenry with a voice, specifically those whose rights are adversely affected in dealing of a municipality. In this way, public awareness is enhanced and information relevant to government activities is disseminated. It also enhances allocative effectiveness by allowing for demand revelation and thus match allocations to user preferences.

Public participation is defined as a process which encourages the delivery of services (Association for Public Service Excellence, 2013). Citizen-centred service delivery is encouraged through public participation, and the reputation of the municipality is enhanced (Cederberg Municipality, 2015:3). According to the Department of Public Service and Administration (2014: ii, v), public participation is important. This study implies that it increases the quality and legitimacy of municipal decision-making of policy, programmes, and projects, as well as eliminates or at least dramatically limits polarisation between municipalities and residents, and thereby inhibit conflict which often results in violent protests.

This study, therefore, perceives public participation as an important pillar to build and sustain a democracy within any country. Public participation is crucial for good governance because it enhances transparency, accountability, and responsiveness to meet the needs of the local community. Furthermore, local government cannot succeed without public participation. The consistent failure of many projects, especially in rural areas can be attributed to the lack of participation by the communities (Baffoe, 2019). According to Van der Waldt (2014:91), it is a global experience that participation begins with local government.

Arnstein's (1969) model, 'ladder' of participation, proposes a level of public participation that is close to the ideal, and can be utilised as a guide to observe who has power when important decisions are made in the delivery of municipal services. There are eight levels of participation in this conceptual framework. The first two are similar. The Arnstein (1969) ladder is illustrated in Figure 1 below followed by a related discussion.

Figure 1: The ladder of citizen participation



Source: Arnstein (1969:217)

The eight levels on the participation ladder can be divided into three broad tiers. The bottom tier refers largely to non-participation in which top-down decisions are made and cascaded to the people. The second tier is associated with situations in which people are informed and consulted without assurances that their contributions will be valued. The third tier, which is the most optimal, entails full citizen participation in decision-making processes. Citizens become partners in making decisions at this level. A detailed discussion of the three tiers is provided below.

- Manipulation – Although there is a strong emphasis on public participation at this level, however there is no actual participation. The decision-making process is rigged and forced on citizens to achieve a result which municipalities have already voted on.
- Therapy – Public participation is a “feel-good” exercise (therapy) intended to cure or educate the participants in this context. Both manipulation and therapy can be considered as public relations exercises by municipalities to gain citizens' support in the context of service delivery.
- Informing – When it comes to municipal service delivery, this can be seen as a first step towards legitimate participation. However, this level underscores a one-way flow of information with no provision for feedback.

- Municipalities are also required to engage actively with the communities at the five levels listed below (Republic of South Africa's White Paper on Local Government) (Republic of South Africa, 1998a).
- Voters: Municipalities must ensure that elected leadership maintain high levels of democratic accountability by promoting policies aimed to achieve good governance and achieve the objectives of local government (Republic of South Africa, 1996). This can only be achieved through transparent and open consultative local government processes.
- Citizens: South Africa's culture is diverse. As a result, municipalities must consider society's religious and cultural diversity. After a local government election, elected officials are leaders of the entire community, not only the voters. Municipalities are required to provide services to all local communities, regardless of political affiliation, by law.
- Consumers and end-users: Residents who expect appropriate services from their local governments are referred to as consumers or end-users. The municipality is obliged as a service provider to provide services which are well-organised, fairly priced, and delivered in a courteous and responsive manner.
- Organised partners: Municipalities generate a large portion of their revenue from leases, property rates, electricity, water, and sanitation, as well as other fee-based services which is provided to private businesses, non-profit organisations, and the citizenry. This requires the municipality to treat neighbourhoods as strategic partners rather than mere voters.

Considering local communities as consumers and service-users:

Citizens and municipalities have a relationship based on the citizens' utilisation of municipal services. As consumers of municipal services, municipalities must consider the needs of all communities carefully (including residents, businesses, and investors) and ensure that these are met adequately. It stands to reason that good customer service is important. Citizens identify their needs, it is the members and bureaucratic staff responsibility to meet those needs (Osborne & Strokosch, 2013).

2.2.1 Value of public participation

Visser-Rotgans, and Marques (2013) postulates that the most important decision that was taken by the Constitutional Court was the one that afforded the public a new interface of benefits of public participation as follows: Avail vital information towards representative democracy; residents are inspired to participate actively in public affairs; value of community participation inspire residents to find themselves with the government's institutions; encourage citizens to familiarise themselves with how laws are made; add to the civic dignity of those who participate and express their opinions; consider where public participation inspires a spirit of independence and pluralistic accommodation calculated to formulate legislation which is likely to be recognised and effective in practice. Lastly, but not least, strengthen the legitimacy of legislation. According to Krishnaswamy (2012:247), the main values of participation as per International Association for Public Participation (IAP) are as follows:

- Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
- Public participation includes the promise that the public's contribution will influence the decision.
- Public participation promotes sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision makers.
- Public participation seeks and facilitates participation of those who are potentially affected by or interested in a decision.
- Public participation seeks input from participants to design how they participate.
- Public participation provides participants with the information they need to participate in a meaningful way.
- Public participation communicates to participants how their input affects decisions.

2.2.2 Forms and functions of participation

Sieber and Johnson (2015) distinguishes four forms of participation which are nominal, instrumental, representative, and transformative. She reasons that each form has different functions. Furthermore, actors at the top (more powerful) and at the grass roots (less power) have varying perceptions of and interests in each form. These forms are discussed below:

(a) Nominal participation

Nominal participation is frequently utilised by more powerful actors to legitimise development plans. Less powerful people become involved in it through a desire for inclusion. However, it is a false display and no changes are brought about. Gaynor and O'Brien (2017) also underscore that community participants are primarily encouraged to participate in the responsibilities to make a contribution. A contributory task endeavours to achieve a great dimension of public participation where members of the community could acquire the ability and authority to take control in the decision-making procedures and outcomes.

(b) Instrumental participation

Instrumental participation perceives community members as useful tools to utilise skills and knowledge effectively in the implementation of the project. Community members are generally encouraged to play a role by contributing to the public through effective participation (Gaynor & O'Brien, 2017). Generally, a contributory task is pursued to achieve a greater dimension of public involvement where community members may acquire the ability and authority to take control of decision-making procedures and outcomes (Aladalah et al., 2015).

(c) Representative participation

Representative participation involves providing community members a voice in the decision-making and implementation process of projects or policies which affect them. For the more powerful, representative participation increases the chances to implement interventions towards sustainability; while for the less powerful, it may offer an opportunity for leverage. Johnson et al. (2016) also state that to urge members of the community to cooperate to enhance and modify governmental exposed data. Thus, according to Sieber and Johnson (2015), this co-operation is a participation ideal by which information becomes a channel to integrate public involvement in government operations and decision-making processes.

(d) Transformative participation

Transformative participation results in the empowerment of those involved, and as a result adjusts the structures and institutions which result in marginalisation and

exclusion. Her work helps people to think about hidden agendas and the dynamic relationships between more and less powerful actors. The differences and compatibilities of bottom-up and top-down interests can result in a clear understanding of the politics of participation. The actors at the top may talk about participation but generally intend to maintain the *status quo*. It is only in transformative participation that the power holders are in solidarity with the less powerful to act and shape decisions. She underscores that this framework needs to be seen as something dynamic, and a single intervention can include more than one form of participation.

2.2.3 Public participation strategies

Burke (1968: 287-293) offers five possible citizen participation strategies which city authorities could adopt towards planning processes. Furthermore, while many problems could emanate in an attempt to encourage citizen participation, certain dilemmas can be avoided by adopting a strategy to participate specifically to fit the role of that particular society or organisation. Figure 2 below illustrates these strategies.

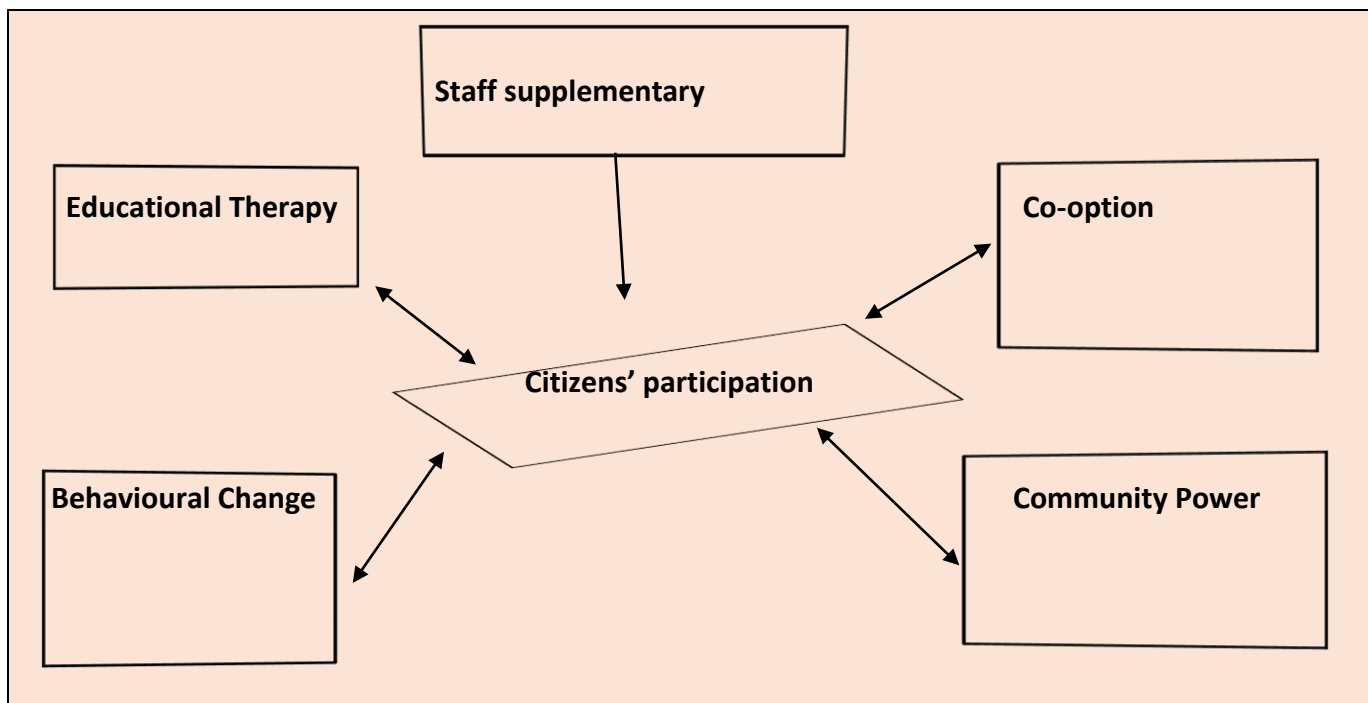


Figure 2: Burke's (1968) five strategies of citizen participation

Education therapy: In this strategy, the focus is on education. Citizens or public communities are trained to value and appreciate cooperation as a problem-solving method, and learn how democracy works. This strategy also involves the process of encouraging people to make their own decisions of what is good for them. By employing this strategy, public confidence and self-reliance can be developed. Burke (1968) asserts that this strategy also increases the sense of responsibility for the decisions and policies taken by the public.

Behavioural change: This strategy is practiced through community organisations and is based on two major premises. First, it is held that individuals can be easily influenced by groups to which they belong than city officials. Secondly, it is assumed that individuals and groups resist decisions which are imposed on them, and are more likely to develop commitment to decisions and policies in which they have developed and participated.

When utilising this strategy, the city officials or any planners' board should work with the groups or organisations in the community to change individuals' behaviour to engender common interests. Burke (1968) argues that the effectiveness of this strategy depends on certain conditions which include:

“Participants have a strong sense of identification with the group, and that they feel assured that their contributions and activities are meaningful both to themselves and to the group” (Burke, 1968:289). For this strategy to be successful, it is also important that all parties participate actively in decision-making and their needs are met. Channels of communication should also be encouraged and established to ensure that stakeholders can share information within the group. If these groups or community organisations exhibit these characteristics, they can become agents towards behavioural change.

Staff supplement strategy: This strategy is concerned with involving volunteering public community members as part of the organisations' staff. It is utilised to “supplement the expertise of the planning agency's staff with the expertise of particular citizens” (Burke, 1968:290). An organisation which utilises this strategy encourages

its staff to become expert of how to involve and work with citizens or public communities in planning and policymaking processes. In this strategy, only a few selected members of the public community are involved in the planning and policymaking process.

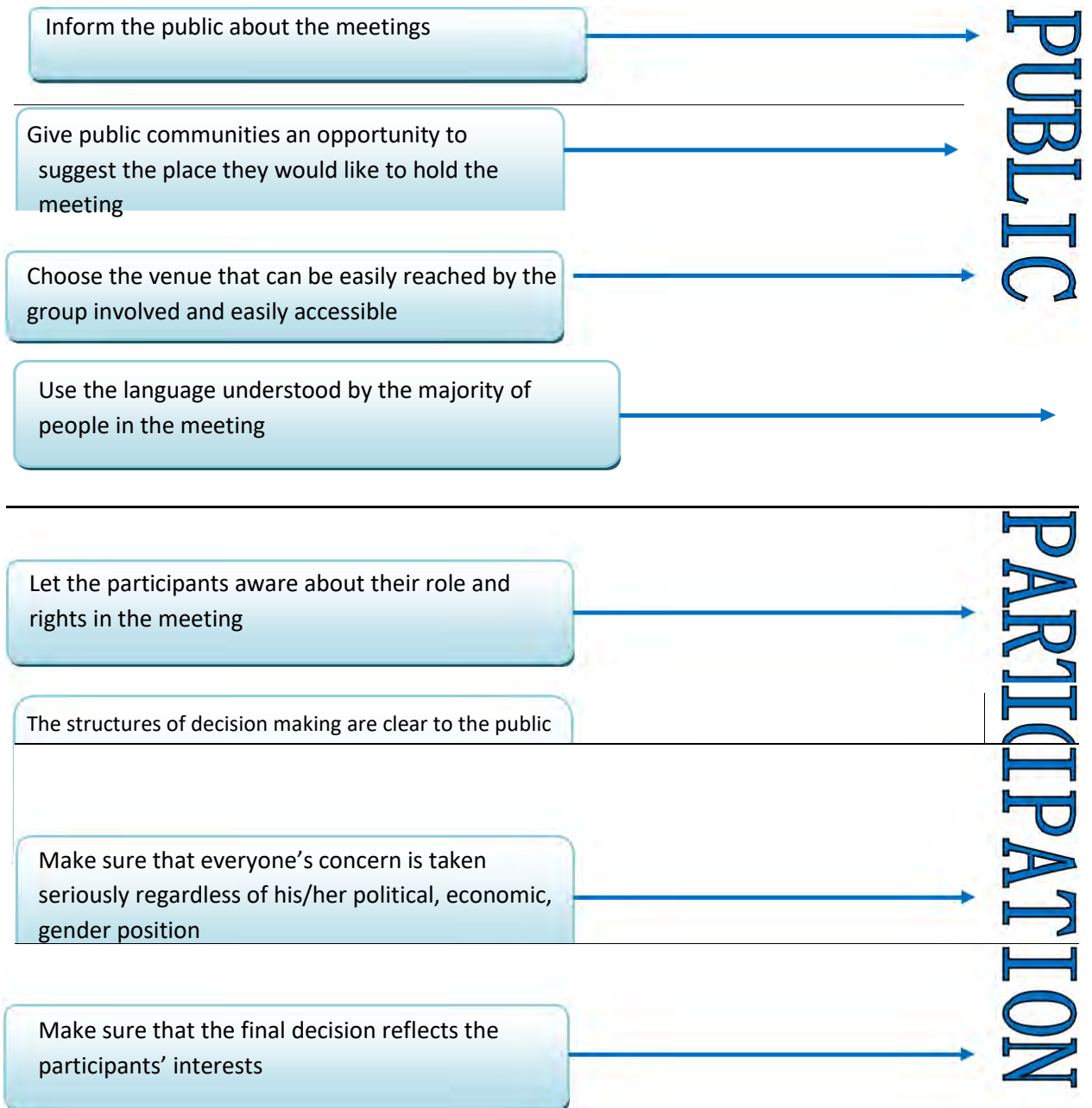
Co-optation: In this strategy, the organisation which adopts the participation approach involves its citizens to inhibit obstacles towards achieving its goals. In this instance, “citizens are not seen as means to achieve better planning goals, rather they are seen as potential elements of obstruction and frustration” (Burke, 1968:291). Therefore, co-optation is undertaken to neutralise the citizens influence and power.

Community power: This strategy is designed to exploit the community by capturing influential individuals into the organisation and utilise them to achieve its objectives. The organisation must meet the needs of the individuals to sustain itself. This strategy is similar to co-optation but more informal.

Selected elements of Burke’s strategies of citizens participation can be employed by local governments in their planning and decision-making processes to achieve participatory planning. However, it appears that to ensure effective public participatory processes, public communities need to be empowered with the required skills.

Behavioural change strategy also highlights crucial points which must be considered to commit public communities to the decisions and policies towards development planning. Although in practical terms Burke’s (1968) strategies of citizen participation cannot be easily separated, (selected elements appear in more than one strategy), it is important that those faced with participatory planning do not separate these strategies. It should also be noted that certain strategies proposed by Burke reflect elements of dictatorship which are unfavourable for democratic public participation.

INDICATORS FOR PUBLIC PARTICIPATION DRAWN FROM REVIEWED LITERATURE



2.3. International Context of Public Participation: Brazil

In the context of international perspective on public participation Brazil provides a good example that South Africa can draw lessons from. The reason South Africa can learn from some practices from Brazilian it's because Brazil is a sister country to South Africa through its Brazil India China South Africa (BRICS) affiliations, and both countries are developing and can provide practical lessons for each other.

Against the above, this study looks at one of the local government processes that attracts the public participation in the Brazilian which is the budgeting planning process (Blinova, 2017). One of the main reasons for participatory budgeting planning process is to address the inequalities in the living standard of the local citizens through ensuring that all local citizens are on board and able to participate and be part of decision making (Gilman & Wampler, 2020). This process is undertaken annually, where all citizens with different backgrounds and socio-economic statuses participate together in local government budgeting processes and in decision making (Gilman, and Wampler 2019). One of the prominent cities that is known for its open participatory processes is Porto Alegre. These processes of open public participation in Brazil started in 1989, starting in the municipality of Porto Alegre, the capital of Brazil's southernmost state, Rio Grande do Sul, (Legard, 2018). This idea was initially presented by the political party called Workers' Party, which won the 1988 mayoral elections and outright control of the Porto Alegre. This political party had campaigned promising to reverse the practice of investing and spending more municipal resources in the suburb communities of the city and leaving out neglecting the underdeveloped poor communities (Legard, 2018).

