

EVALUATION OF COMMUNITY PARTICIPATION IN A RURAL DEVELOPMENT PROJECT

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DECLARATION

I Ntombethemba Lungisa Msutu, 211 090 204, hereby declare that the treatise / dissertation / thesis for students qualification to be awarded is my own work and that it has not previously been submitted for assessment or completion of any postgraduate qualification to another University or for another qualification.

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ACRONYMS

| | |
|-------|--|
| CWSS | Community Water Supply and Sanitation Programme |
| DEDEA | Department of Economic Development and Environmental Affairs |
| DWAF | Department of Water Affairs and Forestry |
| ECC | Eastern Cape Communication |
| IDT | Independent Development Trust |
| ISRDS | Integrated Sustainable Rural Development Strategy |
| NWA | National Water Act |
| WRC | Water Research Commission |
| WSA | Water Service Act |

CHAPTER 1

Introduction and context

1.1 Overview of the study

People have their own different understanding of the meaning of participation. Thus cannot put one meaning to participation. As a woman who grew up in the rural areas for most of my life, I have witnessed the problems in most of the rural development projects. I have first - hand experience of how the unavailability of these projects has affected the rural communities at large, at the same time, I have witnessed how those who have managed to get some of these projects started have benefitted more ways than one way in these rural development projects. Some of these projects have become a success and some have failed dismally. What contributed to the success or failure of these very important projects needs to be examined. More importantly, the level of community participation needs to be evaluated.

Relatively few studies have been conducted to evaluate community participation in rural development projects. Some, if not most of the remote villages in the Eastern Cape Province are still without those basic necessities the government has promised, such as the building of houses and provision of clean water. Another sad story is that not enough is done to educate and empower rural communities about their basic rights and needs. Hence, one of the focal points to the study is to scrutinize the level of participation of the community, as some may be suffering from ignorance, apathy and lack of motivation. to scrutinize their level of participation (community participation). As some may be suffering from ignorance, apathy and lack of motivation.

1.2 Research problem

Some rural development projects fail dismally, while others succeed.

1.3 Research question

- What is the role of community participation in making rural development projects effective?
- What factors facilitate effective community participation in rural development projects?

1.4 Hypothesis

Effective community participation can contribute greatly to the success of rural development projects, especially water provision.

1.5 Research aims and objectives

The aim of this study is to address problems and challenges faced by the rural communities when dealing with development projects that require the involvement of the whole community (community participation) in order to succeed. Other aims are:-

- to find out what constitutes effective community participation and what constitute ineffective community participation.
- to ascertain what can be done to promote effective community participation to create a sense of ownership of rural development project.
- to explore the role that can be played by other relevant stakeholders.

CHAPTER 2

Literature review

2.1 Introduction

A quotation from the Cooperative Governance & Traditional Affairs website highlights the importance of community participation: “More than the armed struggle, international sanctions and the underground struggle, it was mass struggles that most contributed to bringing the apartheid state to its knees. And it is mass struggles both in cooperation and in conflict with the state that will ultimately shape the content of our post-apartheid South Africa. The state must engage creatively with these struggles. But mass struggles must also creatively engage and transform the state, not see it as a permanent obstacle. The state and the people, in short, need each other- and they most certainly need to strengthen their relationship.”

The website www.prb.org it is states that, “under apartheid, water had been so inequitably distributed that water policy reform became a lead component of the new government’s Reconstruction and Development Programme. But the government, aware of looming water problems, went beyond rectifying socially constructed shortages to combating future water scarcity. In one fell swoop, policy-makers erected what some described as the most progressive water policy in the world.”

Also from www.southafrica.info, it is stated that according to the constitution of South Africa every person has the right to clean water. The Department of Water Affairs and Forestry’s Community Water Supply and Sanitation Programme (CWSS) was established in 1994 to achieve this. Since then about 6, 5 million people have been given a basic water supply. By mid-2002, 27 million people had access to clean water. A policy giving poor families 6 000 liters of free water every month was implemented in late 2000. According to a survey conducted by the department, 51 percent of the country’s populations live in areas where municipalities are now offering a basic amount of free water.

After 1994 two water acts were adopted; the 1991 Water Service Act (WSA) and the 1998 National Water Act (NWA). WSA is the instrument that regulates the accessibility of water by domestic users. It secures the right of access to basic water supply and basic sanitation necessary to ensure sufficient water and an environment not harmful to health or well-being. Another important document includes the Free Basic Water Policy.

2.2 Community

Community has been defined simply by Ferguson and Dickens as residents of a geographic neighborhood or multi-neighborhood area – no matter how they relate to each other (in Pierson & Smith, 2001:11). Community is defined by De Beer & Swanepoel as “a grouping of people who reside in a specific locality and who exercise some degree of local autonomy in organizing their social life in such a way that they can, from that locality base, satisfy the full range of their daily needs” (De Beer & Swanepoel, 1998:17).

2.3 Participation

The definition of participation taken from the Ethekewini Municipality Community Participation Policy, p23 states that “Here participation is referred to as active participation where all stakeholders, citizens and communities are involved. Consensus on decisions arrived at receive legitimacy and mandate. Instead of local government coercing compliance, stakeholders comply voluntarily and commit themselves to the agreement.”

The Oxford English Dictionary defines participation as ‘the action or fact of partaking, having or forming a part of.’ In that sense, participation could be either transitive or intransitive, either moral or amoral, either forced or free, either manipulative or spontaneous (Sachs, 2001:117). Sachs 2001 argues that participation acquires a moral aspect, according to the ethically defined nature of the goals it pursues. It is generally associated with moral or desirable goals and, as such, given a positive connotation, and it seldom comes to mind that the act of partaking may apply to evil or malicious purposes.

According to De Beer & Swanepoel (1998) participation is always connected to the actions of communities, groups or individuals related to the development, improvement or change of an existing situation.

“The definition of “participation” is a matter on which there is considerable disagreement among development scholars and practitioners. Some use the term to mean active participation in political decision making. For certain activist groups, participation has no meaning unless the people involved have significant control over the decisions concerning the organization to which they belong. Development economists tend to define participation by the poor in terms of equitable sharing of the benefits of projects. Yet others view participation as an instrument to enhance the efficiency of projects, or as the co-production of services. Some would regard participation as an end in itself, whereas others see it as a means to achieve other goals. These diverse perspectives truly reflect the differences in the objectives for which participation might be advocated by different groups.” Eventually this paper will define community participation as an active process by which beneficiary / client groups influence the direction and execution of a development project with a view to enhancing their well being in

terms of income, personal growth, self-reliance or other values they cherish (World Bank Discussion Papers, p:2).