The budgeting cycle starts in January, and by March they hold plenary discussions and public engagements grouping them in thematic areas of such as sport, education, health and environment (Su, 2017). The main aim of the plenary sessions is to get an understanding of what are each ward and district needs and also to get an idea of budget estimations (Bocatto and Perez-de-Toledo, 2019). Upon the completion of the first plenary sessions, then second the second regional plenary sessions begin from August to December (Su, 2017). after all the plenary sessions have been held the full council makes decisions in the best interests of all the communities on which programmes will be implemented, and which services will be prioritized based on what the citizens submitted (Su, 2017). The citizens are most likely to receive the public

services that are in-line with their needs, because budgeting process is opened for them (Su, 2017).

2.3.1 Regional Context of Public Participation: Ghana

At a regional level South Africa can draw from Ghana's perspective of public participation as a fellow developing country. Ghana has significantly improved the delivery of public services and eradicating corruption. The Ghanaian Government carried out a survey to gain key insights from the public on what needed to be done to improve the delivery of services and improve the management of local governments (Tengan & Aigbavboa, 2017). Anaafo, (2018), states that Ghana established policies on local government, that enforced inclusivity when it comes to information dissemination at a municipal level. Local government leadership is required by law to communicate using the most effective channels with their citizens regarding every development taking place in the local government (Anaafo, 2018).

2.4. Public participation: South African perspective

There is a large body of literature on public participation at the local level in developing countries. Individuals should be able to influence municipal decision-making through public participation. It is a component of democratic decision-making that asserts that people determine their own needs and the role of their representatives and bureaucratic staff is tainted (Osborne & Strokosch, 2013). Democracy allows officials to make decisions on behalf of the people, while also allow the same persons to hold decision-makers accountable for the decisions they make. The participants have a level of influence on decisions which have been made. From a SA perspective, the difficulty to capture the essence of public participation, the former Department of Provincial and Local Government (DPLG), now the Department of Cooperative Governance and Traditional Affairs (COGTA) (2007:15) highlighted the basic assumptions which prompts public participation as follows:

- Public participation is designed to promote the values of good governance and human rights;

- Public participation acknowledges fundamental rights of all persons to participate in the governance system;
- Public participation is designed to narrow the social distance between the electorate and the elected institutions;
- Public participation requires the recognition of the intrinsic values of all people, as well as invest in their ability to contribute towards governance processes;
- People can participate as individuals, interest groups or communities;
- The public participation community in South Africa is defined as a ward with elected ward committee members; and
- Ward committees play a central role in linking elected institutions with the people, and other forms of communication reinforce these linkages with communities, for example, *izimbizos*, road shows, the *makgotla* etc.

From the above, public participation can thus be defined as a process that provides individuals in respective communities an opportunity to influence public decisions taken on their behalf at every sphere of government. Public participation entails the participation of citizens in the decision-making process; more so decisions which affect them.

2.4.1. Integrated development planning representative forum

Mhlari (2014:87) posits that the integrated development planning (IDP) forum is an effective mechanism to enable community-based planning. Community-Based Planning (CBP), which can be considered as a ward-based planning approach to cascade the IDP to the ward level. Community-based planning is relevant to local conditions and increases participation in the processes as well as controls of service delivery related concerns. This approach requires functional ward committees to formulate plans for their wards, and link priorities to the IDP. CBP empowers communities to plan as well as help local government to respond to local issues and service delivery.

2.4.2. Imbizo

Imbizo was established by the government in 2001 to communicate its action programme and progress directly to the people. Imbizo also promotes public

participation to improve the standard of living. Interaction through Imbizos highlights particular problems which require attention, obstacles in the implementation of policy, or aspects which may require review. It is a platform for public input of how best to manage challenges. Furthermore, it gives the President and relevant stakeholders direct access to the needs of people and services; pay attention to their concerns, and grievances; as well as provide advice about the pace and direction the government is working towards (Department of Provincial and Local Government, 2009:109).

2.4.3. Advantages and disadvantages of public participation

The idea of utilising public participation to understand a social phenomenon such as that of the role of the local government system to enhance participatory democracy requires one to examine the advantages thereof. The advantages of public participation are as follows:

- Improved quality of decisions

According to Creighton (2005:18), input from ordinary citizens in decision-making, helps to avoid ambiguity in terms of the needs and requirements of the citizens. Also, the synergy thereof could ensure efficient provision of services. The role of the citizens in decision-making would imply that unpopular decisions made would, by default, be supported because they would hold themselves responsible for them.

- Consensus building

Public participation has the potential to synthesise divergent views of two parties, *i.e.*, the authorities and the citizenry, and thereby ensure long-term commitment thereto. In a local municipality, consensus building is promoted by an integrated development plan, that is, a framework initiated by the local municipality and the residents is established to deliver services within an expected timeframe (Creighton, 2005:18).

- Avoiding worst-case confrontations

Public participation provides a platform for both the authorities and the citizenry to appreciate the opportunity provided to express their needs, expectations and responsibilities, in an amicable environment. Public participation also creates a sense of ownership between both parties. For example, even if policies are not what was expected when implemented, the public would consider it their responsibility to help improve these than to reject them (Mhlari, 2014:12).

- Maintaining credibility and legitimacy

The members perception of the public institutions serves as a driving force of the confidence people have in those organisations. As such, confidence could be instilled through citizen participation in matters of public interest in those institutions. This is particularly important because it could result in the public perceiving these as credible and legitimate, and therefore promote democratic values and principles (Creighton, 2005:19).

- Minimising cost and delay

Mhlari (2014:16) states that uncertainty of the services required by the public could result into the authorities' investing money in research of what is required, as well as a method to dispense such services. Instead, public participation ensures direct contact between the public and the decision-makers.

2.2.4 Disadvantages of public participation

Public participation is often a protracted process which involves people and their governing institutions and, as such, tends to create the potential for conflict because of cumbersome governmental processes. It is inevitable that it will be tedious. It is also important to acknowledge that the members of a particular society are not homogeneous (Stuurman, 2019).

Mhlari (2014:19) states that people are not all the same even in terms of the views they hold of particular issues and, as a result, when the citizens participate in the government's activities, conflict could emerge. Hence, is often reached through a compromise. However, such mutual concessions may ultimately prove not to be the most effective solutions. They may, therefore, still require the governing body to exercise its discretionary authority.

2.5. Service delivery and public participation: role players.

2.5.1 Role of Local government

Local government has been constitutionalised as a sphere of government which has signified a conceptual shift from serving as administrative service delivery agents to promoting developmental goals and principles, namely: local democracy, sustainable development, a safe and healthy environment and co-operative government (Reddy,

2016). Municipalities are faced with challenges to provide equitable public services throughout the country. Consequently, these challenges have inevitably led to protests over unsatisfactory provision of services. What could have triggered these protests may possibly have originated from a variety of reasons ranging from improper governing structures to the lack of public participation in decision-making processes at local and district municipalities (Madumo, 2011:1).

Public participation is a relatively new phenomenon in South Africa (Stuurman, 2019). This was introduced after 1994 to streamline the decision-making processes in government. According to Madumo (2012:45), public participation in South Africa is construed to imply any activity from the election of representatives to the consultation of citizens when a legislation is formulated by the elected representatives. Stuurman, (2019) adds that public participation at the local sphere of government is crucial for good governance because it enhances transparency, accountability and responsiveness to the needs of the local community.

2.5.2 Mechanisms to facilitate public participation.

According to Maphazi, Raga, Taylor and Mayekiso (2013), participation is a complex mechanism. To participate in developmental processes and decision-making, citizens need to be willing to learn how to negotiate and interact with municipalities. Furthermore, citizens need to acquire information of how municipalities work; how decisions are made; and how civil society is organised. They must become familiar with the mechanisms and instruments available for participation and the municipality's willingness to interact with them. This is imperative in institutions where citizens perceive municipalities as incapable in the provision of effective, efficient and economic services (Van der Waldt, 2014:26).

2.5.3 Ward committees

The ward committee structures in South Africa emerged in 1786 in the Cape because the Cape Burghers advocated for a more community balance share in the government during the Colonies (Sibiya, 2017). These structures were built within the communities, which were later granted selected community advocacy and policing functions (Madumo, 2011). Their role kept evolving over the years into a meaningful one, for

example, responsibility to establish a bridge to communicate with the community and the municipalities (Mhlari, 2014). During the apartheid regime, this system of ward community-based representatives was utilised primarily in white dominated areas (Lemanski, 2017). The advent of democracy in South Africa the saw the emergence of wards in all municipalities. This implied that all the citizens would have direct access to democratically elected representatives involved in the management of their local area. The South African democratic government passed legislation to govern local governance, and ward committees were given new meaning, roles and functions. The ward committees are community-elected (area-based committees within a municipality and the boundaries coincide with those of the ward) chaired by the Ward Councillor and comprises of community members. The ward committee is meant to be an institutionalised channel of communication and interaction between communities and the municipality.

The Department of Provincial and Local Government (2001) defined ward committees as one of the role players in IDP process. According to the Mgozoli, (2018) the ward committee comprises of community representatives in a local municipal ward or within a metro municipality. The ward committees are representative advisory bodies which help to facilitate communication between the community and ward councillors and mobilises the community (Piper & Nadvi, 2010). The South African legislation provides that ward committees should operate as structures towards community participation in local issues. Ward committees organise IDP participation process at ward level, as well as facilitate community-based planning (Madzivhandila & Maloka, 2014). The South African legislative framework underscores public participation in local government. Ward committees are mechanisms utilised to assist municipalities to fulfil their constitutional requirements as well as encourage and support public participation (Department of Provincial and Local Government, 2005:25). The ward committee can attend and participate municipal council meetings, but they do not have voting powers. The Constitution prescribes that only members of council hold the right to vote (Ababio, 2004). The Department of Provincial and Local Government (2005:27) states that ward committees should have terms of reference and provide guidance of the rules and regulations which apply to their role and responsibilities; code of conduct to ensure that all members conduct themselves in a way that is acceptable of a person with certain privileges and community responsibilities.

2.5.3.1. Composition of ward committee members

Section 73 of the Local Government Municipal Structures Act (No. 117 of 1998) stipulates that a ward committee should be formed by not more than 10 members. Furthermore, the Act prescribes that women must be represented equitably in a ward committee structure; while views and interests should be represented in the formation of ward committee structures. The Act stipulates that a chairperson of the ward committee must be elected. The chairperson's responsibility would include serving as an accounting officer of the ward committee. Furthermore, Gervais-Lambony (2015) states that all the areas within the ward should be represented, that is, the ward committee cannot comprise of members from only one area. The establishment of the ward committees is underlined with the principle to promote organised democracy and ensure that ward committee members represent broader lines of the community (Molepo, Maleka & Khalo, 2015). The policy does not provide a procedure to rank in the election of representatives from each interest group in the ward.

2.5.3.2. Functions of ward committees

A study conducted by Acharya (2018) asserted that ward committees are an important part of local governance and a significant way to comprehend the objectives of local governance and democracy. The responsibilities of the committee are to promote public participation within the ward; and share information with the community to keep them on par or same level of understanding as stakeholders in the delivery of public services (Masiya, Mazenda & Davids, 2019). Furthermore, assist with building partnerships to enhance public service delivery; and help to manage problems experienced by the members of the community at the ward level. Madumo (2011) concurs that ward committees are established to facilitate community engagement in local government. Sekgala (2016) adds that the South African legislative framework does not provide ward committees with executive powers, but enables them to serve as an independent, advisory structure for the ward councillor and the municipal council. It is significant to note that ward committees were established to operate as a vehicle towards public participation and sustainable delivery of services. A study conducted by Madzivhandila and Asha (2012) argues that ward committees have been labelled as the one of the most important vehicles through which communities are involved in local government matters pertaining to the delivery of services in South Africa. As a result, it is critical that ward committees be established in a manner that

allows it to reach most if not all sectors and areas in the ward to enhance public service delivery.

The ward committees' primary responsibility is to communicate with the community and consult them in matters which relate to development and public service delivery (Ndevu, 2011). Ward committee members are required to play an active role in the development of the IDP and share the stages of its implementation process with the community. Moreover, the ward committee should establish a partnership with community development workers, to initiate aligned efforts, and understanding. This is important because community development workers provide a link between government and the communities, collaboration strengthen the role of each of these role players (Department of Provincial and Local Government and Government Gazette, 2005). The legislation and guidelines provide that ward committees are development partners for the government. Ward committees operate as a two-way communication distribution channel for both government and communities on matters related to the delivery of public services (Breakfast, Mekoa & Maphazi, 2015). A study conducted by Stuurman (2019), identified the following strategic functions of ward committees:

- Ward committees serve as messengers between the community and the council. Similarly, ward committees provide communities with space to lodge or express their views and complaints.
- Ward committees have the responsibility to identify and utilise the skills and resources that exist within their communities. It is important for them to have a good understanding of what is available in their communities in terms of finance, expertise, volunteers and community facilities.
- Ward committees play a role in supporting groups involved in community structures and activities. This involves recognising and acknowledging the value of contributions and giving encouragement to the needy.
- Ward committees serve as a strategic mobilising agent for both the municipality and the community in the planning and implementation of programmes, as well establish partnerships to develop local projects.
- Ward committees interact with external role players on behalf or for the benefit of their local communities.
- Ward committees influence decisions through lobbying and persuasion.

- Ward committees disseminate relevant information to municipal processes, decisions and projects.

The allocation of portfolios to ward committee members ensures that each has a specific role to play within the ward (Department of Provincial and Local Government, 2005:26). Ward committee members as representatives of the community they should be part of the processes and structures which affects the lives of the communities their represent.

The ward committee or working group should serve as a support mechanism for the ward councillor; allow him or her to formalise the ward's needs analysis; and make submissions to the council on issues which affects his or her ward. Ward meetings would ensure greater interest group participation in ward systems, as well as the inclusivity necessary for true local governance. Ward committees should apply the principle of consensus in matters as opposed to voting on matters raised.

2.5.4 Citizens and the state engagement

Stuurman, (2019) claims that citizen participation in local government is critical towards the success of a progressive democracy. Furthermore, unless the said involvement is taken seriously, progressive democracy could be jeopardised. According to Norglo, Goris, Lie, and Ong'ayo, (2016) public participation requires the citizenry and the government to engage in bilateral exchange of information. Community needs can only be communicated to authorities through this cooperative mode if they are to be included in the municipality's strategic plans. As a result, the community and municipality commit to work together to develop and implement plans which reflect the its wishes.

2.5.5 Local citizens

Section 117 of the Constitution of the Republic of South Africa, 1996, gives citizens the right to protest, march and embark on any form of mass demonstration but such should neither result in violating the rights of others, damage of state and private property nor undermine the rule of law. Poor service delivery performance, poor financial management and corruption scandals plague municipalities across South

Africa. Consequently, thousands of violent public protests have and continued to take place over the past 20 years (COGTA, 2014).

In terms of the interface between city officials and neighbourhoods, there has been a steady decline (Fuo, 2015:174). The Institute for Democracy in South Africa's Citizen Report Card research (CRC) and the Local Government Barometer project (LGB) revealed that 57 percent of the respondents believed that public participation had limited impact on decision-making processes. This study revealed that ward councillors do not consider public feedback, hence, it is not relayed to the councils.

2.5.6 Communities and distrust in government

Local officials rely on citizen input to stay informed about public concerns as well as acquire an insight into citizen preference (Van der Waldt, 2010:5). Public participation can only take place when there are effective and efficient channels of communication between local government and the community. However, the actions of local government signify that the community has lost trust in government because it does not trust the community enough to involve them in their decision-making process.

2.5.7 Community participation: Preferences

To involve the public in the implementation of projects at a late stage can only result in the public service delivery protests as already mentioned above. However, it is often surprising when municipalities continue to implement projects without having consulted the public first. Van der Waldt (2010:21) highlights that public participation is both the responsibility of the officials and the public. Public participation should not be perceived as an act of kindness by government but should be adhered to as a prerequisite by national, provincial and local government legislative frameworks.

2.5.8. Local government efforts to enhance public participation

Citizen participation is reactive and often culminates in protests against municipal decisions because municipalities fail to implement service delivery systems in which recipient citizens have a more active role to play. According to a study conducted by the South African Local Government Association (2015), 51% of the respondents believe that municipal governments needed to enhance public participation protocols and systems towards meaningful engagement.

2.5.9. Municipal officials: serve as gate keepers

Municipal officials "tend to act as gatekeepers and controllers rather than as facilitative bodies that allow communities to have a greater voice and control over resources and resource allocation," (Tshoose, 2015:13). This study revealed that low public participation is a result of limited or non-cooperation, as well as a competition for resources between the local communities and municipal officials (Tshoose, 2015:13).

2.5.10. Unwilling officials

According to a study Tshoose, (2015:13) "Municipal authorities have the final say and control over resource allocation and distribution". As a result, they are portrayed in this study as being either unwilling or unable to share decision-making powers with the communities, and even ignore feedback from ward committees. The principle of public participation is derived from the acceptance that municipal programmes are designed to improve the lives of the community (Andoh, 2011). The community is the central focus of public participation, and their input in decision-making determines the legitimate nature of public participation. Municipal officials should acknowledge the important role the community plays in municipal projects and programmes to better the lives of the latter.

2.5.11. Unmet community expectations

"Municipal officials do not meet community expectations and real community needs," (Molaba, 2016:6). Municipal officials' actions can be explained in that they have the education, skills, and technological know-how to provide services without realising that they need to consult the citizens and to understand their preferences.

2.5.12. Public participation and service delivery

As a planning approach, Nguluwe and Keyter (2022) examined issues of service delivery in Windhoek, Namibia this area is located in rural (high density agriculture) areas. The findings revealed that the projects are progressing slowly towards their goals. Despite widespread community engagement, service delivery demonstrations have continued unabated. This could be due to a lack of appropriate feedback to disatisfied communities. According to Mdlalose (2016:5), a major underlying cause of service delivery protest is a breakdown in communication between the people and the

government. This study contended that the politicisation of public participation in decision-making process has a direct effect on service delivery in local government. However, resilient public participation encourages citizen-focused service delivery which could revive the credibility of the municipalities.