Kummar (2002: 24) defines participation as follows:

- “Participation is defined as a voluntary contribution by the people in one or another of the public programmes supposed to contribute to national development, but the people are not expected to take part in shaping the programme or criticizing its contents.
- Participation includes people’s involvement in decision-making processes, in implementing programmes, their sharing in benefits of development programmes and their involvement in efforts to evaluate such programmes .
- What gives meaning to real participation is the collective effort by the people concerned to pool their efforts and whatever other resources they decide to pool together, to attain objectives they set for themselves. In this regard participation is viewed as an active process in which the participants take initiatives and actions that are stimulated by their own thinking and by deliberations over which they exert effective control. The idea of passive participation which only involves the people in actions that have been thought out or designed by others and controlled by others is unacceptable.
- People participation is essentially to do with economic and political relationships within the wider society; it is not just a matter of involvement in project activities but rather the process by which rural people are able to organize themselves and, through their own organization, are able to identify their own needs, share in design, implement, and evaluate participatory action.
- Community participation is an active process by which beneficiary or client groups influence the direction and execution of a development project with a view to enhancing their well-being in terms of income, personal growth, self-reliance, or other values they cherish” (Kumar, 2002:24).

Kumar thus distinguish between different types of participation: passive participation, participation in information giving, participation by consultation, participation for material incentives, functional participation, interactive participation and self-mobilization.

2.4 Advantages of participation

Kumar 92002) states that the major advantages of participation are efficiency, effectiveness, self-reliance, coverage and sustainability.

Taylor (1998) views participation as follows: “Participation is central to our understanding of development, because we believe that nobody has the right to define or determine the needs of any group of which are they are not a part. Groups may be helped to define, articulate and

clarify their needs, or be presented with new options about which they have not known in the past, but finally they must decide for themselves what their needs are and how they be addressed. To be involved in someone's development without his or her full and active consent is, to us, totally unthinkable" (Taylor)

Participation means different things to different people. According to White (1981:2) participation has three dimensions as follows:

1. Involvement of all those affected in decision - making about what should be done and how,
2. Mass contribution to the development effort; that is, to the implementation of the decisions,
3. And sharing in the benefits of the programmes.

Taken together these three dimensions define community participation as an active involvement of the local population in defining their problems and making decisions concerning the projects, their implementation and evaluation thereof. A definition of participation also provided by Narayan (1995:7): "The notion of contributing, influencing or redistribution power and of control, resources, benefits, knowledge and skills to be gained through beneficiary involvement in decision-making."

The definition of participation taken from the Wikipedia website states that "Participation refers to different mechanisms for the public to express opinions – and ideally exert influence – regarding political, economic management or other social decisions. Participatory decision - making takes place along any realm of human social activity, including economic (that is participatory economics), political (that is participatory democracy or parpolity), management (that is participatory management) cultural (that is intercommunalism) or familial (that is feminism). For well-informed participation to occur, it is argued that some version of transparency, e.g. radical transparency is necessary but not sufficient. It has also been argued that those most affected by a decision should have the most say while those least affected should have the least say."

Midgley develops (1986: 8-9) develops the idea of participation as follows: "Proponents of participation are critical of state social provisions arguing that they are centralized bureaucratically administered, governed by impersonal regulations and routines and unresponsive to the problem and needs of individuals. Participation not only humanizes the bureaucracy, but strengthens the capacities of individuals and communities to mobilize and help themselves. In this way dependence on the state is minimized and ordinary people rediscover their potential for cooperation and mutual endeavor. While the advocates of participation in social development are undoubtedly correct in identifying the problems of

statist, it has been argued that they exaggerate the problems of state welfare. Many are committed to humanistic and egalitarian ideas and should welcome an increase in collective responsibility for social development. Also it has been argued that most people do in fact take part in community affairs and the development of their societies. Although many community participation advocates accept that people are involved in social life and that they do, therefore, participate to some extent in the affairs of the community, they believe that conventional networks are inadequate. Specifically, they are concerned about two matters. The first involves the idea of real and direct involvement while the second focuses on the notion of community. Proponents of community participation argue that conventional opportunities for participation in social development offer a limited scope for involvement. Furthermore they argue that the increasing centralization of the state in all societies has dimensioned the capacity of ordinary people to influence decisions and to contribute meaningfully to social development. They are not only politically passive but becoming increasingly dependent on state welfare. Often participation in social development results in little more than the utilization of local labor in the construction of projects. Formal opportunities for presentation in the social services such as advisory bodies or official committee of local people are not regarded as particularly effective and are often thought to be manipulated by politicians and bureaucrats. To be effective, participation must be direct and give ultimate control to local communities so that they can themselves decide their own affairs (Midgley, 1986:8-9).

Midgley further contends that “the proponents of community participation have made a powerful and emotionally appealing case; they advocate participation not only because it facilitates social services delivery by lowering costs and smoothing implementation but because it fosters a sense of belonging and the integration of communities, this in turn, helps local people to contribute positively to national development. The proponents of community participation are staunch advocates of local self-reliance, independence and autonomy” (Midgley, 1986:37).

On the other hand, socialists argue the case for state intervention and central planning. Although they do not oppose the idea of participation, they are skeptical of the claim that significant improvements in levels of living can be achieved through local development programmes.

From Midgley (1986) Marxists argue that it is only possible to bring about real improvement in welfare for the masses through the revolutionary transformation of society (Midgley, 1986:37). Marxian writers have been major proponents of the idea that attempts at community participation are invariably subverted and neutralized by the state in capitalist societies. They argue that efforts by local communities to organize themselves and to secure justice are perceived as a threat and are quickly suppressed. They argue that sometimes this is done

violently and brutally but often it is achieved through subtle manipulation. These writers believe that encounters between local people and the state result in the cooperation and emasculation of community effort. It is axiomatic, therefore, that they regard state sponsorship of community participation programmes as a contradiction (Midgley, 1986:38).

For the purpose of this study, participation is defined as a voluntary process by which people including the disadvantaged (in income, gender, ethnicity, or education), influence or control the decision that affect them. Field observation has led many people to believe that beneficiary participation in decision-making can contribute greatly to the success of developmental projects. When people influence or control the decision that affects them, they have a greater stake in the outcome and will work harder to ensure success (Nayaran, 1995:1).

2.5 Rural development

Since the study looks at community participation of rural development communities, it is necessary to define the meaning of rural development. According to Poostchi (1986) "rural development has been defined as a process of endless variety having as its main objective the overall balanced and proportionate well-being of rural people. How it works, and the shape it takes is determined and influenced by many factors in the rural areas of the country. Factors such as the stage of economic development of the country, the humanitarian attitudes of its people, the sincerity, skill, wisdom and all-round knowledge of its planners, administrators, and implementers at all levels, the relevant educational institutions; the extent to which its citizens are informed, consulted and encouraged to participate; and other factors of varying importance at the local, village, area, regional and national levels, all affect its direction, its magnitude, its success and also its failure" (Poostchi 1986:1). Poostchi views development as a complex style of economic, social and political alteration that take place when moving away from traditional old ways. On this process there will be a lot of transformation issues taking place.