In recent years, community participation, or the direct involvement or engagement of ordinary citizens in local or grassroots planning, governance, and overall development programmes has become an integral part of democratic practice (Cornwall & Gaventa, 2001; Madzivhandila & Asha, 2012).

2.5.13. Public participation to enhance service delivery:

Citizens participation in the delivery of public services is important in a democratic society (South African Public Service Commission, 2008:V). Public participation is a mechanism to entrench democracy and it promotes social cohesion between the government and the citizens, particularly the provision of quality and sustainable services. Local government is obliged to provide effective, efficient and economic services to meet the needs of the citizens as mandated by the Constitution, 1996. Failure to provide services results in communities resorting to conflict with municipal authorities which later turns into uncontrollable public service delivery protests and, *inter alia*, infrastructure is destroyed. A press release by Municipal IQ (2014), top ten (10) priorities were suggested to the Minister of the Department Cooperative Governance and Traditional Affairs (CoGTA), Minister Pravin Gordhan. Number two (2) in the top ten (10) list of priorities was to address service delivery protests. Service delivery protests, if not always absolutely accurate is wholly adequate – it describes a protest which is galvanised by inadequate local services or tardy service delivery; the responsibility which lies with municipalities (Municipal IQ: Online).

2.5.14. Relationship between service delivery protests and public participation

Public service delivery protests in local government occur increasingly because, communities demand more information of how public goods are managed, and they want to know how their taxes are spent. They expect better services, and they want to participate in developmental processes and decision-making that will affect them (Van der Waldt, 2014:26).

2.5.15 Role of the councillor

Mhlari (2014:40) states that ward councillors are elected public representatives of their specific wards in a municipality. They are ideally placed to be a link between the communities and the municipality, and they are ideally suited to bring the needs of communities to the attention of the council. The ward committee's main tasks are to communicate and consult with the community in respect of development and service plans. They can ensure that citizens are involved in and informed about council decisions which affects their lives. To allow ward committees to participate meaningfully, it is expected of the municipality to support ward committees by providing training to ward committee members (Auriacombe, 2016:25).

Cheruiyot, Wray and Katumba (2015) conducted a spatial statistical analysis study of community dissatisfaction related to local government performance. A record number of service delivery protests were recorded on the municipal IQ¹ in 2014 and totalled 185 between January and November 2014. This was an increase of 16.22 per cent from 2013. The majority of grievances raised by protestors were relating to the responsibility of local government. These included a lack of councillor accountability and the slow pace of service delivery, especially related to RDP houses, electricity and access to clean water.

Thompson and Nleya (2010) argues that it is not only service delivery issues that provoke protests, but multiple factors within and outside of the local context, interpersonal trust, and dependence on national institutions are also contributory factors. In most instances during mass demonstrations, protesters wear opposition party t-shirts or display anti-ruling party slogans of that particular area (Thompson and Nleya, 2010:225). These factors should also be considered when evaluating the reasons for the high level of community dissatisfaction.

2.5.16 Role of provincial and national government

The Ad-Hoc Committee on Oversight on Service Delivery in Local Government, constituted in 2010 through Parliament revealed that among the issues raised by the majority of public protests are the responsibilities of the provincial and national government. Selected examples include poor road infrastructure which is the responsibility of the provincial and national Department of Transport; supply of

electricity which is the role of the Department of Energy; provision of water infrastructure which is assigned to the Department of Water Affairs and Public Works (Republic of South Africa, 2010).

It was also noted that there is a lack of information, poor communication and poor intergovernmental practice between municipalities and the two spheres of government. Municipalities are easy 'targets' because it is the only institution that is formed directly from votes of the people in a specific geographical area. The number of public protests throughout the country is continuously rising.

Previously the maximum number of annual protests, recorded in 2009, were not above 204 per year (Powell, O'Donovan & De Visser, 2015). After the 2014 election South Africa saw an increase in protest action. Although in the run up to the election there were a higher than normal number of protests (25 in April and 30 in May), 28 protests were recorded in August, three months after the elections (Powell, O'Donovan & De Visser, 2014). President Zuma, in his State of the Nation address in 2013, highlighted that most of the service delivery protests are motivated by communities who witness delivery of public services in their neighbouring communities and become impatient for services to reach them (Republic of South Africa, 2013).

During public mass action protests, communities often mention that while the lack of service delivery is the primary reason for the anger, it is exacerbated by the lack of accountable government officials as well as the lack of opportunities for the public to participate in the planning processes (Karamoko, 2011; Jain, 2010). The latter scholars suggest that if the citizens feel that public officials are reneging on promises made during election campaigns, an increase in protests is likely. Most of the public protests are as a result of poor communication between the municipalities and the local communities.

Service delivery protests refer to either peaceful or violent action taken by citizens who wish to voice their frustration about the unsatisfactory provision of services which are rendered to them (Chabalala, 2021). The protests become platforms where the affected communities can vent their anger (Monson & Arian, 2011:26). It is augured

that the community's consciousness has instilled revolution as an "integral element of civil society mobilisation and of struggles for citizenship" (Von Holdt et al., 2011:5).

A study conducted by Karamoko and Jain (2010) on the rate of service delivery protest actions revealed that the Western Cape Province recorded the highest number of service delivery protests in 2009 (22.73% of all protests nationally). In the same period, Gauteng Province achieved a fall in the number of public protests (an 89% drop) as opposed to an increase in the frequency in the Western Cape. The Eastern Cape ranked second recording 18.18% of South Africa's service delivery protests. Gauteng was ranked third place with 13.64 per cent of the nationwide service delivery protests. The Free State accounted for 13.64 per cent of the country's service delivery protests, while KwaZulu-Natal and the North West Province accounted for 9.09 per cent and 6.82 per cent respectively. Limpopo, Mpumalanga, and the Northern Cape were minor contributors to protest activity, and contributed 6.82 per cent, 4.55 per cent, and 4.6 per cent respectively.

With reference to the above statistics, it shows that in provinces where there is a high level of contestation by political parties, a high number of service delivery protests are recorded. This might also confirm the assumption that some of the public protests alleged to be related to service delivery, are in fact politically motivated by opposition parties in an attempt to capitalise on the shortcomings of the ruling party. This would be to acquire the community's trust with a view to govern that particular municipality (Thompson & Nleya, 2010:223). Where the government systems fail to ensure adequate provision of services to poor South African citizens, service delivery protests can be expected. While it is common knowledge that it is not possible to address a faulty system quickly, stakeholders would do well to consider smaller interim measures which could be implemented to limit the likelihood of violent outbursts from disillusioned community members (Karamoko & Jain, 2010).

2.5.17 Rate payers association

Citizen participation is also dependent on strong civil society so that input can be made during the policy formulation phase and monitor government performance (Ile & Mubangizi, 2012). It is also dependent on citizens' knowledge of local issues, policy

formulation and their rights in legislation (Ile & Mubangizi, 2012). This helps community participation, and the municipal council is kept in focus to improve their oversight role.

2.5.18 Community Development Workers

A report by the Department of Public Service and Administration (2008:87) states that community development workers (CDWs) work closely with the ward committees to convey important information to the public institutions. However, but in practice these two stakeholders clash because they interfere with each other's duties. Community development workers are required to address, amongst other things, the lack of knowledge and poor communication which communities experience in relation to government services (Auriacombe, 2016:26).

2.6 PUBLIC PARTICIPATION LEGISLATIVE FRAMEWORK

2.6.1 Constitution of the Republic of South Africa of 1996

Section 152, Chapter 7 of the Constitution stipulates the objectives of local government. Public participation is an imperative of two objectives: provide democratic and accountable local government for local communities; and encourage the involvement of communities and community organisations in the matters of local government. Ndevu and Muller (2018) argued that the Constitution has to promote a democratic and accountable government for local communities, while promote social and economic development and a safe and healthy environment. It also has to ensure the provision of services to communities in a sustainable manner as well as encourage the community participation in local government matters (Mpungose, 2021).

The principles of good governance are enshrined in the South African Constitution of 1996, which also accentuates the significance of public participation as a key component towards effective local governance. Section 152 of the Constitution confirms a number of citizen rights, including the right of communities to participate in local government. As a result, an integrated approach is critical because it circumvents the duplication of tasks and promotes cooperative governance. Furthermore, platforms for consultation, community-based planning, and decision-making include an IDP forum (IDP Roadshow), mayoral imbizos, and ward committee meetings

(Mdlalose, 2016). As a result, the risk of institutional disputes in community participation is limited.

2.6.2 Municipal Systems Act, 2000

The Municipal Systems Act of 2000 requires municipalities to develop a culture of municipal governance that works hand in hand with formal representative government (elected leaders) in a participatory governance system (community participation). The Act also stipulates that municipalities develop mechanisms, processes and procedures for public participation. Section 5(1) of the Act prescribes the rights and duties of members of the local community. Mlambo et al. (2022) hold that Chapter 4 of the Municipal Systems Act, stipulates that community participation should include: development of a culture of participation, mechanisms, processes and procedure for participation, communication of information concerning participation, public notifications of municipal council meetings and the admission of the public to council meetings.

2.6.3 The Local Government: Municipal Structures Act, 117 of 1998

The Local Government: Municipal Structures Act, 117 of 1998, stipulates that the objective of a ward committee is to enhance participatory democracy in local government. The fundamental duty for municipalities to communicate with communities is an objective of local government in Chapter 7 of the Constitution, 1996. Section 151 (1) prescribes that municipalities: (a) provide democratic and accountable government for local government; and (b) encourage communities and community organisations to participate in the matters of local government. Effective ward committees enable a democratic local government and facilitates public participation. Since communities are unique and comprise of diverse people and organisations, while wards contain a wide range of needs and interests. The challenge is to ensure that ward committees work in a way that the diverse needs and interests within a ward are rendered (Van der Waldt, 2010:42). The principles of democracy, accountability and involvement imply adequate communication between municipalities and local communities. Ward committees are thus meant to enhance constructive interaction between municipalities and local communities.

2.6.4 Promotion of Access to Information Act, 2000

The Promotion of Access to Information promotes access to state and other information required to protect rights. Within the local government context, the public has a right to access any municipal information or records. This must be done by using the correct channels and procedures. Public participation provides the participants with information they need to participate in a meaningful way. High quality and information which is easily comprehensible must be availed.

2.6.5 Municipal Finance Management Act, 56 of 2003

The Municipal Finance Management Act (MFMA) prescribes how a community can be informed of a municipality's financial situation. The Act stipulates processes which municipalities should adhere to during the budgeting process and facilitate community input so that funds can be allocated to address identified priorities. The Council performance reports and audited financial statements must be availed to the public.

Ryan, and Woods (2015) states that local government is assigned powers and functions required to provide services to maintain and promote the wellbeing of all in the area of jurisdiction. Therefore, a local government shall, to the extent determined in any applicable law, make provision for access to water, sanitation, transportation facilities, electricity, health services, education, housing and security within a safe and healthy environment for all persons who reside within its area of jurisdiction provided that such services and amenities can be rendered in a sustainable manner and are financially and physically practicable.

2.6.6 Freedom Charter, 1995

The 1955 Freedom Charter of the Congress of the People, a long-standing document of guiding principles, states that "South Africa belongs to all who live in it, black and white, and no government can justly claim authority unless it is based on the will of all the people." The establishment of municipalities is governed by the Local Government: Municipal Structures Act (Republic of South Africa, 1998). Municipalities must be established as the third sphere of government, according to the law. Wards are defined by the demarcation board, which divides municipalities into wards. The community has

the right to vote for ward councillors, who will form part of the Municipal Council during local government elections in accordance with the principles of the Freedom Charter.

2.6.7 Batho Pele Principles

The White Paper on Transforming Public Service Delivery (South Africa, 1997) also referred to as the "Batho Pele Principles," requires public sector institutions to put "people first" and consult the public on all projects and programmes. To achieve this, public officials must go above and beyond their call of duty in the provision of services to the public sector.

2.7. THEORETICAL FRAMEWORK

Public participation thus is a fundamental part of the public–government relationship in democracies. Public participation thus is a fundamental part of the public–government relationship in democracies. A theoretical framework emanates from the existing theories which inform the phenomenon being studied and comprises of broad assumptions, deductions and conclusions applicable to a study. The theoretical framework of this study in-cooperated the theory of participatory democracy in public participation which it is a fundamental aspect of the public–government relationship in democracies. Furthermore, it was supplemented by Representative Democracy.

2.7.1 Participatory democracy

Petunia, and Selepe (2020) state that the democrats regard citizen participation as vital to democracy, their roots of this view go back to Rousseau, whose view was that the participation of each citizen in political decision-making is vitally important to the functioning of the state, laid the foundation for theories on participatory democracy. Lovan, Murray, and Shaffer (2017) posits that modern theorists on participatory democracy do not want to limit participation to political decision-making, but stress that participation should encompass such areas, including in local communities. In the South African context, public participation is considered a significant component of democracy. It is a mechanism to ensure citizen participation in broader development discourses including policy formulation, service delivery and issues which pertain to governance.

South African development accentuates the need to include the voice of the people in policy formulation and in matters of public service delivery. It further advocates that through public participation, state institutions should be more responsive to the needs of the people. In this respect Bambeni, (2017) notes that public participation lies at the heart of democracy in democratising the governing process, public participation conveys information about public needs and demands from the public to policymakers and implementers, and *vice versa*. There was a trend in the past to respond to the gap between people and state institutions. Efforts were made to enhance the participation process by providing the poor a voice through new forms of inclusion, consultation, or mobilisation to inform and influence long-term institutions and policies. Moreover, through amendments in institutional design and focus on enabling systems or good governance, much attention has been paid to how to increase the transparency and responsiveness of those institutions and policies (Kosack, and Fung, 2014).

Community participation patterns are complex, but they can be useful whereby the municipality could benefit in a variety of ways, however, with differing results. For example, promoting community associations to provide social services while the state is weak can greatly modify the state's relationship with its citizens. According to Hussey, (2023) including beneficiaries' concerns in decision-making and other development initiatives that are meant to help them offers a counterweight to the traditional top-down development approach. Consequently, communities are exposed to critical information which helps them grow a radical consciousness of the opportunities for transformative planning and budget allocations towards development. Michels and De Graaf (2006) assert that citizen participation serves an instrument rather than an expressive purpose because in practice, participation is not value. This theory was utilised in the study because of its fundamental mechanisms to promote direct public participation as well as to assess the inclusion of the community members in the decision-making process.

If participatory democracy was insignificant then the leaders of most countries would not have instituted the process. Many benefits can be reaped from practicing participatory democracy. For example, East Asia practices participatory democracy which has benefited them economically. According to Brettschneider (2011:76), democratic rights are a necessary condition of democratic legitimacy. Therefore, the

state will acquire the democratic legitimacy status and gain global respect. When government is legitimate then it is easy for it to acquire international funding and generate investment in the country. According to Phillips (1996:20), democracy no longer revolves around whether citizens should have an equal right to vote in the composition of their governments. The people must clearly understand what its government is doing and have trust in those who represent them. In summary, it can be inferred that the advantage of democracy is a better life and improved living conditions for all. Quick and Bryson (2022) acknowledge three core values: equality of interest, political autonomy, and political reciprocity. Democracy also represents the benefit of:

- Peace and stability
- Strengthen democratic institutions
- Protection of human rights
- Good and clean governance
- Regular free and fair elections
- Prosperity of the population
- Rule by the majority and protection of the minorities

The major benefit of democracy in any state is a good life for its people. The most important benefit for citizens in any democratic state is peace and stability. Wars and turmoil are unnecessary; therefore, the democratic process could create peace. In a democratic state people are satisfied with their leadership. However, if they are not, they would just oust them in a general election and a peaceful transition can take place. It should not be aggressive as in selected African states. This is what any human being desires; not the repression by one system to another. The elected have a political mandate to fulfil, which emanates from the people who elected them and at a certain interval they must return to their electorate and report and engage them in all matters which involves the citizenry. This implies that in a democratic dispensation, people are aware of and understand their priorities in government.

2.7.2 Representative democracy

According to Haskell, (2018) representative democracy is also being questioned because of complex decision-making structures in which many actors interact. Furthermore, the decline of political party's representation function (e.g., decreasing voter turnout and increasing electoral volatility) fosters the discussion of the legitimacy of democracy and has raised demands for additional forms of citizen participation. Michels and De Graaf (2010) assert that participatory democrats have argued that delegation of decision-making power leads to citizens' alienation from politics. However, Mtshali (2016:52) asserts that the concept of "participatory democracy" as envisaged by the Constitution requires interaction between the elected representative structures and the participating community to address matters through appropriate mechanisms. In reality, most local government institutions continue to face financial and human resource capacity challenges. Hence, collaboration between the three spheres of government to direct resources to local areas has become a prerequisite towards successful municipal development facilitation.

Furthermore, Junus, Sahi, Napir, and Marzaman, (2018), postulates that empowered local governments strengthens democracy at a local level. For example, in South Africa, which is marked by a lack of strong civil society structures capable of representing the interests of the majority of the community members, as well as an obvious lack of capacity among the inhabitants to respond meaningfully to complex issues, more resources should be directed toward strengthening local government to promote meaningful involvement of the ordinary people (Madzivhandila & Asha, 2012).

2.8 Conclusion

This chapter conducted an extensive review of the literature relevant to the objectives of the study. The literature specifically encapsulated public participation and service delivery. It expounded upon the concept of public participation. It also discussed public participation as a prerequisite towards successful delivery of services at the local sphere of government. The role of community participation in integrated development planning was also highlighted. It examined the challenges which community participation in the IDP processes and service delivery faces.

CHAPTER THREE: RESEARCH METHODOLOGY

3.1 Introduction

This chapter expounds on the adopted research methodology for this study. The objective of this study was to investigate public participation as a mechanism to enhance public service delivery in Mtubatuba Local Municipality. This chapter begins by a brief explanation of the adopted research methodology, followed by the research paradigm utilised as a philosophy to underpin the research methods. Thereafter, the research approach is discussed, research design followed by the selected target population. The sampling techniques, research instruments utilised to collect data and how these were administered is expounded upon followed by the methods used to analysis the gathered data. Ethical considerations and the limitations of this study is also discussed.