Another definition of rural development which suits this study is "A process which leads to a rise in the capacity of rural people to control their environments resulting from more extensive use of the benefits which ensue from such a control" (Poostchi, 1986:1).

Finally, it necessary to examine new approach of rural development policies; " Among objectives of this new approach to rural development policies and the means of achieving it, are rapid and sustainable economic growth, reduction in unemployment, mitigation of the ill effects of poverty, general participation of rural people in the process development and promotion of self-reliance" (Poostchi, 1986:3). According to Poostchi there are two approaches to rural development:-

1. Extended rural development and
2. Integrated rural development

The term rural communities and rural people would be used interchangeable in this research report. According to Poostchi rural people are persons living in rural areas or villages as individuals or families. They may or may not work in the villages or the rural area, but inhabit the area.

In the integrated sustainable rural development strategy (ISRDS) (www.info.gov.za) rural development is defined as multi-dimensional, encompassing improved provision of services, enhanced opportunities for income generation and local economic development, improved physical infrastructure, social cohesion and physical security within rural communities, active representation in local political processes, and effective provision for the vulnerable. Rural development in this context is thus much broader than poverty alleviation through social programmes and transfers. The concept places emphasis on facilitating change in rural environments to enable poor people to earn more, invest in themselves and their communities, contribute toward maintenance of the infrastructure key to their livelihoods, in short, to identify opportunities and to act on them. A success strategy will thus make people less poor, rather than more comfortable in their poverty (www.info.gov.za).

Rural water projects are used as a case study in this research. "Water is considered safe when it is free from disease-causing organisms and toxic substances, and is protected against accidental contamination. In many rural areas of developing countries provision of safe drinking water is the most important" (Poostchi 1986:246). Poostchi further explains that water provided for rural people in developing countries should have easily applicable minimum possible treatment. The best supply would be the one which needs no treatment at all. Treatment of water needs looking after, since even the simplest treatments of water receiving no adequate attention will not function properly and eventually improper maintenance of the water supply becomes a public health hazard and results in record outbreaks of typhoid, cholera, epidemic jaundice, even in such a developed country as the United States. To understand the meaning of good water Poostchi explains that "good water is described as 'wholesome and palatable'. To be wholesome, water is required to be free of disease organisms, poisonous substances and excessive amounts of mineral and organic matter. To be palatable it must be significantly free from color, turbidity, taste and odor and well aerated" (Poostchi, 1986:249).

Involving rural community members in their own project will not only empower rural communities in many ways, but will also give them power and control over the development process. Rural community members should not only be involved in their project but should fully participate in their project.

2.6 Conclusion

Finally, it is necessary to define the version of participation that is relevant to this study. In this study participation means involving all the members of the community and all the stakeholders and structures involved. Mainly the community members regardless of age, gender, disability and education should be involved from the initial stage of the project. These also include participation in meetings, because this is precisely where their needs are going to be established. The good thing about this is that their needs would voluntarily come from them in these community meetings. This therefore would give them a sense of ownership and be proud of their own project. This is something that would contribute to the project's sustainability. How community members are going to contribute to this project should also be addressed. In this practice communities should try to avoid the tendency of the government imposing on rural communities ideas or what they need and how to achieve it. It should be kept in mind that at the end of the day these projects would be left at these communities, with the community members to look after them. The sustainability of these projects therefore depends on the community members.

Community participation plays a very big role in rural development or any form of development. One needs to involve the community members in their own development project. This involvement should begin in the early stages of the rural development project, and continue throughout the project. Government agencies or officials should not impose their ideas in rural communities. It is very important for government agencies to do needs analysis and work with the rural communities. Forced contributions should be avoided by all means even if it involves labour or finances. Rural community members should be part and parcel of the project. According to Narayan (1995), the central argument for a participatory process is that involvement in decision-making lets people exercise choice and voice more broadly in their lives, as well as in the more immediate context of development programmes that benefit them. Empowerment is thus, about the capacity building of individuals and the organisations that support them (Narayan, 1995:10).

CHAPTER 3

Research methodology

3.1 Introduction

This chapter presents the methodological framework and discusses the relevant paradigm applicable to the study and its advantages. The specific method and its benefits are also discussed.

The purpose of this chapter is to discuss the research process that was employed in carrying out this research. It includes the research design and methodology, research process, location and sample, chosen, data collection methods, data analysis, challenges and limitations of the study, ethical consideration and value of the study. Bailey (1987:10) believes that each research project is depends on a number of variables; for example, the time, place and approach of that particular research, however, all research projects “must have a clearly stated research problem or goal... each project will have a research design that tells how the data will be gathered and analysed”.

3.2 Research design and methodology

Bless and Higson-Smith (1993:63) define a research design as “planning of any scientific research from the first to the last step. “Outlining the research design of each study is very important so as to enable other interested researchers to replicate the study (Bailey, 1987:12). Singleton (1988:67) claim that a research design is deciding about the units of analysis, what is of interest about those units and the anticipated results. Leedy (1993:139) believes that the choice of research design and methodology is dependent upon the nature of the data and problem for research. Singleton et al. (1988:90) believe that the different types of research conducted, whether the study being conducted is exploratory, descriptive or testing relationships will have different implications for the research design. Bless and Higson-Smith (1993:67) are of the opinion that a carefully tailored research design that meets the exact needs of the researcher and the stated problem is a requirement of each and every research project.

According to Taylor et al. (1984:7) a qualitative researcher is able to know the participants personally as he/she is drawn into the world of the participants. Dunsmuir and Williams (1991:7) agree with Taylor et al. in that with qualitative research there is a more in depth understanding of a situation. Leedy (1993:144) believes that a qualitative research provides the “most meaningful data” as it is the account of those who have firsthand experience and the researcher is able to gain a “holistic view of what is being studied”. Leedy (1993:144) further claims that qualitative research is “flexible, exploratory and discovery oriented. “The qualitative

nature of this study will allow the researcher to gain an understanding of the challenges faced by rural communities when dealing with development projects that require the involvement of the whole community. The qualitative nature of this study will also allow the researcher to obtain a full understanding of what constitutes effective community participation and what constitutes ineffective community participation in the eyes of those who were involved in the project. In a nutshell this will give the researcher some ideas as to what can be done to promote effective participation to create a sense of ownership of the rural development project. Leedy (1993: 142) claims that a qualitative research methodology is a “warm” approach as it is concerned with human beings, their interpersonal relations, values and belief system.

Methodology means the philosophy of research (Bailey: 33). According to Bailey this includes the assumptions and values that serve as a rationale for research and the standards or criteria the researcher uses for interpreting data and reaching conclusions.

In carrying out this study two rural water supply projects were used, a successful and an unsuccessful/failed project as comparative case studies.