The research methodology comprises of a number of tools, techniques, philosophies and steps employed or taken by a researcher when embarking on a journey of enquiry (Sönmez, 2018). These series of steps involved in the research journey can be called a systematic process and this process is held together by the research philosophy (Kumar, 2018). Research methodology refers to a path researcher takes or follows when conducting research (Sileyew, 2019: 2). Research methodology is also viewed by Williams (2007:68) as a process that progresses from general assumptions to specific techniques to gather, analyse, and interpret data. It depends on the nature of the research problem which needs to be addressed. Davies and Hughes (2014) state that research methodology is a set of rules to evaluate how the research process flows.

3.2 Research paradigm

The research paradigm is a philosophy of research related to the assumptions that determines how types of research collect, analyse, and interpret data about a phenomenon (Žukauskas, 2018). The various frameworks of pre-determined assumptions employed to view the world are referred to as paradigms (Creswell & Clark, 2017).

In terms of paradigms, the dichotomy was historically between the positivist and interpretivist/ constructivist paradigms (Berryman, 2019; Creswell, 2013). A third paradigm, post-positivism arose to balance the original two (Panhwar, Ansari & Shah, 2017; Benz, Ridenour & Newman 2008). The 'middle ground' between positivism and interpretivism is contested by another paradigm namely, pragmatism. Some argue that the emergence of pragmatism replaced post-positivism (Leedy & Ormrod, 2005), while opposing arguments posit that these two are separate paradigms (Bless, Higson-Smith & Kagee, 2006). While literature identifies several research philosophies some of the commonly mentioned include positivism, interpretivism, pragmatism and post-positivism (Žukauskas, 2018; Creswell & Clark, 2017; Denscombe, 2010; Creswell & Tashakkori, 2007).

The research philosophy adopted in this study was post positivism, which is pluralist in its function and balances both positivist and interpretivist approaches. The post-positivist theoretical perspective is a flexible research perspective which allows the researcher to utilise multiple methods to conduct the research according to the nature of the composed questions (Panhwar, Ansari & Shah, 2017). Positivism is functionally multidimensional and balances both positivist and interpretive approaches (Nyein, et al., 2020). The post-positivist is a flexible research perspective that allows researchers to utilise multiple methods to conduct research depending on the nature of the research question (Dawadi *et al.*, 2021). Žukauskas (2018:72) also argues that in post-positivist research philosophy, the role of a researcher is limited to the objective collection and interpretation of data post-positivism and considers knowledge to be speculative. Therefore, knowledge is never perfect.

3.3 Research approach

Research approaches tend to be associated with research paradigms (Yin, 2017; Mertens & Hesse-Biber, 2012). Therefore, a research approach is guided by the philosophical assumptions which guides the study. Contemporary literature identifies the following three research approaches: quantitative, qualitative, and mixed methods (Ngulube & Ukwoma, 2019; Davies & Fisher, 2018).

Quantitative research approaches rely heavily on measuring variables through a numerical system; utilise statistical models to analyse the measurements, and report relationships between the investigated variables (Ali & Bhaskar, 2016). Eyisi (2016) postulates that the quantitative research approach utilises structured questions where response options are predetermined and involve many respondents. It is based on a deductive approach which focuses on testing the theories informed by empirical and positivist philosophies (Bryman, 2016). On the other hand, Alasuutari (2010) posits that qualitative research is influenced by multiple strands of philosophical thinking and examines aspects of human life such as culture, expression, beliefs, morals, stress of life, and imagination (Mohajan, 2018). Daher, Carré, Jaramillo, Olivares, and Tomicic (2017) assert that the qualitative research methodology helps to acquire an insight into how others perceive the world and achieve a holistic understanding of emotions and worldviews.

This study adopted the mixed method approach, which characterises both the qualitative and quantitative approaches. According to Devos, Boudrenghien, Van der Linden, Azzi, Frenay, Galand and Klein (2017), a qualitative study often relies on interpretive or critical social science. Furthermore, gather and analyse data that is concerned with non-statistical methods and small samples which are generally purposively selected to acquire in-depth information about the experiences, processes and perceptions, attitudes and feelings of people as well as enable interaction between the researcher and the participants. The purpose to combine this method was that qualitative methods is required to provide an in-depth description of gaps which arise from the role of the community in the processes employed by Mtubatuba Local Municipality to provide services. Inclusion of the quantitative methods was to measure variables through a numerical system and analyse these measurements by utilising a variety of statistical models, and report the relationships and associations among the studied variables (Alfieri, 2015). Adoption of the two approaches ensured that the limitations of one type of data is balanced by the strengths of another. Furthermore, an understanding was enhanced by integrating through various means. Noordin and Masrek (2016) holds that qualitative research is subjective and is aimed at an in-depth description, while on the other hand, quantitative research is designed to effectively ensure objectivity, generalisability, and the reliability of the findings.

3.4 Research design

A research design is an overall strategy one selects to respond to a problem (Sovacool, Aksen & Sorrell, 2018: 17). Creswell (2018:15) views research design as an overall strategy of choice to integrate various components of research coherently and logically, and thereby address the research problem effectively. A research design enables a logical flow of acquired knowledge to address research questions as clearly and effectively as possible (Jongbo, 2014: 87). Research designs are tailored to address various questions. Hence, before selecting a suitable methodology, it is imperative to understand the type of design the project would utilise (Flick, 2018; Du Toit & Mouton, 2013). Some of the identifiable categories of research designs include: descriptive, exploratory, and explanatory research design (Creswell, 2009).

This study adopted the descriptive research design which endeavoured to acquire information systematically to describe a phenomenon or situation (Aggarwal & Ranganathan, 2019:35). In descriptive design, researchers are interested in describing the situation or case in the context of their research (Sileyew, 2019). The primary purpose of descriptive research is to make a contribution towards understanding a particular phenomenon (Williams, 2007:66). Omona (2013) argued that descriptive researchers try to understand why something is happening and then describe the scenario.

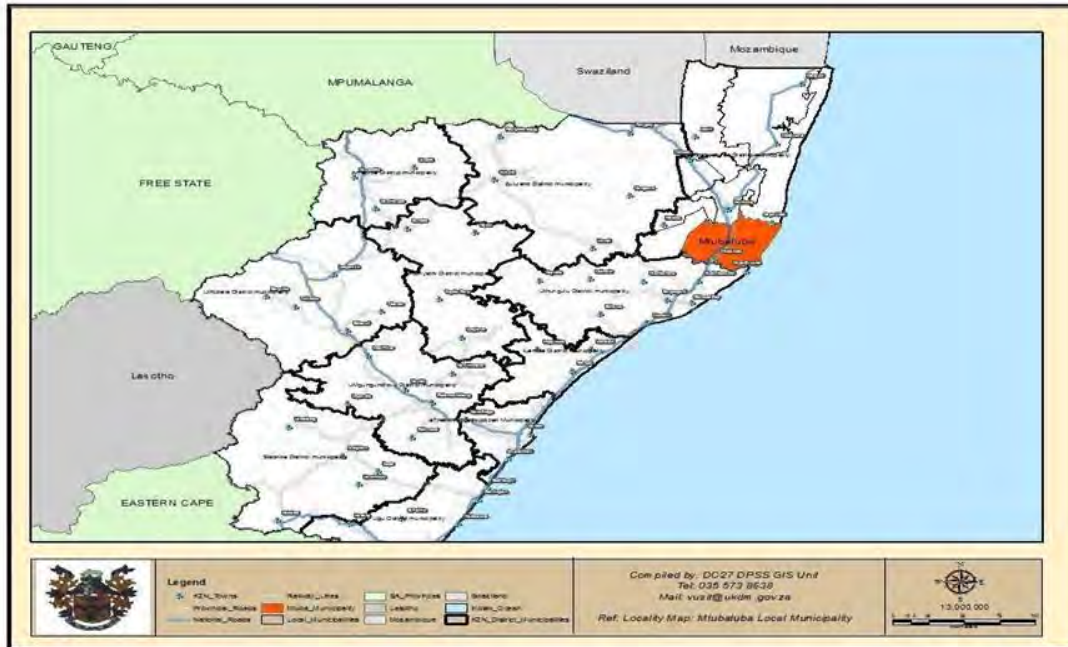
3.5 Population and sampling procedures

This section discusses the research study area, the targeted population, and the procedures followed to sample the population.

3.5.1 Research study area

Mtubatuba Municipality is an administrative district in the uMkhanyakude district of KwaZulu-Natal, South Africa, and is one of five category B Municipalities. Figure 3 below illustrates the map of the Mtubatuba local Municipality which is located northeast of KwaZulu Natal, surrounded by the Mfolozi River, which separates the parish from the Umfolozi Municipality on the south, borders the sea to the east, and the Big Five False Bay community borders to the north. This Municipality is situated along the N2, and allows it to connect with strategic cities, such as Richards Bay, and the eThekweni Metropolitan. Furthermore, the Mtubatuba Local Municipality connects SADC

countries such as Swaziland and Mozambique with strategic cities. Below is a map of Mtubatuba Local Municipality.



Map: Study area Figure 3: Locality of Mtubatuba

3.5.2 Target population

A target population comprises of the total of all the elements to meet the requirements of the population to participate in the study (Sekaran & Bougie, 2016). The term target population in research refers to the total number of individuals in a group that a researcher wants to study (Hu, 2014). Banerjee and Chaudhury (2010:62) describe target population as individuals, or groups, defined by events or the conditions to which they are exposed. The targeted population for this study is clarified in Table 3.1 below which is a description of the target population and sampling techniques.

3.5.3 Sampling procedures

Sampling is a strategy utilised to select a sample of participants from the entire population to gather information of large groups (Stratton, 2021: 373). According to Martínez-Mesa et al. (2016), sampling establishes a small population or subset of the

people of interest for scientific research. Sampling is the selection of a few elements from a larger group and infer the results to the larger group (Flick, 2018; Kumar, 2018).

There are two types of sampling: probability and non-probability sampling (Struwig & Stead, 2013). In probability, each respondent has a known probability of inclusion (Creswell & Clark, 2017) while in the latter, the chance of inclusion is unknown (Sekaran & Bougie, 2016). Probability sampling is objective while non-probability subjective (Struwig & Stead, 2013). When the number targeted is small and manageable, a census can be utilised (Creswell, 2013). The below table provides the description of the target populations and sampling techniques.

Table 3.1: Description of the target population and sampling techniques

No	Description of the targeted population in Mtubatuba local municipality	Total target population	Sample size	Sampling technique	Data collection instrument
Quantitative Data					
1.	Ward Committee Members	One secretary & one chairperson of 20 wards total to 40 Ward Committee Members	37 (secretary & chairperson)	Random sampling	Questionnaires
2.	Community members	30 600	313	Random sampling	Questionnaires
Qualitative data					
3.	Councillors	40 (20 party representatives and 20 ward councillors)	8 elected ward councillors	Purposive sampling	Interviews

4.	Municipal officials	6	3	Purposive sampling	Interviews
5.	Traditional Leaders	5	1	Purposive sampling	interviews

Source: Mtubatuba (IDP, 2018)

The total sample size of this study comprised of 367 respondents. The table 3.1 above illustrate the categories which were sampled using purposive sampling for qualitative data; random sampling for quantitative data; and census for small categories. These different techniques of sampling were used in order to accommodate the unique characteristics of each targeted group, and the type of data that was needed from each group. The Raosof calculator was utilised to determine the number of appropriate samples which were utilised to gather quantitative data through questionnaires. A total of 37 respondents was recommended for Ward Committee Members, and a total of 313 was recommended for Community members both with a confidence level of 95%, and marginal error of 5%. Qader., Lefebvre., Tatem., Pape., Himelein., Ninneman., Bengtsson and Bird (2021:3) postulate that a census is a statistical listing process in which all population members are analysed. In the same vein, a census is considered as a collection of information from all population units or a "complete census" of a population.

Table 3.1 above further illustrates the total population of individuals from qualitative data was collected from. A total of 51 participants comprised from various categories as illustrated in Table 3.1 from which a sample for each category was selected through purposive sampling for interviews.

3.5.4 Pilot Study

This study was piloted to test different components of methods, processes and techniques, used in this study, such as sampling methods, data gathering tools, and other methods, with the main aim of identifying areas that need to be improved prior to the commencement of the study. This process helped the researcher to be familiar

with the strategies and methods that were to be utilised in the main inquiry. The sample size for pilot study was (10% the total sample) who met the characteristics relevant to this study for it to meet its objectives.

3.6. Data Collection Tools

Collecting data is informed by several important considerations including that it must be precise and systematic (Saunders et al., 2018). There are various types of data classified according to its intrinsic properties, for example, when researchers gather own data, which is referred to as primary data and secondary data which had been gathered in previous studies for another purpose (Bless, Higson-Smith & Sithole, 2013). Several techniques are utilised to gather data and referred to research methods or instruments. Sileyew (2019) defines the research method as a means to gather information from a sample. The qualitative data collection tools commonly include interviews, observations, artefacts, textual analysis, focus groups, applied ethnography, visual methods, and documents analysis (Holstein, Gubrium, Denzin & Lincoln, 2013). The quantitative data collection tools include survey questionnaires or schedules, class tests, national standardised assessments, and polls (Mkandawire 2019).

The data collection process includes the gathering of significant data useful to answer key questions. This is done through a systematic process. A study conducted by Gillham (2000) postulated that good research cannot be built on poor quality data. During the data collection process, appointments to meet the respondents at a suitable time were made. A letter accompanied by the ethical clearance was sent to the Mtubatuba municipal manager requesting permission to conduct the research. This was done to introduce the researcher to the strategic stakeholders. This informed the municipal manager of how the primary data would be collected from the Mtubatuba Local Municipality wards. The participants were contacted to schedule an appointment to gather data. The participants included community members, ward committee members, municipal officials, and ward councillors. The ward councillors were requested to assist the researcher to clarify the wards boundaries. Both Interviews and questionnaires were utilised to gather data from the identified sample inclusive of municipal officials, ward councillors, ward committee members and general members

of the public. Primary data is information which is gathered first-hand directly from persons who lived those experiences or is knowledgeable on the subject. For this study, data was collected through questionnaires, which were hand delivered to the respondents.

This study collected primary data through self-administered questionnaires and interviews. A self-administered questionnaire (involving direct interaction with respondents) was employed to acquire information which can be clarified on the spot (Sekaran & Bougie, 2016; Leedy & Ormrod, 2010). Questionnaires were utilised to gather quantitative data, while interviews for qualitative data.

3.6.1. Administration of research techniques

Questions in questionnaires, interviews or informal conversations can be open or closed (Punch & Oancea, 2014). This implies that in terms of design, questions can take any of three forms: open-ended (unstructured), closed-ended (structured) or a combination of the two (semi-structured) (Dudovskiy, 2016). After acquiring ethical clearance, and approved research instruments, data was gathered.

3.7 Data analysis

Data analysis is a method to manage raw data and organise it so that useful information can be extracted from it (Kohlbacher, 2006: 04). It could also imply that the process to search and organise accumulated interviews and field notes systematically to understand scholars and provide an opportunity to supplement existing work (Sutton & Austin, 2015: 227). Data analysis can reveal information about the phenomenon being studied if relevant properties are encoded systematically in the data (Uher, 2019).

Data analysis can be quantitative or qualitative. Quantitative analysis (inferential, descriptive etc.) involves the use of statistics, which classifies, tabulates, and summarises numerical data to derive meaning from the gathered data (Monette, Sullivan & DeJong, 2013). Qualitative analysis on the other hand, provides a summary of the researcher's notes from the gathered data through observations or interviews (Creswell, 2009).

Having collected both quantitative and qualitative data, data was analysed using both quantitative and qualitative data analysis tools. For qualitative descriptive statistics using the Social Science Statistics Package (SPSS) software was used. Descriptive statistics was utilised to summarise the characteristics of large data in an organised and sequential format to make sense of the raw data (Lawless & Heymann, 2010). The qualitative data was analysed through thematic content analysis. This allowed categorising verbal or behavioural data which could be classified, and summarises (Dudovskiy, 2016).

3.7.1. Triangulation

Due to the nature of this study, triangulation was necessary. A study conducted by Yazan (2015) revealed that triangulation is an approach to acquire disclosure of a situation by researching a situation through different methods and thereafter reconcile various views to arrive at a conclusion. This implies that triangulation is the process of seeking convergence and corroboration of results from various methods of studying the same phenomenon. A study conducted by Hammersley (2008) clarified the possible misconceptions of the purpose of mixed methods and provides four meanings of the concept 'triangulation': validity checking method, whereby the validity of an interpretation from one method is subjected to verification by other interpretations gathered by using alternative means which is different (Hammersley, 2008:23). The second meaning of the concept of triangulation defines a process where the researcher collects accounts of the same event from several groups of participants through different methods (Flick, 2018). The third meaning defines a process where the researcher seeks to acquire complementary information through various research methods, for example, gather statistical responses through participant observations to establish converging evidence (Erzberger & Kelle, 2003). The fourth meaning of triangulation is regarded as epistemological dialogue or just a position to argue that it was first conceptualised as a strategy for validating results acquired by way of individual research methods. This study utilised triangulation by comparing responses gathered from interviews and those through interviews to achieve of enhance the validity of the findings.

3.7.2 Data Quantity Controls

The researcher used the methods of internal validity, external validity, reliability and objectivity to establish trustworthiness in her quantitative research, so as to produce corresponding results. Lincoln and Guba (1985) proposed four criteria for judging the soundness of research. All these criteria were applicable in this study to ensure validity and reliability. This study incorporated content validity, where the questions administered were evaluated by expert judgments which were supervisors of this study.

3.7.2.1 Generalizability

The use of mixed method enabled generalizability of the findings of this study. Qualitative research generally has a smaller sample size, and it becomes a challenge to generalize. The use of mixed method becomes a mitigation tool to strengthen the “large N,” as a way of ascertaining external valid.

3.7.2.2 Contextualization

The use of mixed method allowed the researcher to put the findings of the study into context and enhance the in-depth detailing of the findings. The use of both qualitative approach and quantitative approach to explain the findings gave substance on the analysis of the findings and later the conclusion and recommendation.

3.7.2.3 Credibility

The use of diverse methods and techniques to gather information on the same phenomenon was considered in this study, it made findings to be more credible. If the qualitative and quantitative data converge, is known for strengthening the validity of the study’ findings.

3.7.2.4 Dependability

The dependability of the research findings was considered in this study, as being the consistency level, of the findings, and the extent to which the study processes and methods were properly followed and documented.