The research approach used in this study also requires document study. Document study means any material that contains information about the phenomena to be studied (Bailey 1987: 29). Hence, government documents like IDP for the area or DWAF reports will be used.

Why document study? First, information concerning this study is contained in documents such as articles/journals, newspapers and books and this makes it appropriate to carry out this study using documents. Some important figures in society are not easy to get in touch with; you can always catch their views or comments in newspapers. One of the basic advantages of document studies is that they allow research on subjects to which the researcher does not have physical access. They can be of low cost. Finally, documents are also of high quality because they are written by skilled social commentators.

Secondly, this study has used participatory methods of research, Barbie (2001:314) explains that “Participatory Action Research is commonly used approach to “grassroots development” interventions and encountered especially in the underprivileged rural settings in the so-called Third World countries. It has emerged as part of the search to render development assistance more responsive to the needs and opinions of the local people. Given the large number of South Africans living in “Third World” conditions, the paradigm is of special relevance to researchers working in this country” (Barbie 2001: 314). Barbie argues that participation implies that members of the study are integrated in the research by participating fully and actively in the research process, from its outset and throughout most, or all, of its phases. In its broadest sense, participation means “bringing together diverse participants to work together on problems”.

3.3 Delimitation of research and research population:

Two rural development projects, both water projects, in the Eastern Cape were selected for this case study. Each project is situated in a village which constitutes the research population. For a village where there is a successful water project, Mavuso in Alice was used. Geographically, Mavuso falls under Nkonkobe Municipality. For a failed rural development project, Emasameni in Ngqeleni was used. Geographically, Emasameni falls under Nyandeni Municipality. Both villages are in the Eastern Cape Province, but are quite far from each other. Mavuso was chosen because the researcher is quite familiar with the village. Unfortunately there is no unsuccessful water project in the surrounding areas that came to the knowledge of the researcher so Emasameni in Ngqeleni was chosen.

3.4 Research methods

3.4.1 Interviews

(a) Interviews with residents of the villages

The interviews were semi - structured and self - administered. According to Benny and Hughes (in Taylor & Bogdan: 1980) “the interview is the favored digging tool of social researchers.” “The goal of the interview is to deeply explore the resident’s point of view, feelings and perspectives”, (IFAS: 2006). To receive information from the respondents, a semi - structured interview schedule with open - ended questions was constructed. The questions flowed naturally and more often would be based on information provided by the respondents. The advantage of using semi-structured interviews is that the researcher could probe for any unclear response and the respondents could expand their responses on the topic. May (2001) concurs with Davis (2005) that semi-structured interviews enable the interviewer to have more latitude to probe the answers and thus enter into dialogue with the interviewee.

(b) Interviews with key informants

Key informant interviews were also conducted. These were also self – administered, so that the researcher could help the respondent where there was something the respondent did not understand, and secondly, the researcher was able to catch the first responses of the respondents. Conducting an interview is a more natural form of interacting with people than making them fill out questionnaires, do a test or perform some experimental task. It gives an opportunity to get to know people quite intimately to really understand how they think and feel (Terre Blanche & Durrheim: 128). The key informants were government officials in the Department of Water Affairs and Forestry, local government leaders and a Ward Counsellor. According to Barbie (1983:266) an informant is someone well versed in the social phenomenon

to be studied and who is willing to tell what she/he knows. About Four (4) key informants were interviewed.

According to De Vaus (1986:52) sampling is a method employed by a researcher, who instead of studying the whole population, collects information from a group identified and chosen from the population choice. Singleton et al. (1988: 92) explains that when a researcher decides on the unit of analysis, the number of units and how to choose those units, that is called sampling. Sampling is necessitated by a certain number of practical reasons; for example, size, time and costs. Singleton et al. (1988: 136) writes that these practical considerations compel the researchers to obtain a “perfect sample” that is representative of the entire target population. They further argue that it is unlikely that one will draw a perfectly representative sample. The quality of a sample depends upon the type of sample design chosen.

Bailey (1987:87) claims that a sampling design can either be probability sampling or a non probability sampling. The sampling procedure chosen for this study was probability sampling. Fifteen (15) participants from a successful rural water project and fifteen (15) participants from an unsuccessful/failed rural water project were selected for interviews. This means therefore the sample was divided into two villages, and fifteen participants from each village were selected. Snowball sampling in particular was used.

3.5 Data analysis

Because of its nature, this study is qualitative research, which can give rise to issues of reliability and dependability. It also proposes that findings should be dependable.

In analysing data the following steps were taken:-

1. Familiarisation and immersion
2. Induction of themes
3. Coding
4. Elaboration
5. Interpretation and checking.

The participants were not forced to participate in this study. The researcher explained to the participants that their participation was voluntary. The respondents were aware of their right not to participate in the study for whatever reason. During the recruiting stage, the aim, objective and the values of the study were explained to participants in order to allow them to make an informed decision about participation. It was also explained to them that the study was a requirement of my Masters degree. Fortunately the study involved adults and written consent was signed by the participants themselves.

All the respondents were assured of confidentiality and anonymity. In order to protect their identities when publishing the findings/results, pseudonyms were used instead of real names. It was also made clear that participants would not receive any financial compensation by participating in the study.

Time scale and costs: All the questionnaires in this study were self-administered and easy to complete. The researcher gave herself three weeks to find authoritative bodies or structures for permission to interact with the community in order to get her target respondents to fill the questionnaires. A week was allowed for scoring and data capturing of the information from the questionnaire. One month was allowed for perusing, browsing and reading material containing the relevant information in the library. This meant therefore two months was enough to complete the entire project.

Anticipated problems: Scarcity of key figures or informants in the community. The water project in one of the villages was completed few years ago, which meant therefore some of the key figures or informants had left the village long ago, probably to look for jobs somewhere else like in the cities. On a positive note the projects are still there, and while some key figures or informants may have left the area, not all of them had.

CHAPTER 4

4.1 Introduction

Findings

The main aim of this study was to evaluate the level of participation in rural water supply projects. This was done by comparing a successful water supply project with an unsuccessful water supply project. Basically, the research evaluated what contributed to the successes and failures and the levels of community participation.

The researcher spent two months in the water project areas alternating between the two villages, Mavuso in Alice and Emasameni in Ngqeleni. Fifteen participants were interviewed from each project. Further, the responses to each key question were grouped or subdivided into:-

- Origins of the project
- Community participation
- Community empowerment
- Operation and maintenance

4.2 Origins of the water supply project in Mavuso

As stated in chapter three (3), Mavuso is one of the villages around Alice, and it falls under Nkonkobe Municipality. Mavuso has a population of 1491 with 266 households, according to the profile from the Department of Social Development, Alice. The majority of the villagers here are unemployed.

The need for water supply services was first discussed under the old Sebe homeland regime by members of the Mavuso community at a local meeting. The need for water was an identified development priority for the Mavuso community, given the fact that the old pump from which they got their water was too far from the village. Respondents reported that women and children had to wake up very early in the morning to avoid long queues (especially during the morning hours).