3.8 Ethical considerations

Wassenaar and Mamotte (2012) assert that the primary focus of ethics in research is the wellbeing and respect for the research participants/respondents. Moreover, ethics in research guards against scientific misconduct and plagiarism. Research ethics is essential for scientific integrity, human rights, dignity, and cooperation between science and society (Žukauskas, Vveinhardt & Andriukaitienė, 2018). Ethical considerations in research are principles which guides the research procedure (Olaniran & Baruwa, 2020). Ethics are perceived as a set of values and ethical standards which ensure that the researcher behaves with integrity towards the participants of a study (Fouka & Mantzorou, 2011). Furthermore, the respondents must give consent; be permitted to withdraw at any time; guaranteed privacy; convey purpose of the study clearly; and all communication is undertaken with integrity and transparency.

This study adhered to relevant ethical considerations as outlined by the University of Zululand's research ethics guidelines. To have access to respondents, the researcher sought ethical approval and permission to conduct the study. Questionnaires were distributed with a covering letter. Furthermore, and an informed consent letter had to be signed by each participant to indicate their willingness to participate in the study. The covering letter clearly explained the nature and purpose of the study and participation would be confidential. The study did not collect any sensitive data. Only information gathered for the study would be summarised, stored and kept for five years. It latter would be deleted from the document file and removed from the recycle bin to ensure that it is permanently deleted. No deception was utilised.

Several ethical requirements need to be considered in any research that involves people's lives. It is important that necessary measures are taken to avoid harmful consequences for the participants. The social scientists have a moral and professional duty to be ethical and are expected to always follow ethical considerations when they conduct research (Wassenaar & Mamotte, 2012).

3.8.1 Informed consent

The purpose of informed consent was to inform the participants of the study and help them decide whether they intended to participate. Studies conducted by Sarantakos

(2005:20); Neuman (2007:136); and Denscombe (2007:146) revealed that informed consent must communicate the following information:

- Identity of the researcher;
- Investigators contact details;
- Institution at which the research is registered;
- Persons who funded the research;
- Intention, objective lens, and adopted research methodology;
- Potential benefits and dangers to the participants associated with the research;
- Warrant of seclusion and anonymity of the subjects and confidentiality of information; and
- Reserve the right to withdraw from the cognitive process at any time.

The anticipated consequences, rights and responsibilities, as well as the nature and purpose of research, was clearly communicated to the participants. Furthermore, the participants were informed of the features of the research project which could influence their decision to participate. Written permission to participate in the study was requested from the respondents (Jagosh, Macaulay, Pluye, Salsberg, Bush, Henderson, Sirett, Wong, Cargo, Herbert & Seifer, 2012).

3.8.2 Anonymity

The requirements of anonymity, which refers to the principle that the identity of the respondents of the study is anonymous during and after the conducting the study was adhered to. All the respondents were made aware of their right to remain anonymous. In reporting the findings, presentation of the data and the findings, including the consolidation of the report, neither names nor any identifiable background information of the participants was disclosed. The respondent's anonymity was ensured by not mentioning their first and last names, or sequence numbering, which could lead to identifying a participant. The questionnaires were analysed in no particular order except other than thematically.

3.8.3 Confidentiality

Confidentiality was ensured by securing the information gathered from the respondents. The researcher neither discussed nor shared the respondent's personal information. The gathered information was utilised only for the purpose of this study,

and information which the respondents had requested not to be shared was not disclosed.

3.8.4 Voluntary participation

Participation in this study was voluntary. The respondents were made aware of this principle, that is a right to either participate or not, and could withdraw at any stage. They were also informed that no financial benefits would accrue from of this study, and they would not be paid.

3.8.5 Harm

The nature of this study did not place the respondents at risk or be exposed to any kind of harm. Mouton and Babbie (2009:90) state that It would be unethical for researchers to expose participants to physical or psychological harm. Furthermore, researchers need to consider the impact the study might have on the respondents as well as the need to protect them against any unreasonable risks and harm to their emotional well-being. To ensure the participants emotional well-being, the researcher explained that this was not a test with either right or wrong answers and no respondents would be judged as individuals, and the findings could not be linked to them in any way.

3.8.6 Plagiarism

The ethical requirements of not to plagiarise was considered during the study. The information that was sourced from other authors was acknowledged.

3.10 Limitation of the research

It is essential for a researcher to always to be aware of the research limitations associated with one's study as well as consider issues which could affect the outcomes. Significant constraints related to fieldwork around the Mtubatuba community were unpredictable especially, weather conditions and financial constraints. Some of the respondents could possibly have vested interests and protect the policymakers by not being honest in their responses. Moreover, acquiring data from bureaucratic organisations such as municipalities is generally complex.

3.11. Conclusion

This chapter discussed the adopted the research methodology in examining public participation as a mechanism to enhance service delivery in Mtubatuba Local Municipality. An outline of the adopted scientific inquiry to realise objectives of this study was expounded upon. The chapter provided a brief explanation of the adopted research methodology, followed by the research paradigm utilised as a philosophy which underpinned the research methods. Thereafter, the adopted research approach was discussed, followed by the research design. The target population and study area was discussed in detail. The sampling techniques and research instruments utilised to gather data and how these were administered was explained. Furthermore, the methods utilised to analyse the collected data including ethical considerations and the limitations of this study was provided.

CHAPTER FOUR:

DATA ANALYSIS INTERPRETATION AND DISCUSSIONS

4.1. Introduction

This chapter presents an analysis of the gathered data. This study aimed to examine public participation as a mechanism to enhance public service delivery in Mtubatuba Local Municipality. Participants from various categories and role players in the municipality were selected to participate in this study. Prior to the gathering of data, the researcher undertook a pilot study to test the feasibility of the data collection instrument and examine whether it would produce the results in-line with the objectives of this study. According to Feeley, Cossette, Côté, Héon, Stremmer, Martorella, and Purden (2009), a pilot study provides a unique opportunity to identify and prepare for probable challenges when evaluating an intervention. The pilot study assisted the researcher to examine the feasibility of the study, as well as clarify unclear concepts and questions to the respondents. However, it should be noted that piloting a study does not result in an amendment of the instrument to operate outside of the identified objectives. Furthermore, the data analysis below does not include the data gathered from the pilot study.

Descriptive statistics was employed to determine the frequencies and percentages of gender and age variables, as well as statistical tests to interpret the data. The data was analysed through two statistical tests namely: Chi-square goodness-of-fit test and the one-sample t-test. The chi-square goodness of fit test was utilised to determine whether the respondents were more likely to respond either positively or negatively. The additional statistical test was the one sample t-test to determine whether there is significant agreement or disagreement among respondents about the role of public participation and the reasons for public dissatisfaction and the lack of public participation to shape public service delivery.

4.2. Data analysis tool

The purpose of this data analysis process was to acquire an understanding of the elements of the relationship exist between variables, and concepts through relevant tools depending on the objectives of the study. The first point after gathering data is to

transform the information into the tools selected for analysis, for example, excel gathered qualitative and quantitative data. The latter was coded and captured on Microsoft Excel spread sheets and analysed on the Statistical Package for the Social Sciences software (SPSS) version 10 for descriptive and statistics. Qualitative data was coded and placed in themes for analysis.

4.2.1. Descriptive statistics: quantitative

Vyas, and Kumaranayake (2006) assert that the primary aim of descriptive data analysis is to describe the collected data by studying the distribution of scores of each variable quantity and assess whether the scores are relatable to each other. According to Wachiko (2022), descriptive statistics are found in three significant groups namely, frequency numeration and frequency distribution; graphical representations of data; and sum-up statistics. This analysis includes measuring the frequency, mean, range, variance and standard deviation. The Statistical Package for Social Science (SPSS) software was used to generate descriptive statistics. Ong and Puteh (2017:18) posit that “SPSS is a statistical package designed by the IBM Corporation and widely used by researchers or academicians worldwide” This study included totals, frequencies, and percentages to analyse the respondents’ views of the role of the community to enhance public service delivery process employed by Mtubatuba Local Municipality. Quantitative data was collected through questionnaires.

4.2.2. Thematic analysis

The qualitative data was collected through semi-structured interviews from participants from various categories or groups as shown in Table 3.1. The data was collected to support the quantitative data and to bring credibility and trustworthiness to the findings. This data was gathered and analysed through Tech’s method of open coding to identify themes and categories. The identified themes using the research design was embedded in the quantitative data. Thematic analysis is a tool utilised to analyse qualitative data. According to Clarke, Braun and Hayfield (2015), this is an accessible, flexible, and increasingly popular method of qualitative data analysis.

4.3. Demographic data: respondents

Figure 4.1 below illustrates the participants gender in percentages gathered from quantitative data.

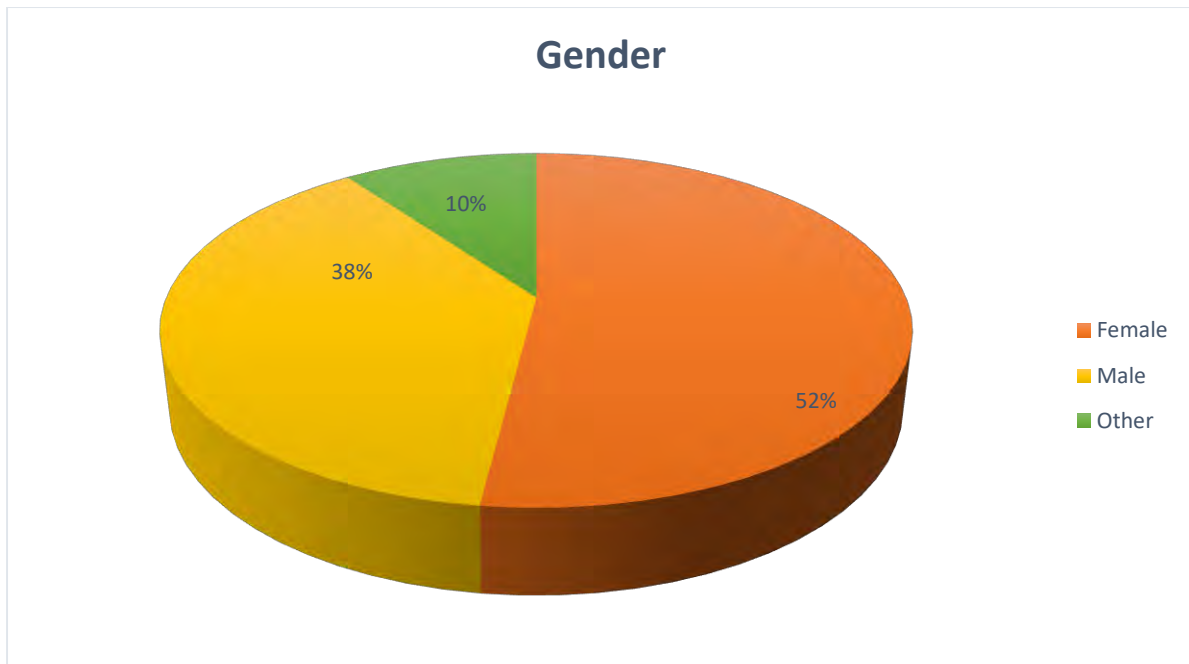


Figure 4.1: Gender of respondents

Out of the 367 respondents, 141 (38%) were males, 192 (52%) were female and 34 (10%) identified as other. It can be inferred that the study had more female participants/ respondents compared to males, while others was the least. This study adhered to the University of Zululand ethical requirements which forbids the discrimination of participants or respondents on the basis of gender, race, religion, sexual orientation, etc. Therefore, it did not target respondents based on gender. The respondents were randomly selected on the basis that they are residents of Mtubatuba Municipality, and they had relevant information which would enable this study to draw feasible conclusions.

It can be concluded that the study sample was evenly a representative all genders.

Age Groups	Number	Percentage
18-25 years old	33	9%
26-35 years old	62	17%
36-45 years old	139	38%
46-55 years old	78	21%

56-70 years old	55	15%
Total	367	100%

Figure 4.2. Age

Figure 4.2 illustrates the age demographics of the participants. The age groups ranged from 18-70 with an average age of 35-56 as the dominating age group and the highest percentage of participants. Of the 367 respondents, 9% belonged to the 18-25 age group, 17% to the 26-35 age group, 38% to the 36-45 age group, 46-55 age group 21%, and 15% to the 56-70 age group.

4.5. Data analysis and findings

This study employed the mixed method approach, which implies that there are two types of data, categorised as qualitative and quantitative. For the purpose of this study, the research questions were structured to gather data from the quantitative, while others from qualitative research methodologies. It is important to note that the collection of data through this approach allowed one to address shortcomings presented by one approach to strengthen it by the other. It is also important to highlight that during the triangulation the quantitative data dominated the qualitative data. The sub-sections that follow present the results from the questionnaires and interviews designed to address the research questions. It should be noted that research question number three was addressed in the recommendations and conclusion chapter.

In the analysis of the gathered data, the Levels of positive statements were placed in one category: "agree". Same process was followed with negative statements which were placed one category: "disagree" This was done in accordance with the principles of reliability. The results are presented as summarised percentages for the variables which constituted each section. The results were then analysed further according to the significance of the statements. The analysed data responded to the research questions posed in this study.

Research Question one: What process is followed by Mtubatuba Local Municipality to ensure that local community participation in decision-making regarding public service delivery?

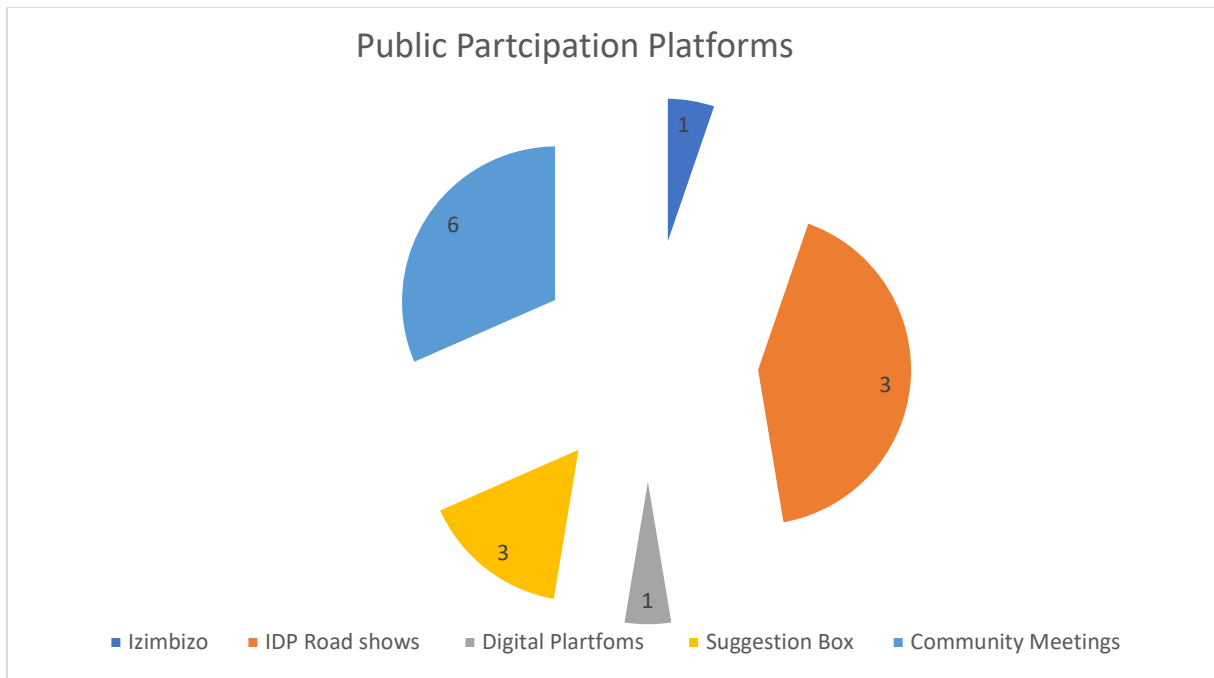
Research Question two: What is the role of the role of public participation in enhancing the delivery of public services by Mtubatuba Local Municipality?

4.5.1. Process followed: Mtubatuba Local Municipality

Research question 1: What process is followed by Mtubatuba Local Municipality to ensure that the local community participation in decision-making regarding public service delivery?

Interviews were scheduled with various categories of participants as illustrated in Table 3.1. The municipal officials who are responsible for stakeholder engagement, and those who are top managers at the decision-making level influence the public participating processes. Questions were posed to determine whether measures had been implemented by the municipality to ensure that the citizens participate and play a significant role in shaping public service delivery. Furthermore, examine the process followed by the municipality to ensure citizens engagement.

The participants revealed that the Mtubatuba Municipality has implemented measures to ensure public participation. The responses reflected that the Mtubatuba Municipality has called Mayoral Izimbizo in the past, community meetings, ward committee meetings, support war rooms, as well as held Integrated Development Plan roadshows in selected wards.



Pie chart 4.3. Public participation platforms

Pie chart 4.3. above illustrates the means of citizen engagement in the Mtubatuba Local Municipality. This study focused on what has been happening in the Municipality since 2020.

Mayoral Izimbizo

Rasila, and Musitha, (2017) asserts that the South African principles of democracy are centred in the public participatory approach, using Mayoral Izimbizo as an approach to engaging communities on issues of public service delivery and governance. The initial design of Imbizo was underpinned by the idea of solving community challenges, even though some critics hold a different view from this (Rasila, and Musitha, 2017). A study conducted by Baloyi and Lubinga (2017) postulated that Mayoral Izimbizo is a tool to engage with the citizens. Baloyi and Lubinga (2017) adds that the Mayoral Izimbizo as a channel of communication provides a platform to gather quality feedback from various spheres of government including municipalities with regard to public service delivery concerns.

Participants revealed that the Mayoral Izimbizo in this municipality appears to be a sham or an imitation of what it is supposed to be in community engagement or public participation, as it lacks the authentic participation practices of the community by not

providing any solutions to the challenges faced by the community such as the shortage of water supply challenges. Shelembe (2021) argues that in reality and practicality, Mayoral Izimbizo are public engagement platforms, however, they seem to be constantly failing to make community participation possible as the community is only invited to listen to government officials, rather than to be a platform for public participation. The findings of this study concur with this asserting as participants indicated that the municipality does not provide a platform for the community to effectively engage the municipal representatives but, is a simple activity of checking boxes for legislative requirements of mobilising the community.

Rasila and Mudau (2014) argue that the main purpose and motivation of organising Mayoral Izimbizo by governments appears to be community mobilisation, rather than an intended feedback platform to matters raised during previous Mayoral Izimbizo. Nevertheless, it is imperative that feedback is given to the public not only during a once-off government's engagement with communities but as follow-up to grievances raised during Imbizo participatory development that is aided by communication is to be effective. Participants raised that the use of Izimbizo as an effective communication channels requires the government to provide quality feedback to public service delivery complaints and suggestions raised at the Imbizo.