With the help of the University of Fort Hare Social Work students, the residents of Mavuso village were advised to apply for a water facility in their area. Social Work students helped them to organise themselves and to form a water committee. Their first attempt in applying for funding was with Independent Development Trust (IDT), but unfortunately they did not get any response from this source. Their second attempt was directed to the government in 1994, to the Department of Water Affairs and Forestry. Their application this time was successful, but because there were other water projects in process in other villages they had to wait. After working for some time with the Department of Water Affairs and Forestry officials and the

relevant structures, finally their turn came in 1995 and their system began functioning in 1997. Water pumps and taps were installed and they started functioning.

4.2.1 Community participation in Mavuso

At Mavuso village in Alice the water project was handled by the local water committee which was elected by the residents of Mavuso in a general community meeting. Most residents knew who the members of the water committee were, and how they were elected. The few who did not know, might be because of ignorance or because they are living somewhere else for work or schooling. In this village there are different committees for different projects, as there are numerous other projects, which include the building of a crèche, high school, soccer, and rugby and tennis playgrounds.

The water committee consists of four (4) members. There is only one (1) woman, the head of the committee, and other three persons. The fact that women were under-represented was not perceived by the members of the water committee and the community members as a problem as they claim that there are women involved in other projects. There appeared to be no conflict among the water committee members, and also among the community members. They also speak of a good relationship with the government officials helping them in the project. One government official whom the researcher managed to get hold of found the community to be competent although there was no actual training that they took. This was confirmed by a former member of the Department of Water Affairs and Forestry on a telephonic interview. Every now and then meetings were held for the committee to give a report back to the community. The ability of the water committee to resolve conflicts was never put to the test as the conflicts did not arise. The fact that there was no conflict was both a reflection on the capacity of the water committee to manage the project, and the harmonious nature of the Mavuso community. The finances of the project can also be seen to have been effectively managed with no money squabbles reported; however financial matters were managed at the Department of Water Affairs and Forestry, according to one of the informants.

The onus was on the Mavuso community, together with their committee to make decisions, although they sometimes asked for advice from the DWAF or sometimes they made their own decisions with the help of the educated members of the community. At all times, their decision was respected. The water committee reported that they had a very good relationship with all the stakeholders that were involved in the project. In assessing the level of participation in this community one would say that the Mavuso community has achieved high levels of involvement or participation, hence their project was such a success.

One aspect which seemed to be lacking in this project is the involvement of women on the water committee, although it did not seem to be a problem for this community as it is already

been stated. There is a serious need of looking at ways or strategies of involving women not only in water projects but also in rural projects at large.

4.2.3 Community empowerment in Mavuso

According to Narayan (1995) in his article on the contribution of people's participation "Empowerment is essentially a political concept that measures more equitable sharing (or redistribution) of power and resource with those who previously lacked power." "Narayan further argues that any activity that leads to increased access and control over resources and to acquisition of new skills and confidence, so that people are enable to initiate action on their own behalf and acquire leadership, can be seen as an empowerment activity. The central argument for participatory processes is that involvement in decision-making lets people exercise choice and voice more broadly in their lives, as well as in the more immediate context of development programmes that benefit them. Empowerment is thus, about the capacity building of individuals and the organisations that support them" (Narayan, 1995: 10).

Susan Halcombe (1995: 16) defines empowerment as "control over and ability to manage resources," and so "owning the ability to act, rather than being acted upon." From this definition, the crucial component which, facilitates empowerment, is participation. Without full participation in all decision-making processes, there cannot be empowerment. Based on this definition, it can be concluded that the Mavuso community has been empowered.

It was found that in the Mavuso community, initially, empowerment was not an absolute concept but a relative concept. Although their water committee did not receive training, when the water committee was involved in the process, they became empowered, as members of the committee were able to learn from the development process, procedures in which they were required to accommodate involvement. And again although they had to ask advice from their educated members every now and then, they were always happy and satisfied with the advice at the end of the day. They were also satisfied with the fact that they sometimes asked the government officials from DWAF to intervene in some areas of decision-making when they were stuck. The government officials have, would not make decisions relating to the project without getting approval from the committee. This kind of relationship began right in the early stages of the project, therefore the water project did empower the Mavuso community as it introduced the idea of community participation to the Mavuso community.

An important aspect when assessing whether the project has empowered the community, is to distinguish between empowerment through the process and products. In other words there is empowerment that comes about through the provision of the products such as training and water, and empowerment that is facilitated through the development process itself.

Furthermore, the fact that the community or members thereof, initiated the water project and persevered to ensure that the project was eventually implemented is also empowering. This has obviously done much for the group esteem of the community. Secondly, some empowerment was facilitated through the development process in Mavuso. This must be seen in terms of the context in which decision - making took place. The fact that the water committee without training could manage a successful project and the fact that there was woman on the committee has done much to improve both the group esteem of women and the community more generally. Finally, the water project has provided the opportunity to some individuals to develop and improve their worth to the community.

The one social group who has been empowered through the development product of water project, is women as now they have access to water. As Curtis (1986: 1) argues, women in rural areas of developing countries have a heavy load to sustain them and their family's existence. One of their most arduous and time-consuming daily tasks is the haulage of water from often-distant sources. He argues that water carrying task, which falls mainly to rural women and children, is arduous, time-consuming and can be injurious to health. He writes "many women spend five hours out of a sixteen hour working day collecting a single load, even sleeping out at night to wait their turn to carry up to 30kg of water back to their homes. The work is arduous, leads to injury and deformity, and evidence shows that the work of rural women is getting harder" (Curtis, 1986: 1).

This describes exactly what used to take place at this village (Mavuso). Women and children had to wake up very early in the morning to queue up at the village water hand pump which was far from the village. This used to be a problem more especially during the week, when children had to rush to school. This frustration usually resulted in chaos and people fighting among themselves. Undoubtedly the women from this village benefited a lot from the water project. The majority of the respondents (90%) confirmed this in the informal interviews with women. Water pipes and taps were built in the village from street to street. Each and every street has about three taps now and there are no more queues. Community members who wanted to have a tap in their own yards/homes were expected to apply and pay for that kind of service. They were also responsible for digging trenches and putting pipes to their houses at their own expense, as this was viewed by some community members as an unnecessary luxury.

Another sector of the community who benefited from the project was a group of young men who were employed to dig trenches. Although even for them there was no training involved, they did get temporary employment. The water committee also benefited from the project as they also got temporary employment.