Participants indicated that Mayoral Izimbizo as a means to engage citizens, has only taken place once since 2020. The participants revealed that it could be attributed to the advent of Covid-19, during which large gatherings of people, was not permitted. This also significantly impacted on hosting Mayoral Izimbizo according to a participant. Mndawe (2020) noted that the practice of Imbizo's is utilised traditionally to resolve community challenges by robustly and thoroughly engaging all stakeholders in the community including traditional leaders.

IDP roadshow

The pie chart in 4.3 above (orange category) illustrates that since 2020, the Mtubatuba Municipality which comprises of 23 wards has held 3 IDP roadshows across different wards. According to the municipal officials, they present the draft IDP at various wards and explains what the municipality envisages to plan with its budget. The IDP as a municipal five-year strategic plan of action serves as the main strategic management instrument for municipal public service delivery. According to Aklilu and Makalela

(2020), the IDP is an approach to planning that involves the municipality and its citizens to find the best solutions to achieve short, medium and long-term development for the Municipality. The Municipal Systems Act No 32 of 2000 stipulates the primary principles of the IDP and states that citizens should participate in its drafting, review and adoption. Chapter 4 of this Act prescribes that municipalities “develop a culture of municipal governance that complements formal representative government with participatory governance” (Municipal Systems Act No.32 of 2000). Furthermore, Chapter 5 highlights that a municipality should promote favourable conditions to enable community participation in local municipal affairs, including during the formulation, implementation and review of its IDP (Municipal Systems Act, No.32 of 2000). The public may be consulted and encouraged to participate in municipal programmes which are meant to enhance their lives. This is executed through IDP roadshows which are utilised to promote public participation. The participants revealed that they were unhappy with the outcomes of the IDP roadshows because these generally do not yield the expected results. Selected participants revealed that members of the community are afraid to be vocal about community issues because they fear they may be perceived as complaining and speaking against community leadership. Moreover, the participants revealed that they were unhappy with the manner in which the IDP roadshows are conducted. Generally, they are briefed about how much the municipality will be spending on operating expenditure and a list of projects and programmes which will be implemented. The participants highlighted that they are not part of the decision-making process and although they are given the opportunity to comment on what is presented during the IDP roadshows, there is unlikely that their inputs would be incorporated into the final IDP document.

The above is defined by Cornwall (2008) as passive participation, that is, the public participate by being told what has already been decided upon or has already happened. It operates more like an announcement platform. The IDP process is a key strategic document in municipal operations and it requires input from all stakeholders in the community. The researcher attended one IDP roadshow held in one of the wards. Most of the questions raised in that IDP roadshow were not within the jurisdiction of this municipality in the context this was raised, load shedding is an Eskom matter, while roads are matters which provincial and national department of

Transport and Department of Public Works can respond to. It was difficult for the municipality and ward councillors to respond.

Digital platform

Moreover, the grey category of the pie chart illustrates that there is 1 digital platform that the municipality has set to enable citizens to engage from the comfort of their homes. This platform is in a form of social media which is a Municipal Facebook page.

The participants revealed that the government has been increasingly utilising digital platforms. The advent of Covid-19 proved that its time humans explored various means of engagement at their disposal. Social media has become a viable option for public participation and engagement. A study conducted by Dikotla, Mahlatji and Makgahlela (2014) argued that it is apparent that most South African municipalities have missed the memo to utilise the interactive capability of social media effectively. This conforms with the findings of this study because the participants agreed that the Mtubatuba Municipality is not utilising social media tools such as Facebook to engage effectively with the communities and ensure a two-way flow of communication. The participants also revealed that the Mtubatuba Municipal Facebook page the municipality generally posts information, and nobody is available to engage and respond to comments, complaints, questions and suggestions. The Constitution of the Republic of South Africa, 1996 and the Local Government Municipal Systems Act mandates municipalities to create enabling conditions for local community participation. This implies that municipalities should make an effort to utilise various platforms to maximise engagement including the utilisation of social media more effectively. A study conducted by Nabieva (2021) revealed the latest statistics for South Africa's internet usage. There are more than 100 million cellular phone connections in South Africa (Nabieva, 2021). This would be 169% of the entire population, as a result of some people possessing more than one device. This study further revealed that there are more than 25 million social media subscribers in this country, that is, 41.9% of the entire population (Nabieva, 2021). The study conducted by Bradshaw and Howard (2019) revealed that among social networking sites, Facebook remained the most popular platform in the country with an estimated 27 million South African users.

Suggestion box

The participants also revealed that 3 suggestion boxes have been placed at the Municipality's premises and the citizens are encouraged to make suggestions of how the public service can be improved. This is illustrated in the yellow category of the above pie chart. The participants also revealed that to ensure wider public participation, suggestion boxes are necessary at municipal level, especially in rural areas where numerous community members are vulnerable, especially women who are not allowed to speak in community meetings with the men in attendance. This conforms with Fung's (2015) assertion that the reason behind the principle of public participation is that people affected by a public service delivery decision have a right to contribute to such including the marginalised groups. Wates (2014) also added that municipalities which promote public participation should place suggestion boxes in areas commonly utilised by communities for feedback.

Community meetings

Lastly, the participants revealed that community meetings are held per ward with ward councillors. The data gathered from the councillors revealed that they cannot provide information on what happened prior the 2021 Local Government elections, because they were not community leaders then. The data revealed that out of 23 wards only 6 managed to hold ward meetings between 2021-2022. This is represented in the sky-blue category of the above pie chart. During the interview, a follow up question was posed to determine the process followed to ensure that the citizens attend the meetings. The participants revealed that they utilise the official Facebook page to announce meetings, while the councillors also play a role to communicate with the community forthcoming meetings through ward committee members. Furthermore, it was also revealed that the meetings are communicated by word of mouth, which is when one community member who has seen the invitation on social media or has been informed by the ward councillor spread the word to community members. This could be at public transport stations, or community water tanks where people gather to fetch the water. This is said to be most prevalent in this municipality because it is rural based. Community members are generally communalistic than individualistic, and there are common areas where they meet as indicated above.

4.5.2. Role of role of public participation

Research Question two: What is the role of role of public participation to enhance the process employed by Mtubatuba Local Municipality towards public service delivery?

A question was posed to assess the level of understanding of the role of public participation. Murambo (2008) asserts that public participation is at the centre of the democratic government. All the participants appeared to be aware that communities have a significant role to play in shaping of the public services. Participant 4 said:

“the participation of the citizens in the delivery of the services by the municipality or any sphere of government is very important and as a municipality that puts people 1st we ensure that the residents are always engaged, we have a very close working relationship with the communities within our municipalities even traditional leaders”.

This conforms with the provisions of the White Paper on Local Government (1998) which states that Municipalities have a responsibility to invite citizens to play an active role and participate at four levels: as voters, citizens, consumers, and organised partners. This is aimed to ensure that the elected political representatives are held accountable for their performance. Chapter 4 of the Municipal Systems Act stipulates that municipalities must involve the citizens in decision-making processes as well as consult and cooperate with them frequently. In terms of this Act, the local communities have the right to contribute towards decision-making, submit recommendations and complaints to the municipal council, be informed of council meetings and decisions, be updated about council affairs, as well as attend open meetings.

Community members were posed questions to assess the level of understanding of the role they should play in shaping public service delivery in their community. The majority of the participants revealed limited understanding of the critical importance of their role. This showed that communities have not been made aware of their important role as beneficiaries of the decisions taken at a municipal level with regard to public service delivery. Those who showed an understanding had concerns about the municipality undermining their role, especially taking decisions without consultation. These concerns are in sync with the pronouncements of the Batho Pele principles which underscores the importance of consultation. “All stakeholders should be consulted on the nature, quantity and quality of services to be provided in order to

determine the needs and expectations of the end users. Citizens can be consulted through: Customer surveys, Campaigns, Izimbizo, Workshops” (RSA, 1997). Furthermore, these concerns resonate with the principle of public Service Standards - “Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect” (RSA, 1997). Table 4.4 below illustrates the findings from officials, ward councillors, community members, and ward committee members.

Table 4.4

Role	Municipal Officials					Ward councillors					Community Members					Ward committee members				
	SA %	A %	NS %	D %	SD %	SA %	A %	NS %	D %	SD%	SA%	A%	NS%	D%	SD%	SA%	A %	NS %	D %	SD%
To meet the legislative mandate	100%	0%	0%	0%	0%	100%	0%	0%	0%	0%	87%	10%	3%	0%	0%	100%	0%	0%	0%	0%
Increase public awareness	100%	0%	0%	0%	0%	100%	0%	0%	0%	0%	88%	5%	7%	0%	0%	100%	0%	0%	0%	0%
Promote good governance	100%	0%	0%	0%	0%	100%	0%	0%	0%	0%	50%	15%	0%	35%	0%	100%	0%	0%	0%	0%
Promote accountability and transparency	5%	40%	3%	52%	0%	90%	0%	10%	0%	0%	3%	15%	20%	30%	32%	100%	0%	0%	0%	0%
To have different ideas for development on the table	0%	90%	0%	10%	0%	0%	60%	10%	30%	0%	50%	20%	20%	10%	0%	85%	10%	0%	5%	0%
Empower the people	100%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	70%	30%	0%	0%	100%	0%	0%	0%	0%
Select development projects that are most needed by the community	0%	100%	0%	0%	0%	30%	30%	40%	0%	0%	7%	42%	10%	41%	0%	55%	40%	5%	0%	0%

Table 4.4 above illustrates the responses of the role of public participation in municipal processes. The data was gathered from municipal officials, ward councillors, community members, and ward committee members.

Legislative mandate

Table 4.4 above illustrate that 100% of municipal officials and 100% ward councillors strongly agreed that the role of community participation is to comply with the legislative requirements. While 87% of community members strongly agreed, that this is the role of public participation, 10% of the community members agreed that this is the role of public participation, 3% of community members were not sure if that was the reason for public participation. Table 4.4 also illustrates that 100% of ward committee members hold the view that that the reason for public participation in public service delivery is to comply with legislative requirement. These findings shows that there is a high possibility that municipality officials and ward councillors value public participation as a legislative requirement, more that it being a mechanism to strengthen democracy and enhance public service delivery, but to fulfil or comply with the legislative requirements as prescribed in Chapter 2 of the Constitution of the Republic of South Africa, 1996. Municipalities must encourage public participation, consultation and involvement in all municipal's processes functions concerning public service delivery.

Increase public awareness

Table 4.4 above illustrates that 100% of municipal officials strongly agreed that public participation increases public awareness, while 100% the ward councillors also strongly agreed with the role of public participation to increase public awareness. A total of 88% of the community members strongly agreed that the role of public participation in municipal processes increases public awareness. 5% of community members agreed that this is a role for public participation. 7% of community members were not sure about this role and a minority of respondents. The 100% of ward committee members consider public participation in municipal process as a way to increase public awareness. The findings of this study revealed that the majority of the respondents were positive about increasing public awareness as a role for public participation. If the latter increases public awareness, this implies that the citizens are aware of what is happening in their community, and they are actively part of the decision-making process.

Promotes good governance

Table 4.4 above also illustrates that 100% all the municipal officials strongly agreed that the role of public participation is to promote good governance. 50% of the community members strongly agree that the role of public participation is to promote good governance, while 15% agreed with this role, and 30% disagreed. 100% All the ward committee members strongly agreed with the role, which is attributed to the Batho Pele principles which seek to promote good governance. However, not all community members strongly agree with this role, which could be attributed to their lived experiences with municipal processes.

Promote accountability and transparency

Table 4.4 above illustrates that 5% of the municipal officials strongly agreed that the role of public participation is to promote accountability and transparency, while 40% agreed, and 3% was not sure. A total of 52% disagreed with this role. The category related to ward councillors, 90% strongly agreed, while 10% were not sure. The category of community members revealed that 3% strongly agreed, while 15% agreed, 20% were not sure, 30% disagreed, and a total of 32% strongly disagreed. The category of ward committee members revealed that 100% the respondents strongly agreed with this role.

Establish various options for development

Table 4.4 above table illustrates that 90% of the municipal officials agreed with this role that public participation allows for the establishment of various options for development, while 10% disagreed. The ward councillor category revealed that 60% agreed with this role, 10% was not sure, while 30% was in disagreement. The community members category revealed that 50% strongly agreed with this role, 20% agreed, 20% was not sure, while 10% disagreed. The ward committee members category revealed that 85% strongly agreed, 10% agreed, while 5% disagreed. A study conducted by Theron (2005:95) revealed that projects initiated by communities, and community members are more likely to take care of, and protect it, compared to those imposed upon them by the municipality.

Empower the people

100% of the municipal officials strongly agreed with the role of public participation as being to empower people. The ward councillor category revealed that all the respondents agreed with this role, the community members category revealed that 70% agreed with this role, while 30% was not sure. The category of ward committee members revealed that 100% of the respondents agreed with this role of public participation. The gathered data also revealed that the majority of the respondents consider municipal public participation processes as a tool to empower the local community. This could be attributed to public participation meetings at which community members are given an opportunity to voice their views about services.

Select most required development projects

Table 4.4 above illustrates that all the municipal officials agreed that the role of public participation is to select development projects which are required by the community. A total of 30% of the ward councillors strongly agreed with this role in public participation, while 40% was not sure. The community members category revealed that 7% of the respondents strongly agreed, 42% agree, 10% was not sure, while 41% disagree. The ward committee members category revealed that 55% of the respondents strongly agreed with this role, 40% agree, while 5% was not sure.

4.5.3. Community leader participation

Interviews were scheduled with various community leaders including traditional leaders, civil societies movements. The council has one seat for a traditional leader. A local house of traditional leaders elect their chairperson who in turn serves as a member of the council. The traditional leader who was interviewed does not sit in council. The traditional leader revealed that they are engaged minimally. The municipal officials host community meetings or Izimbizo's the traditional leader is not even informed. He is invited as a member of the community. The traditional leader further revealed that he is excluded from municipal demarcation issues and generally, demarcations are agreed upon to suit the municipality, and to establish wards. Furthermore, the interviewed traditional leaders reported that his constituency is in various wards, and in certain instances divided which makes it difficult for him to execute his duties as a community leader. Hence, he finds himself leading divided communities. The civil society organisations revealed that their role become significant

in community war rooms in which they are able to participate and influence processes. However, at a municipal level it has been difficult to participate and engage with the municipality.

4.5.4. Effectiveness of public participation platforms

A total of 88% of the respondents revealed that although activities and platforms have been implemented to promote public participation, they hold that their voice is not being heard at these platforms. Participants 1, 2, 6, and 11 said:

“the public service we are getting is not in-line with what we raise in Izimbizo, we engage with them, they pretend to be listening, but the public service we receive remains poor”.

Izimbizo

Izimbizo are public communication platforms. The findings are consistent with Rasila and Mudau (2014:615) who noted that “Izimbizo often fail to facilitate public participation as people are often mobilised to meet and listen to government officials, instead of meaningfully participating”. Participant 3, 14, 17, commented that:

“Izimbizo meetings are a futile exercise that does not produce the end results expected by us the citizens.

Another participant cited the ongoing project which citizens hold is not their priority as a community, that is, no access to water for the past five years.

“The road construction project that has caused traffic making it difficult to drive around, delaying even the arrival of emergency services such as ambulances, and Police services for over 2 years now with no significant progress while the citizen have no water for over 5 years” said participant 12, 5.

IDP Roadshow

The participants also mentioned that the municipal IDP roadshows is to engage with the citizens by visiting various wards. Participants 1, 5 and 17 revealed that:

‘the roadshows are usually scheduled to accommodate municipal officials working hours (08:00 am – 16: 00 pm) and they are held during the week. The rates paying citizens and members of the communities in non-rates paying communities during these hours they are at their respective workplaces. Making the attendees of these

citizen engagement platforms to be the minority unemployed members of the communities who do not have significant views and opinions to contribute” said 3 participants.

The participants shared a common view that the attendees at these meetings are usually the minority in the community, while in meetings they represent the views of the general community. This compromises the process. These findings conform with the findings by Meléndez and Martínez-Cosío (2021). It was revealed that public participation meetings during the day impacts on attendance figures because many are at work.

Digital Platforms

The participants were asked to establish whether they participate and if they understand their role thereof in digital platforms set up by the municipality to engage citizens. Furthermore, to ensure that the citizens are aware of the municipal services, and whether they participate effectively. This became an important area to explore, since COVID-19 threatened in person/ contact engagements. Table 4.4 below illustrates an analysis of the question on the use of digital platforms.

	18-25	26-35	36-45	46-55	56-70
Breakdown of Total Participants against the 100% of 367 total number as shown in figure 4.2.	9%	17%	38%	21%	15%
Owning smartphones	9%	17%	34%	16%	3%
Without smartphones	0%	0	4%	5%	5%
Having social media accounts	9%	17%	33%	16%	3%

Participating in Digital platforms	0%	0%	0%	0	0%
Following the Social Media Pages	6%	16%	30%	9%	3%
Aware but not following	3%	1%	3%	0	0%
Not Aware	0%	0%	4%	12%	7%

Table 4.5. Digital platforms public participation

Table 4.5 above illustrates the level of participation by the Mtubatuba citizens on digital platforms implemented by the Municipality. This section provides a narrative of the Table 4.5.

A total of 9% of the 18-25 age group of the participants was drawn from 367 respondents. The findings revealed that they are aware of the digital platforms. Of the 9%, 6% confirmed that they are read the municipal social media reports. The media reports are utilised to make announcements not necessarily engage the citizens on the public service issues. A total of 3% revealed that they are aware that various municipalities utilise social media. One participant cited the Ethekewini Metropolitan Municipality Facebook page which she occasionally to look for job opportunities. However, Mtubatuba Local Municipality does not have a Facebook page. A participant in the same category held that *“Data is expensive I hardly visit social media”*, while another indicated that they do not have an internet connection. The limited access to a is to make important calls.

The 26-35 age group comprised of 17% of the entire sample. They revealed that they are aware of the digital platforms in a form of social media pages. A total of 16% of the respondents revealed that they follow the pages while 1% stated that they had not seen the page. This category also indicated that the municipality does not post public service delivery concerns.