It was found that 8% of the community members are unhappy with the situation of water facility. They argue that the system is totally unsatisfying, it usually gets stuck every now and

then. At the time of undertaking the research, there was no water, as the system was not functioning. Women and children were pushing wheelbarrows to fetch water from the far away old village hand pump. Besides the complaints that these water taps occasionally stopped functioning, the community claims that the water from these taps is too salty, and tastes really bad. The community members say they want their water to taste just like the water used in town, to be pumped from the same dam so that the quality of their water matches the quality of water used in town (Alice). Seemingly their water comes from a different dam than the one that is used in town for reasons unknown to them.

As a result of the above-mentioned problems, the current water facility is under renovation by the Local Municipality. Again this is an initiative of the water committee to involve the local municipality; this committee decided to go out and take charge of all these problems. The renovations include bringing running water to households of those who want and can afford can to pay for the taps in their houses. For now, members of the community have to use their own money if they want this higher standard of water supply. This, according to the members of the community was fair enough, as there are many taps now next to all the households. They do not have to walk long distances anymore and queue; unlike in areas where there are no water taps and the community still depends on springs, dams and rivers.

So currently, the position is that those who want this kind of water supply need to submit their names to the water committee, who brought the list to the councillors of the local community. Incidentally, decision-making in the community has not always been participatory in that men made most of the decisions without consulting women.

4.2.4 Operations and maintenance in Mavuso

According to the Water Research Commission (Report No. 231/1/93:10) when deciding on which will be the most cost effective water supply option in a given environment, a number of factors must be considered. Technology choices cannot be made on the basis of costs alone. According to the Water Research Commission report technical, economic, institutional, public health and environmental factors, among others, may also need to be considered. While, according to the report, measuring non financial benefits and costs are difficult, it is still argued that an estimate of benefits and costs will normally need to be made in order to compare technologies and select the most appropriate. Water supply options in this context refer not only to the source of water, but also to the degree to which a particular source can be developed, the quality being improved if necessary, and then distributed to points closer to people's homes. This was a practice found in Mavuso village.

The Water Research Commission stresses the importance of the sustainability of a new water supply scheme. According to the report, assessments of why past projects have often failed to

live up to expectations, have pointed to important factors that the technology selected was usually not sustainable with the resources available to the particular community. Thus an important principle for community water supply systems should be: “The technology chosen should give the community the highest level of service that it is willing to pay for, and which it has the institutional capacity and resources to sustain” (WRC Report No.231/1/93).

A second important factor raised by the Water Research Commission is that community water supply improvement projects for one community should not be seen in isolation from the communities surrounding them. This means that the initial capital and the ongoing recurrent costs of a project be considered within a framework of limited resources. According to the report in the country where a substantial amount of financing is made available for rural water supply upgrading, cost recovery may not appear to be as relevant. However in the report it is argued that cost recovery enhances community ownership and hence the long term sustainability of any particular system.

Interviews by the Water Research Commission, with various officials responsible for providing water and sanitation in rural areas, were conducted to assess which technologies are being used in South Africa and what approach is adopted for the supply of these services.

Some of the main findings coming from the interviews were as follows:

Poor performance of conventional water treatment plants and water supply systems in rural areas can be attributed to maintenance problems. The maintenance problems are related to over-sophistication and the problem of centralisation (consultants and contractors are located in the distant urban centers). Local community members have not in general been trained to maintain the supply systems.

From the Water Research Commission Report No. 231/1/93, it is stated that in rural areas there is minimum cost recovery, even of the operating costs. This leads to the situation where a large portion of the budget of the relevant government department is used to operate and maintain the existing scheme, so communities perceive the system as being government and therefore take no responsibility for it (WRC Report No. 231/1/93).

The issue of maintenance by the local community was never considered by this community. This failure can be attributed to the government policy makers who did not look at the issue of community maintenance in the installation and operation as being of major significance. From the beginning of the project, the Mavuso community members were never asked or expected to contribute to the capital costs of the project. Also they were not asked to contribute to the recurrent costs (operation and maintenance). They did not contribute through the provision of labour and tools, as those who were involved in labour were paid. This however may have negative implications for the operations and maintenance of the project. Because the members

of the community have not had to make any cash contribution, they may not feel as responsible for the upkeep of the facility as they would if they paid. The community should be willing to contribute to operation and maintenance costs, as well as contribute in other forms. One other way to encouraged that is to get the community involved in the initial phase of the project, which may also include the selection of the technology by the community concerned. On a negative note, the water committee and the majority of the respondents in the informal interviews saw no need to contribute as they feel that this is government's project and it is the duty of the government as they had promised. On the other hand, the interview findings showed that the majority of the Mavuso community, think that it is fair to contribute financially if you want running water in your house as they regard this as a luxury.

The same negative attitude was obtained on the question of sustaining the water facility. Besides the fact that they were not asked by the government to look after their water facility they also do not think that is their responsibility, as it is the government's responsibility.

The water committee reported that every now and then when the system stops functioning they usually reported to the then Department of Water Affairs in King William's Town. This confirms that the water committee members see it as the duty of government to maintain all the facilities in the district.

The reasons for this, is because neither the water committee nor the construction team had been given operations and maintenance training. The water committee reported that it is at this point in their meetings they always raised the issue of training of some local community members in operation and maintenance to avoid constantly running back to government every time the water facility is not functioning.

It is clear from the above mentioned evidence that this community has never developed an extensive knowledge of and a sense of responsibility towards their water facility.

4.3 Origins of the water supply project in Emasameni

Emasameni is one of the villages around Ngqeleni. Geographically, it falls under Nyandeni Municipality. According to the profile from Nyandeni Municipality offices, Emasameni has a population of 1995 with 280 households. Like any other rural village, the majority of the people here are unemployed. The need for water supply services was first discussed by Emasameni community members at their local meeting. Initially the community was using the water from the river which was also too far, and in a mountainous location. Usually the community members, especially women and children push wheelbarrows to the river to fetch water and this is where they also do their washing.

The community was assisted by Eastern Cape Communication (ECC) (Institutional and Social Development Company) in terms of facilitating the water project and mobilising the community. They also assisted them in organising themselves and electing a local water committee, but the community was responsible for electing their water committee. ECC took them through the whole process of running a water project, what to expect and what is expected of them. Community members were happy with the water committee. With the help of the Eastern Cape Communications (ECC) in 1997 they applied to the Department of Water Affairs and Forestry, proposing the installation of a water supply system in their village and their application was considered. In 2002 their water supply system was started, but did not survive long after the kick-off. The water taps stopped functioning, as there was no water coming out of the taps. It was reported that the engine that was used for this project collapsed as it was too small to accommodate the new additional villages. Without the engine the community could not receive water. This happened during the period when the water project was handed over by the Department of Water Affairs and Forestry to O.R. Tambo Municipality. The problem here is that O.R. Tambo Municipality had their own processes and procedures that they had to follow, which were totally different from those of Department of Water Affairs and Forestry. Sadly, by 2004 the system had ceased functioning.