The 36-45 age group was the dominating one from all sampled groups and comprised of 38% of the entire population. A total of 34% of the 38% do not have access to digital platforms, while 33% have social media accounts, for example, Facebook. A total of

30% follow the municipal Facebook page, although the page is utilised to make announcements. A total of 3% revealed that they are aware that the Municipality has a Facebook, but they had not searched to follow it.

The 46-55 age group comprised of 21% of the participants. A total of 16% owned smartphones, have access to social media, and the Municipal digital platform, Facebook. However, this study revealed that of the 21% of the 367 participants, only 9% are aware and follow the Municipality's page, while an overwhelming 12% was not aware thereof.

The 55-70 age group accounted for the 15% of the total of 367 participants. A total of 7% of this group indicated that they are not on social media, and unaware of Municipality digital platforms. A total of 5% revealed that they are not in possession of smart phones, and unable to access the municipal platforms for public participation. The remaining 3% of the respondents were aware of the digital platforms and follow the reports.

The findings revealed that 64% of the sample is prepared to engage with the municipality through digital platforms, if the municipality presents an opportunity. On the participation in digital platforms by the community members results show that there is 0% participation. This is a result of what the community members described as the use of the municipality digital platforms as a municipality noticeboard, not necessarily as a tool to engage the citizens. Hence, the majority of the citizens are aware of the role they are expected to play to shape the delivery of services through participation. However, the findings revealed that the existing digital platforms are not utilised to enhance public participation or to engage with the citizenry. These are utilised to share notices that are unrelated to public service. This has a negative impact on the rate of public participation. A study conducted by the South African Local Government Association (SALGA) (2015:48) revealed that municipal governments need to change the *status quo* of public participation protocols and systems towards meaningful and effective engagement. Masiya, Davids and Mazenda (2019) argue that if local government does not structure public service delivery in a setting that enables citizens to play a more active role, then they become reactive and often results in conflict and dissatisfaction which manifests into public service delivery protests.

Table 4.5. Responses on the attendance of Public participation platforms for the past 2 years 2021/22

Item	Responses as Frequency (%)						X ²	df	p-value
	Never	Desire to participate	Not interested	Frequently attend	Attended once	Attended more than once			
Izimbizo	88 (26.4)	32 (9.6)	23 (6.9)	21 (6.3)	47 (14.1)	121 (26.4)	148.506	5	<.001*
IDP roadshows	104 (31.2)	35(10.5)	20(6.0)	18(5.4)	36(10.8)	113(35.1)	174.545	5	<.001*
War rooms	87 (26.1)	41(12.3)	29 (8.7)	16 (4.8)	45 (13.5)	111(33.3)	121.3	5	<.001*
General Community meetings	58 (17.4)	41 (12.3)	53 (15.9)	29 (8.7)	51 (15.3)	100 (30.0)	52.86	5	<.001*
Digital Platform	75 (22.5)	20 (6.0)	25 (7.5)	19 (5.7)	47 (14.1)	146 (43.8)	219.8	5	<.001*
Suggestion Box	63 (18.9)	27 (8.1)	13 (3.9)	23 (6.9)	23 (6.9)	183 (55.0)	380.3	5	<.001*
Elections	2 (.6)	11 (3.3)	9 (2.7)	10 (3.0)	18 (5.4)	282 (84.7)	1116.5	5	<.001*

4.5.5. Public participation: challenges

A question was posed to the ward councillors with regard to challenges when hosting public participation meetings. The level was assessed in percentage.

Challenges	Ward councillors		
	Agree%	Neutral %	Disagree %
Lack of understanding of the municipality processes.	30	40	30
Lack of training in public participation.	40	20	40
Lack of financial resources to support public participation initiatives.	70	10	20
Lack of community interest in attending public participation meetings.	10	50	40
Political party affiliation amongst community members.	70	15	15
Lack of trust and confidence in municipal processes	75	10	15

Table 4.6. Public participation: challenges

D= Disagree; NS=Not sure= and A= Agree.

Lack of understanding municipal processes

Table 4.6 above revealed that 30% of the ward councillors agreed that the lack of understanding municipal processes inhibits them from advocating for public participation. A total of 40% of the ward councillor's response was neutral, while 30% disagreed with the statement. Section 29 of the Municipal Systems Act (2000:36) prescribes that municipalities must consult its communities with regard to the public services they require as beneficiaries. This Act further stipulates that communities

should be actively involved in the compilation of the IDP and underscore the significance of building public capacity and distribute resources equally. The municipal policymakers and programme formulators must find ways to ensure that the public participate in municipal policy, including programme development. Community participation could lead acquiring trust and confidence in the municipal processes and have an impact on the delivery of services in a meaningful way.

Lack of training in public participation

A total of 40% of the respondents agreed with the statement that there is a lack of training in public participation, while 20% were neutral, and 40% disagreed with this statement.

Lack of financial resources to support public participation initiatives

Table 4.6 above illustrates that 70% of the respondents agreed with the statement that there is a lack of financial resources to support public participation initiatives, while 10% were neutral, and 20% disagreed with the statement.

Lack of interest by community to attend public participation meetings

Table 4.6 above illustrates that 10% of the respondents agrees with the statement that there is a lack of community interest to attend public participation meetings, while 50% were neutral, and 40% disagreed with this statement.

Political party affiliation: community members

Table 4.6 above illustrates that 70% of the respondents agreed with the statement that political party affiliation amongst community members is a challenge in that it impedes public participation. Community members associate these meetings with the ruling political party. If they do not support the political party, they do not attend community meetings. A total of 15% of the respondents were neutral, while 15% disagreed with this statement. Most agreed that the lack of community interest to attend meetings was linked to the lack of trust in the elected political leaders (Smith, 2008).

Lack of trust and confidence in municipal processes

Table 4.6 above illustrate that 75% of the respondents agree with the statement that the lack of trust and confidence in municipal processes affects community members attendance at meetings. A total of 10% of the respondents were neutral, while 15% of disagreed with this statement.

4.5.6 Public service protests: reasons

A one-sample t-test was utilised to test whether the population mean differed significantly from a hypothesised value based on the collected data. This method is most useful when only one measurement variable is involved to compare its mean value with a theoretical expectation (Achen, 2018). This was conducted to investigate whether anything could be done in the future, and what role can all stakeholders play to alleviate citizens' dissatisfaction. A total of 98% of the participants revealed that sound and meaningful citizens' engagement can inhibit conflict, while 80% stated that the current public participation platforms are ineffective as reflected by the public service protests.

A total of 73% of the participants revealed that the problem is not only the platforms, but the manner in which these are set and the manner in which meetings are conducted. Participants indicated that the meetings are turned into political party meetings. This makes citizens who do not associate with the ruling political party not to attend. Another concern raised with regard to the platforms is the top-down approach used in these meetings by municipal officials in collaboration with the political representatives. The meetings are called to inform the citizens of what the municipality is doing, and not necessarily about the needs of the community or their input. Most of the participants also revealed that suggestions to enhance public services to meet the needs of the community effectively are generally ignored. The findings are consistent with the study conducted by Qwabe and Mdaka (2011). They revealed that public participation is not meaningful and does not have an impact on municipal decision-making processes because ward councillors neither consider input from the communities nor prioritise services. This results in public service delivery protest. A total of 90% of the participants highlighted that the reason their opinions are not considered is that once the political leaders in the municipality are elected to office, they detach themselves from the people who voted them. They stop representing them. One citizen said:

“the political leaders arrive in community meetings that has the very people that voted them in power, with heavy unlabelled men carrying big guns and still expect the citizens to freely engage them, its impossible”.

The quantitative data on the perceptions of participants on the reasons for public service protests produced the results illustrated Figure 4.6 below:

Construct	N	Mean (SD)	T	Df	p-value
1. Delayed public service delivery	331	3.62 (1.275)	8.841	330	<.001*
2. Deliver services which do not address community needs	330	3.16 (1.355)	6.539	329	<.001*
3. Poor communication between the municipality and the citizens	330	3.60 (1.439)	3.289	329	.001*
4. Political interference	367	3.12 (1.362)	4.071	332	<.001*
5. Ignore public input	367	3.35 (1.364)	4.622	332	<.001*
6. Ineffective public participation platforms	331	3.37 (1.455)	4.607	330	<.001*
7. Processes followed to hold meetings	332	3.33 (1.330)	4.499	331	<.001*
8. Conflict between traditional leaders and political leaders	300	3.20 (1.273)	7.962	332	<.001*

9. Municipality insensitive towards the needs of the community	332	3.22 (1.360)	6.253	331	<.001*
10. Non-consultative decision-making	332	3.71 (1.308)	9.857	331	<.001*
11. Unequal access to public services	330	3.77 (1.260)	11.095	329	<.001*

Table 4.6 Causes public service protests

Table 4.6 above reveals the significant level of the responses to the questionnaire. The mean scores of the items on the causes of public service protests except four are greater than the neutral score of '3' because the questionnaire comprises of a five-point Likert scale.

There is a adequate agreement on the reasons for public service delivery protests. Items are ranked from the highest to lowest mean scores. The top four factors with mean scores in brackets ranked as reasons for public service delivery protests in the Mtubatuba municipality include: Favouritism in public service delivery (3.77); Non-consulted decision-making (3.71); Delayed public service delivery (3.62); and poor communication channels between the municipality and the citizens (3.60). These results are consistent with Masiya et al's (2019) findings that poor public participation is a result of poor communication channels between the municipality and the citizens.

However, four items are in disagreement about whether these contribute towards public service delivery protests, namely: conflict between traditional leaders and political leaders (3.20); municipality insensitive towards the needs of the community (3.22); deliver services which do not address community needs (3.16); and political interference (3.12). The participants may perceive these factors as not being the primary causes of public service delivery protests.

Cause of public service delivery protests	Rating
Unequal access to public services	3.77
Non-consultative decision-making	3.71
Delayed public service delivery	3.62
Poor communication between the municipality and the citizens	3.60
Ineffective public participation platforms	3.37
Ignore public input	3.35
Processes followed to hold meetings	3.33
Municipality insensitive towards the needs of the community	3.22
Conflict between traditional leaders and political leaders	3.20
Deliver services which do not address community needs	3.16
Political interference	3.12

Table 4.7 Causes of public service delivery protests ranked from the highest mean score to the lowest

Table 4.7 above illustrates the ranking and causes of public service delivery protests from the highest mean score to the lowest. The items at the top are those that are more likely to result in public service delivery protests, while the bottom are items which are less likely. Inequality to access public services is at the top of the list, while political interference at the bottom.

4.6. Conclusion

This chapter presented the data analysis from the gathered information at Mtubatuba Municipality under UMkhanyakude district in the far north region of KwaZulu-Natal. Data was collected through questionnaires and interviews to examine public participation as a mechanism to enhance public service delivery in Mtubatuba Local Municipality. The gathered quantitative data was descriptive and analysed through the Statistical Package for Social Science (SPSS) software. Frequencies, totals and percentages were utilised to examine the level of public participation. The qualitative data was analysed thematically.

CHAPTER FIVE:

CONCLUSION AND RECOMMENDATIONS

5.1. Introduction

This chapter provides a conclusion and recommendations of the study which examined public participation as a mechanism to enhance public service delivery in Mtubatuba Local Municipality. Public participation is an essential component to enhance effective accountable governance. Moreover, public service delivery is widely recognised as a way to enrich democracy, build trust, increase transparency and accountability, followed by advancing fairness and justice in governance at all levels. However, its successful implementation depends on resolving a number of complex issues. National government, therefore, intends to affect a level of accountability and confidence from citizens in respect of governance to enhance public service delivery. This study examined public participation as a mechanism to enhance public service delivery in Mtubatuba Local Municipality.

5.2. Synopsis of the chapters

The researcher upon identifying a problem in Mtubatuba and a gap in the literature embarked on a journey of inquiry, developed the research questions with 3 specific objectives. Which were: to assess the processes Mtubatuba Local Municipality follows to ensure that the local community participates in public service delivery decision-making processes. Also, to examine the role of the community in improving the process employed by Mtubatuba Local Municipality for public service delivery. Furthermore, to suggest possible solutions to curb the challenges facing Mtubatuba Local municipality on public participation. Using the research methodology outlined in the research methodology chapter in this study in order to achieve the specific objectives, the researcher divided the study into five chapters, and this synopsis provides a summary of all the chapters. Thereafter, succeeding sections will provide the recommendations, and a conclusion.

5.2.1. Chapter One

This study aimed to examine public participation as a mechanism to enhance public service delivery in Mtubatuba Local Municipality. A background and introduction of the study was provided followed by an outline of citizen participation in governance. The literature revealed that this is a global challenge in all spheres of government. This chapter described public participation as a process by which representatives (both individual and collective) from communities can express their views and identify their needs and thus influence decision making on public services that directly affect them (The Department of Provincial and Local Government, Republic of South Africa, 2007c:15). Buccus and Hicks (2005:1) deemed it necessary to distinguish between two types of citizen participation: people form an external force against government; and formation of a form of co-governance where the people and the state cooperate to achieve public service delivery goals. This chapter also outlined the identified problem statement. The South African government is mandated by law to involve the public in the government processes. Local government, the arm of government responsible for the provision of public services faces challenges with regard to community involvement in governance issues. The Mtubatuba local municipality has faced several such challenges and they affect public service delivery and public satisfaction.

This chapter also outlined the aim of the study, objectives and the research questions. The objective of this study was to assess the processes Mtubatuba Local Municipality follows to ensure local community participation in its public service delivery decision-making processes. Also, to examine the role of the community in improving the process employed by Mtubatuba Local Municipality for public service delivery.

1. What processes are followed by Mtubatuba Local Municipality to ensure local community participation in services delivery decision-making?
2. What is the role of the public participation *in enhancing* processes employed by Mtubatuba Local Municipality towards effective public service delivery?
3. What recommendations can be proposed to inhibit challenges Mtubatuba Local Municipality faces with regard to public participation?

5.2.2. Chapter Two

This chapter focused on the reviewing of literature, this process enabled the research to explore and analyse research which had already been conducted on public participation as a mechanism to enhance public service delivery in local municipalities. This chapter began by the conceptualisation of public participation. The It argued that the concept public participation as a component of public service delivery is not new. There is a substantial body of knowledge on the subject which includes government laws, policies, legislation, discussion papers, books, journal articles, magazines, newspaper articles, theses and dissertations. These were consulted to gather literature. The reviewed literature revealed that public participation increases the quality and legitimacy of municipal decision-making regarding policy, programmes, and projects, as well as eliminates or at least dramatically limits polarisation between the municipalities and the residents. Thus, conflict which occasionally leads to violent protests is inhibited. Further bringing to light that public participation is enhanced through information dissemination and raising public awareness related to the government's activities. It also improves allocative effectiveness by allowing for "demand revelation" and thus "match allocations to user preferences."

This chapter examined the 'ladder' of participation model by Arnstein (1969) which proposes a level of public participation that is close to the ideal, and can be utilised as a guide to observe who has power when important decisions related to municipal service delivery are made. It was assumed that there are eight levels of participation which can be divided into three broad tiers. The bottom tier largely refers to non-participation situations in which top-down decisions are made and then cascaded to the inhabitants. The second tier is associated with situations in which people are informed and consulted without assurances that their contributions will be valued. The third tier, which is the most optimal, entails full citizen participation in decision-making processes. Citizens become partners in decision-making at this level. Municipalities are also required to actively engage communities at each of the five levels. This chapter also discussed the theoretical

framework which underpins this study, that is, the theory of participatory democracy and representative democracy.

5.2.3. Chapter Three

This chapter expounded upon the adopted research methodology. The post positivism research philosophy was utilised in this study. A mixed method approach was utilised, as an approach that possess both qualitative and quantitative characteristics. This study utilised the descriptive research design to acquire information systematically to describe a phenomenon or situation (Aggarwal & Ranganathan, 2019:35). In descriptive design, researchers are interested in describing the situation or case in the context of the study (Sileyew, 2019). The primary purpose of descriptive research is to contribute to understanding a particular phenomenon (Williams, 2007:66). Omona (2013) postulated that descriptive researchers try to understand why something is happening and then describe it.

The total sample size of this study comprised of 389 respondents. The Raosof calculator was used to determine the number of appropriate sample that was used to collect quantitative data through the use of questionnaires. A total of 357 respondents was recommended, with a confidence level of 95%, and a marginal error of 5%. Qader et al. (2021:3) assert that a census is a statistical listing process in which all population members are analysed. In the same vein, a census is considered a collection of information from all units of the population or a "complete census" thereof.

This study collected primary data through self-administered questionnaires and interviews. A self-administered questionnaire (involving direct interaction with respondents) was employed in this study to exploit its advantages including that any doubts can be clarified on the spot (Sekaran and Bougie 2016; Leedy and Ormrod 2010). Questionnaires were distributed to collect quantitative data, while interviews were conducted to collect for qualitative data.

5.2.4. Chapter Four

This chapter presents an analysis of data collected on the study investigating public participation as a mechanism to enhance public service delivery in Mtubatuba Local Municipality. In analysing the collected data for this study, the Statistical Package for

Social Science (SPSS) software was used to generate descriptive statistics that included the use of totals, frequencies, and percentages to analyse the respondents' views on the role of the community in improving the process employed by Mtubatuba Local Municipality for service delivery. Quantitative Data was collected using questionnaires whereby a total of 367 questionnaires were distributed. The qualitative data was collected through semi-structured interviews from 17 participants in various categories or groups which included ward committee members, councillors, strategic stakeholders (business owners), and street forum representatives. The data was collected to support the quantitative data and to bring the credibility and trustworthiness of the findings. This data was collected and analysed through Tech's method of open coding to identify themes and categories. The identified themes were embedded in the quantitative data.

5.2.5. Chapter Five

This chapter provided a summary of the discussions of the previous chapters. The purpose of the chapter was outlined, followed by the synopsis of this study. Recommendations are provided below followed by an overall conclusion of the study including the lessons which the Municipality and the citizens can learn.

5.3. Summary of the findings

Objective 1: To assess processes the Mtubatuba Local Municipality follows to ensure the local community participates in its decision-making processes to enhance the delivery of services.

The aim of this objective was to assess the processes the Mtubatuba Local Municipality follows to ensure local community participation in its decision-making regarding service delivery discovered that there processes that the municipality have followed to foster public participation, however, they are not adequate to drive effective public participation. Furthermore, to include the citizens as stakeholders in the delivery of public services.

Objective 2: To examine the role of the community to enhance processes employed by Mtubatuba Local Municipality towards effective delivery of services.