4.3.1 Community participation in Emasameni

Reid Norman in his book “Community participation” states that participation is key to building an empowered community. According to Reid, studies show that communities with high rates of participation apply for and receive more funding than communities with less participation. In addition, participating communities achieve greater citizen satisfaction with their community.

In Emasameni community it was found that initially the water project was handled by the local water committee which was elected by the residents of Emasameni in a community meeting. The committee consisted of five (5) members, all men. There appeared to be no problems in the functioning of the water committee, as it was operating smoothly. The majority of the community members were aware of the elected committee members, only the minority was not aware of the committee members and how they were elected. When the water project was handed over to the O.R. Tambo Municipality, the water committee ceased to function. The municipal officer did not consult community members and neither did he report back on the progress of the project.

The aim of the project was to bring clean running water to the community. In the initial stages, the project was managed by the water committee and government officials from the Department of Water Affairs and Forestry and the water project was running smoothly.

The non-presentation of women in the then water committee was not seen by the water committee and the community members as a problem. In this community respondents reported that women were not included and did not participate in decision-making. Decision-making in this community was culturally seen as the men's job. More than anything the community members were interested in the product of the project. When the water supply system stopped functioning, the community was back to square one, fetching water from the nearby river, as they were without water again. In assessing the level of participation in this community one would say that the Emasameni had achieved high levels of involvement, in the initial stage. In the initial stage of the project, the level of participation was very high and satisfying according to community members. The Eastern Cape Communication did a very good job in organising and mobilising the community, and the project was a success at the time. So what happened to cause the failure of the project? The research revealed that the problem started when the water supply project was handed over by the Department of Water Affairs and Forestry to the O.R. Tambo Municipality.

It should be highlighted that under O. R. Tambo a number of villages who applied to the municipality to be considered for the water supply project also increased, which resulted in some problems with the small engine of the water pump. There are many villages who are interested in this development project and who did not want to be left out. O.R. Tambo Municipality felt obliged to assist all the villages who do not have a water supply. The water pump engine was too small as it was meant to cater for only twenty seven (27) villages, but ended up catering for forty seven (47) villages. Because of this addition the small engine collapsed as it did not have the power to accommodate all the villages.

The water project at this stage is now managed by the Ward Councillor who reports directly to the community. The Ward Councillor did not consult the water committee as it was done before. The majority of the community members reported that they do not know what is going on with the project anymore, ever since the project was taken over by the O.R. Tambo Municipality. They reported that community meetings are never held, they are confused and are in the dark. They reported that they have accepted the fact that they will never have clean running water in their village, because of this engine problem which they were not aware of. They are not happy about water they are using from the river as they are sharing the water with all kind of animals, cattle, horses, pigs, donkeys and dogs. They are very sad about this as they are using the same water for drinking and cooking whilst there is also the issue of both animal and human waste lying around. At this stage the community members are very confused as to what is happening with the water project.

The Ward Councillor and one key informant from the Municipality, who both were involved in both stages of the project also echoed the same sentiments with regard to the issue of holding

meetings. They reported that they had been trying to call local community meetings but the community had shown apathy, more in particular after the taps had stopped working. Members of the community became very bitter. This lack of interest from the community made it difficult for the Ward Councillor to report back to the community about the progress of the water project. The Ward Councillor reported that because of this problem he had to report back at funerals, local traditional functions like imigidi, imbeleko and traditional weddings. The majority of the community who did not attend these functions would not get this information, meaning therefore that at this stage there was a communication breakdown between the community members and the municipality activities with regard to the progress of the project.

The Ward Councillor and the key informant from the Municipality had a different version of the project to the community. According to the Ward Chancellor and the key informant from the Municipality, the Emasameni water project is not a total failure as the community has perceived it. The community believes the project to be a total failure because they do not attend meetings and therefore they do not know what is happening. The reason the project has stopped working for so many years and currently is because there are very serious challenges that are delaying the progress of the project.

- Firstly, they stated that Department of Economic Development and Environment Affairs had some disturbing concerns that needed to be attended to and processes had to be followed in an attempt to protect nature and the environment, with regard to the big dam that will be used in servicing this water supply project.
- Secondly, there is the issue of incompetent contractors who come and go. Contractors are appointed and they fail to perform and leave the project half way. The problem always goes on and on.
- Thirdly, according to the Ward Chancellor and the key informant the project is one of the biggest schemes in the Eastern Cape Province. It was initially meant to service twenty seven (27) villages, and ended up servicing forty seven (47) villages. Because of this addition the small engine collapsed because it did not have the power to accommodate forty seven (47) villages. The whole project had to be started afresh so that it could accommodate the new villages. Purifying tanks, pressure tanks and pipes had to be added. Bigger engine that could supply forty seven (47) villages needed to be bought to replace the small one. This also included buying more and bigger pipes.
- Fourthly, there was a shortage of funds as the villages were increased from twenty seven (27) villages to forty seven (47) villages. The project had only twelve million (12) to kick start the project which was not enough.
- There was no regular feedback on the project progress from the Ward Councillor. At this stage there is absolutely no community involvement or participation.

This is the information the community is entitled to. The project was not communicated properly to its recipients, so they were in the dark. At this stage the project finances are completely managed by O.R. Tambo Municipality, with no involvement of the community at all. So basically, what this means is that at this second stage of the water supply project the community is not involved. As a result of all the above-mentioned challenges the Emasaseni village (and other villages of course which did not form part of this research) is still without water.

Also the above-mentioned issues are indicative of a huge administrative and financial management problem in the District Municipality; Emasameni village is only one out of forty seven (47) villages under this big project. How could the small village committee manage or participate in something that was so big and outside of its control? The problem did not only lie with the village at all, but also with the District Municipality. It would have helped though to have report - back sessions to each community.

4.3.2 Community empowerment in Emasameni

In Emasameni village about twenty people were trained in different skills like carpentry, plastering, pipe laying, brick laying and water purification. Almost all the people who were trained were given contract jobs by the Department of Water Affairs and Forestry and were also given stipends. Most of them are still working for the Department of Water Affairs and Forestry. The trainees believe that with the kind of training they got they could get jobs anywhere in the country which was a good thing. They are confident about their training and qualifications.

Socially, one cannot say the community was empowered as they failed to proceed with the project when the facilitators (Eastern Cape Communication and DWAF) left them. They failed to maintain with the spirit that they had, when they were with ECC and DWAF. When the Department of Water Affairs & Forestry and Eastern Cape Communication left them they were demoralised and started giving up. So the only people who were empowered here are those that received the training in different skills. In terms of the product the community was not empowered as the project failed to deliver the product that is water. Women and children were still depending on the river for water.

In a nutshell, one cannot say the Emasameni community was empowered with this project, because only the minority benefited from this project through training. It was also discovered that decision-making in this community has not always been participatory in that men in this village made most of the decisions, and that culture and gender had a profound effect on the manner in which the project was implemented and of course on the project's sustainability.