The participants are aware of the role of public participation as enshrined in the Constitution of 1996 including as stipulated in the Batho Pele principles in the Public Service Act.

Objective 3: To recommend probable solutions to inhibit challenges the Mtubatuba Local Municipality faces with regard to public participation.

Recommendation are provided in section 5.4 below.

5.4. Recommendations

What solutions can be proposed to alleviate the challenges Mtubatuba Local Municipality faces with regard to public participation? A study was conducted following a scientific and systematic method. Extensive literature was reviewed on public participation at a municipality or local government level, and how the process enhances public service delivery. After reviewing the literature, the researcher engaged with the Mtubatuba Municipality communities to acquire their perspective of the level of engagement between them and the municipality, and the measures to promote and enhance public participation. After gathering necessary data, it was analysed to establish sequences, patterns, and developed themes. This process resulted in understanding the issues of on the ground in relation to the subject and provide recommendations.

The gathered data revealed that there was a high level of dissatisfaction with the quality and level of services delivered by the municipality. Furthermore, public participation platforms were established by the municipality to enhance participation in the Mtubatuba Municipality. These platforms included Izimbizo, IDP roadshow, community meetings, digital platforms, and suggestion boxes. The tools of engagement were implemented and revealed that engagement is at a dissatisfactory level, because the citizens hold they do not engage adequately or given an opportunity to on issues which affects them directly. The platforms are generally utilised by the

minority of the community, and the opinions shared are not a reflection or a representation of how the citizens feel, especially in a constitutional democracy. This study recommended that the Municipality maximise its efforts to engage with the citizens. The Municipality needs to reflect critically on the role of public participation platforms to strengthen democracy. Furthermore, also enhance the tools of engagements and maximise the level of engagement. This could assist the Municipality to deliver services which has a positive impact; citizens would want to own the services delivered; own the effectiveness and the outcomes and impact; own the delays, own the deviations because they are the architects of their own public services and cooperate with the municipality. This creates an environment where citizens would take the initiative to protect the integrity and wellbeing of the provided public service infrastructure.

A question was posed of the role of the community to assess whether the municipal officials have a degree of understanding and a sense of significance of the communities can play to shape public services. This conforms with the provisions of the White Paper on Local Government (1998) which prescribes that Municipalities have a responsibility to invite citizens to play an active participatory role at four levels: as voters, citizens, consumers, and organised partners. The findings also revealed that the municipal officials are under the impression that they engage fully with the citizens. These findings contradict with the data gathered from the citizens, because they revealed that the tools of engagement were inadequate to ensure that participation show a true reflection of the citizens' perception of the services they requires. This study also recommended that the citizens and municipal officials develop a work relationship to enable consultations. In this way the municipal officials can monitor and evaluate their own level of engagement with the citizens. This will enable the citizens to voice how they would like to engage; what satisfactory degree of engagement would look like, instead of imposing decisions on them, and then consider whether they had addressed the concerns.

A question posed on the effectiveness of public participation platforms revealed that the majority of respondents felt that these are not utilised effectively by the municipality. It is recommended that the municipality improve its approaches and

systems of engagement, encourage citizens to participate, as well as schedule suitable times for engagement. Furthermore, implement measures which would encourage the citizens to participate because their voice matter and it is important. Create awareness among the communities that only services approved by them as beneficiaries would be delivered. The municipality should host public participation awareness campaigns, which should be inform the importance of participation. Moreover, the communities should be asked of how best they would like to engage.

Level of participation on municipal digital platforms revealed that those who read the municipality's social media reports indicated that the municipality utilises these as a tool to make announcements and not necessarily engage with the citizens on the service delivery concerns. Furthermore, most of the inhabitants are unaware that Mtubatuba Municipality has a social media page. It is recommended that the Municipality should promote its social media pages to engage so that the public can participate. The advent of COVID-19 taught the world that that digital platforms are the future and may soon be a better option, especially for limitless communication and engagement. The Municipality should invest in a community digital platform. The creation of smart cities is not only for the benefit technological and digitalisation but also for effective, efficient enhancement of community engagement, communication, and public participation.

To this end, it can be argued that communities should not cease to engage in social mobilisation. They should refocus their organisational and mobilisation energies and goals to ensure socio-economic development programmes are commensurable with their enshrined constitutional rights. Communities should organise themselves into civil bodies which will represent their interests in local government planning processes. By so doing, they will sustain dialogue between the municipalities and their communities in all aspects of local governance. Municipalities should be guided by legislative prescripts to ensure transparency and accountability of their management affairs. Moreover, community members should redress challenges associated with party politicisation of development and participatory structures; lack of commitment towards prioritising community participation; lack of capacity among stakeholders; poor access to information; and failure to recognise and work closely with community-based organisations.

Lastly, a question was posed on public service delivery protests as witnessed by the citizens of Mtubatuba Municipality. The findings revealed that there is a high degree of dissatisfaction amongst the citizens in this municipality. Furthermore, there are many factors which result in this high level of dissatisfaction namely, political favouritism in public service delivery, non-consultative decision-making, delayed delivery of services, including poor channels of communication between the municipality and the citizens. This study recommends that the municipality prioritises public participation, engage with the citizens to avoid conflict, misunderstanding and protests. If the communities are part of the services which are delivered, they would most likely understand the delays, protect the infrastructure, and appreciate the service. Moreover, they likely wish to be the voice, and inform the municipalities to prioritise their needs. Enhanced public participation will most likely ease the tension between the citizens and the Municipality. It will create responsible citizens who play an active role players in the delivery of the services.

5.5. Conclusion

In conclusion, ward councillors as leaders in the communities play a significant role in the public service delivery. This study revealed that in efforts to improve public service delivery it is significant that, ward councillors must strengthen their alliance with the municipal officials, as well as familiarise themselves with municipal processes. This would enhance their efficiency and effectiveness in executing their duties as community representatives in the municipalities. Moreover, it could be inferred that ward councillors must always adhere to the Batho Pele Principles when to executing their duties as community leaders. Moreover, the Batho Pele principles advocate for the culture of good governance, including effective and efficient public service delivery. Ward councillors must engage with the community, and not merely inform them of what has taken place, but to consult them as equal partners in the delivery of public services. This could enhance the acceptance and quality of the public services provided. Additionally, the ward councillors should ensure that each resident is able to access public services equitably and redress concerns when services are not delivered as promised to the communities. This study concludes that public participation is a mechanism which can enhance public service delivery in Mtubatuba local municipality. The current processes that are followed in the Mtubatuba Local

Municipality are inadequate to establish whether the local community participates in the decision-making processes associated the delivery of public services. Furthermore, the role of the community in improving public service delivery is undermined. This study concludes that Municipal officials need as a matter of urgency to put in place measures to build effective relations with the citizens of Mtubatuba Municipality and sustain it through effective public participation. Effective public participation may contribute significantly towards limiting public dissatisfaction, which in turn could alleviate the number of strikes and protests. The principle of consultation, openness, transparency, and accountability can play a significant role as a foundation towards the relationship between the municipality and the citizens. This study established that if the citizens feel that they are part of the public services they receive, then they less likely to be dissatisfied or embark on protests. Openness creates effective communication channels.

5.6. Areas for Further Research

Public participation as a process to engage the community in the delivery of public services they receive is a very important aspect not only as a consultative activity but also a tool to enhance public services delivered to the communities; ensure that citizens are front line role players in the delivery of services; as well as adhere to the legislative mandate to involve the beneficiaries of public services in the decision making processes. This study asserted that public participation is a critical mechanism to enhance public services and further increase public approval. This study acknowledged that there are challenges in public participation in South African local government municipalities. Checking tick boxes in compliance with the legislative requirements has proved inadequate and defeats the stipulations of the Constitution of 1996.

Therefore, further research needs to be conducted on how citizens define effective public participation. Such research should investigate the building of public capacity, and specifically teach rural communities on how to participate effectively in the development of their own communities.

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Appendix 1
Informed Consent



Researcher: J.N. Madondo

Supervisor: Dr Nokukhanya N Jili

Research Dean/Officer: Prof Irrshad Kaseeram

INFORMED CONSENT

Dear Sir/Madam

You are kindly requested to complete the interview schedule for academic purposes, as I am doing my Masters in Public Administration. I am undertaking a study titled **“Public participation as a mechanism for improved service delivery: the case of Mtubatuba local municipality, KwaZulu-Natal province”**.

You will not be required to provide your name or contact details, Hence, your responses will remain anonymous. This study does not intend to cause any harm now or in the future, your privacy and confidentiality will remain. You may refuse or withdraw to participate from the project at any time you want.

Your participation in this study will be of great importance, should you have any queries you should feel free to contact myself (researcher) or my supervisor using the following contact details.

Mr J.N. Madondo (Researcher)

Jnmfinancials01@gmail.com

Cell Number: 072 0233 256

Dr NN Jili (Supervisor)

JiliN@unizulu.ac.za

Office Number: 035 902 6615

INFORMED CONSENT DECLARATION (Participant)

Project Title: Public participation as a mechanism for improved service delivery: the case of Mtubatuba local municipality, KwaZulu-Natal province

I, James Nkosinathi Madondo from the Department of Public Administration, University of Zululand has requests for your permission to participate in the above-mentioned research project.

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

I am aware that:

1. The purpose of the research project is to fulfil the requirements for Master in Public Administration
2. By participating in this research project, I will be contributing towards understanding the role of community participation Ward Demarcation Process.
3. I will participate in the project by responding to research questions and assisting with relevant documents needed for the study
4. My participation is entirely voluntary and should I at any stage wish to withdraw from participating further, I may do so without any negative consequences.
5. I will not be compensated for participating in the research, but my out-of-pocket expenses will be reimbursed.
6. There may be risks associated with my participation in the project. I am aware

that the following risks are associated with my participation: None
the following steps have been taken to prevent the risks: None
there is a 0% chance of the risk materializing

7. The researcher intends publishing the research results in the form of Masters Dissertation and Journal articles. However, confidentiality and anonymity of records will be maintained and that my name and identity will not be revealed to anyone who has not been involved in the conduct of the research.

Any further questions that you might have concerning the research or my participation will be responded to by Dr Nokukhanya N Jili (Supervisor) Tel: 035 902 6615 and Email: JiliN@unizulu.ac.za

By signing this informed consent declaration, I am not waiving any legal claims, rights or remedies.

A copy of this informed consent declaration will be given to me, and the original will be kept on record.

I (Name of the Participant) have read the above information / confirm that the above information has been explained to me in a language that I understand and I am aware of this document's contents. I have asked all questions that I wished to pose and these have been responded to my satisfaction. I fully understand what is expected of me during the study.

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

.....
Participant's signature

.....
Date

Appendix 2

Interview Schedule

IN-DEPTH INTERVIEW SCHEDULE

In-depth interview questions for Mtubatuba Top Level Management: Public service delivery and public participation.

1. What is the role of Mtubatuba local municipality towards the community in the delivery of services?

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2. How does the district Municipality and the other two spheres of government (national and provisional) account to the Mtubatuba Municipality inhabitants?

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3. Do you think they are also a contributory factor of the recent service delivery protest?

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4. Are there further comments you might wish to make which relates towards the delivery of services protest actions?

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5. What do you think are the weaknesses of the Mtubatuba Municipality regarding the delivery of services to its communities?

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6. What do you think the Mtubatuba local municipality can do to enhance service delivery to its communities?

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8. What solutions can be proposed to inhibit the challenges Mtubatuba local municipality faces with regard to public participation?

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Appendix 3

COMMUNITY MEMBERS (amalungu omphakathi): Open-ended questionnaire (imibuzo evulelekile)

1. What is the role of the community in the delivery of services by the Mtubatuba local municipality? (Ngokucabanga kwakho, ucabanga ukuthi iliphi iqhaza elibanjwe umphakathi ezinhlelweni zomkhandlu wase Mtubatuba ekulethweni kwezidingo zomphakathi?)

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2. How are you involved as a community in the implementation of service delivery in Mtubatuba local municipality? (Njengelunga lomphakathi uzibona ubandakanyeka kanjani ezinhlelweni zomkhandlu wase Mtubatuba ohlelweni lwezinga okulethwa ngalo izidingo zomphakathi?)

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3. Do you think ward councillors, ward committee members and public participation officers are providing an adequate service to facilitate public participation and consultation in the Mtubatuba Municipality? Please explain your response. (Ngokucabanga kwakho, amakhansela akhethiweyo , amakomidi amele umphakathi, nabasebenzi bomkhandlu, ucabanga ukuthi benza okwanele yini ukuqinisekisa ukuxhunyaniswa nomphakathi nomkhandlu, noku bandakanywa komphakathi ezinhlelweni zokulethwa kwezidingo zomphakathi, izidingo ezilethwa umkhandlu wase Mtubatuba na ? Uma uphika noma uvuma ngicela unginike incazelo yependulo yakho).

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4. What mechanisms do you have as a community to enable you to monitor who benefits from the municipal projects? (Nina njengomphakathi, iziphi izinhlelo eninazo noma izinkomba ezinilekelela ukuthi niqinisekise ukubona ukuthi ubani

ozuzayo ezinhlelweni zemisebenzi ezinikezelwa umasipala wase Mtubatuba na?)

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5. What do you think government and the municipality should do to address the challenges raised by the local communities during the recent service delivery protests? (Ngokwakho ukucabanga kumele uhulumeni omkhulu nomaspala wase Mtubatuba benzeni ukuhlangabezana nezingqinamba ezibhekene nomphakathi ezibonakale kumibhikisho esanda kubakhona emayelana nokulethwa kwezidindo kubantu abakhele lomasipala na?)

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6. What do you think are the Mtubatuba municipality's weaknesses regarding the delivery of services to the communities? (Ucabanga ukuthi bukuphi ubuntekenteke buka masipala wase Mtubatuba uma kuziwa ekulethweni kwezidindo kumphakathi na?)

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7. What do you think are the strengths of the Mtubatuba municipality with regard to the provision of basic services to its communities and the level of public participation? (Ngokucabanga kwakho umasipala was Mtubatuba umandla kakhulu kuziphi inzingxenywe zokulethwa kwezidingo zomphakathi, futhi nasemazingeni wokuxhumana nomphakathi owakhele na?)

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8. What solutions can be proposed to inhibit the challenges Mtubatuba ocal municipality faces with regard on public participation? (Iziphi izixazululo obona sengathi zingalekelela ukusiza umasipala wase Mtubatuba ekubhekaneni nqgo nenselelo yokuxhumana nomphakathi ekulethweni kwezidingo zawo.)

Appendix 4

Traditional leaders interviews questions

1. Does the council include traditional leaders in service delivery decision-making planning?

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2. Does the council use local based community members to implement service delivery projects?

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3. Does the council consult traditional leaders about a development which they intend be implement in their area of jurisdiction?

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Appendix 5

Questionnaire: Ratepayers Association: Mtubatuba municipal members

1. Do you think rate payers association can play a meaningful role in resolving conflict between the community and the council if they are provided an opportunity in the council? Please explain your response.

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2. Have channels for communication been implemented between the rate payers association and council?

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3. Does the council consult the association about decisions which could potentially affect them?

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4. What contribution can be made by the rate payers association if afforded an opportunity by the Mtubatuba municipality?

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5. What difference could you can make if you were afforded an opportunity to serve on the ward committee?

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Appendix 6

Interview Schedule: WARD COMMITTEE MEMBERS: MTUBATUBA MUNICIPALITY SURROUNDING AREAS

SECTION 1: In-depth interview questions for the ward committee members.

1. As a ward committee member, do you think that the recent service delivery protests were as a result of the lack of communication? If yes, what do you think constitutes the communication breakdown?

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2. To what extent do you hold that the municipality's approved Integrated Development Plan and programmes represent the views of the majority of community members?

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3. What is the cause of poor community attendance at municipal public meetings, and in particular, Mayoral road shows?

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4. Do you think the adopted communication strategies to link the municipality and community are effective to allow effective participation in the municipal programmes? For example: Mayoral road shows (izimbizo); community meetings and war rooms.

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5. As a ward committee member, are there any other comments you wish to make which relates to the delivery of services or related protest actions?

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6. Do you think the community stakeholders are utilised effectively by the municipality for community participation and consultations? For example: Traditional authorities, street forums and other organisations during a public consultation?

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7. What solutions can be proposed to inhibit the challenges Mtubatuba local municipality faces with regard on public participation?

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Appendix 7

Community Development Workers interview questions

1. What is your role in the rollout of services by the Mtubatuba local municipality?
(Iliphi iqhaza lakho ekulethweni kwezidingo zomphakathi kumasipal wase Mtubatuba na?)

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2. What is your role in the community regarding public participation? (Iliphi iqhaza olibambayo ekuxhumanenei komkhandlu wase Mtubatuba nomphakathi na?)

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3. What do you think will be improved if the CDW works in collaboration with ward committees. (Ucabanga ukuthi ikuphi lokhu okungadingksa ukuthi kuthuthukiswe ukuze nina nasebenzi bomphakathi nisebenzisane kahle namakhansela akhethiwe ezingcemeni)

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4. Does the councillor refer community members to you for assistance? (kuke kwenzeke yini ukuthi I khansela lidlulisele ilungu lomphakathi kuwe ukuze ulisize na?)

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Appendix 8: Questionnaire

Demographic Data

Gender	Mark the relevant box [✕]
Female	
Male	
Other	

Age group	Mark the relevant box [✕]
18-25 years old	
26-35 years old	
36-45 years old	
46-55 years old	
56-70 years old	
Other (specify)	

Respond to the below, using the provided values in a scale of 1 to 5 by either disagreeing or agreeing on the factors which result in public service delivery protests in Mtubatuba municipality

Value	Likert scale
5	Strongly agree
4	Agree
3	Maybe
2	Disagree
1	Strongly disagree

Causes of public service delivery protests	5	4	3	3	1
1. Delayed public service delivery					

2. Delivering of services which do not address community needs					
3. Poor communication channels between the municipality and the citizens					
4. Political interference					
5. Failure to consider public input					
6. Ineffective public participation platforms					
7. Processes followed to hold meetings					
8. Conflict between traditional leaders and political leaders					
9. Insensitivity of the municipal officials towards the needs of the community					
10. Non-consultative decision-making					
11. Unequal access to public service delivery					

Causes of public service delivery protests	5	4	3	3	1
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8. Conflict between traditional leaders and political leaders					
9. Insensitivity of the municipal officials towards the needs of the community					
10. Non-consultative decision-making					
11. Unequal access to public service delivery					