4.3.3 Operation and maintenance in Emasameni

Sustainability of the project is not something that can happen easily. There are a number of factors that hinder the achievement of success in projects. According to the community members, key informant and Ward Councillor twenty people were trained on a variety of skills including carpentry, plastering, pipe laying, brick laying and water purification. Some of the skills were not only crucial but were used in looking after the water plant (station), regardless of the fact that the system ceased functioning, because the small engine collapsed. The site was there and needed to be taken care of. But with time, even those who received training became demoralised and stopped caring and assisting where they could with regard to looking after the site/building. Some trainees have left the village to look for jobs.

The community was not too sure of their own roles and responsibilities with regard to the water project, which was not working at this time. Awareness was not given to the community on what their roles and responsibilities will be with regard to the management, maintenance and operation of the water project. Fitzgerald, McLennan & Munslow (1997: 4-5) claim that in order to achieve sustainability, there should be a massive educational effort so that the community is made aware of the need to manage resources wisely, including paying for the service. This clearly is contrary to what has taken place in this project – there is no educational drive so that people could be clear on what their roles and responsibilities are.

Also in this village a number of standpipes or taps were vandalised and were not working. There are no sanctions or mechanisms to deal with vandals. The fact that people could vandalise standpipes or taps with no action taken against, them led to problems within the project. This demotivated most members of the community. At this stage the water committee is no longer functioning, so the Ward Councillor is supposed to provide direction in the project but lacks the capacity to do so. This is contrary to the view of Liebenberg & Steward (1997: 25) that change agents in projects are there to stimulate the participation of the community in development projects.

CHAPTER 5

Conclusion

5.1 Introduction

In conclusion it must be mentioned that in Mavuso village there was full cooperation among community members, which resulted in the successful completion of their water project. They had high levels of involvement which could be attributed to the capacity of the water committee to manage the project and the harmonious nature of the Mavuso community members at large. Although members of Mavuso community had high levels of involvement there is one aspect which did not receive attention during the planning process; that is, operation and maintenance. This resulted in narrow perceptions of project ownership. Because members of the community did not contribute either in cash or through the provision of labour and tools, the community do not feel they own the facility. In Emasameni in the initial stage of the water project the levels of participation were the same as Mavuso, which also resulted in the success of the water project. But later the spirit of the community deteriorated. The level of participation became very low at this stage. The community started losing interest and disowning the project in many ways.

In Emasameni village, when the levels of participation were high the project was very successful, and in the second stage when the community was distanced from the Municipality, the water project failed dismally. So basically, one would say that the water project in Emasameni failed, partly because of the lack of participation.

In terms of the long-term impact of water projects on the community, the provision of communal standpipes did make the lives of women and children of Mavuso community easier, as it saved them time and energy. On the contrary one could not say the same about Emasameni community, as the communal standpipes are not working. They are still depending on the nearby river for water consumption.

Another important impact at the Mavuso community is that the water project created employment opportunities for a number of individuals in the community and provided these individuals and their families with a steady income for a few months. In this sense the project may have contributed to curbing the steady flow of young immigrants to the urban areas over this period. Regardless of the fact that communal standpipes were not working, with regard to the issue of employment, Emasamnei community also benefit as a few unemployed community members were employed.

Another important spin-off has been the boost that the project has given the Mavuso community. The Mavuso community group esteem has increased greatly, and they were motivated to initiate more development projects which were also successful. The fact that there was a woman on the water committee was an inspiration for women and it also shows that women are as capable as men and, that they do have a definite role to play in any development projects in the community. The Emasameni community group esteem decreased as their spirit deteriorated with time. In this community it was found that there was no representation of women in the project committee, meaning therefore that men made almost all the decisions within the water committee. Women only had to rubber stamp decisions already made by men. This shows that the Emasameni community did not view women as capable as men and that women do not have a role to play in the community development projects.

The Mavuso water project also had a positive effect in that it showed the community that despite the remoteness of their location, they could still initiate and to some extent manage their own development projects. On the other hand, the Emasameni water project was a failure in that it did not have any positive effect in the community.

What has emerged from this study is that community participation / involvement is one factor which facilitates water supply in the rural communities. It also shows the community the benefits of working together, and in this sense water projects have the potential to bring community members closer together. This study has shown that, where there is participation by community members, the development project is bound to succeed, and the community will benefit in many ways; where there is no community participation the development project is bound to fail. The cases of Mavuso and Emasameni, where one was a success and the other a complete failure, can be said to prove that a successful project needs community participation.

5.2 Recommendations

From the above conclusions and findings of the research, a number of recommendations are made which are intended to contribute towards the achievement of community participation or involvement in rural water supply projects, not only in the Emasameni water project but in other rural development projects as well:

1. Awareness creation and mobilisation programmes: The first step in finding ways to achieving community participation / involvement in the development project would be to embark on a mass mobilisation programme within the said community.
2. A gender sensitive approach to project development: It has emanated from the findings of the research that women were not always afforded the opportunity to make

meaningful input to the development of community projects. This has in a sense amounted to the disempowerment of women.

3. Training and capacity building: Another important element crucial to the success of a project is the degree to which the community has been trained and empowered to take charge of the process. The training should go beyond the water committee.
4. Concerted local government support: The Department of Water Affairs and Forestry has a responsibility to support the provision of water services and this must be within the framework of co-operative governance.
5. The community and not the officials should own the project so that they can take responsibility in terms of sustaining the project.

This study has been premised on a case study which looked at evaluating the levels of community participation in rural water supply projects. The problems and challenges facing the water service delivery programme in the Eastern Cape are quite a task challenge to overcome. The findings and recommendations from only two water projects in the Province certainly cannot give a complete picture of what is taking place out there. Nevertheless, it is trusted that this study will assist a great deal in terms of available knowledge as well as understanding of the 'real' issues surrounding the water supply programme. This is so because the study has highlighted some issues around community participation in water supply projects.

Policy makers and administrators may find the recommendations of this study useful, and the study should contribute to the ongoing debate around community participation / involvement in water service programmes, and should in one way or the other inform policies and strategies which would create a climate conducive to community participation in the development sector.

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ANNEXURE A

Dear Participant

I am conducting a research, evaluating the levels of community participation in a rural development project. This study forms part of my Master's Thesis Research. By filling and completing this questionnaire you will be assisting me in this research thesis.

The results of the questionnaire will be kept in the strictest confidentiality. This study is anonymous please do not write your name in the questionnaire.

I request that you answer as honestly as possible as this will affect the results of this study. There is no right or wrong answer; I am interested in your personal experiences.

I thank you for your participation

N. L. Msutu

PLEASE MARK WITH AN X THE APPROPRIATE CIRCLE.

1. You are

- ☐ Male
- ☐ Female

2. Your age is

- ☐ 18 – 35
- ☐ 36 – 50
- ☐ 51 – 65
- ☐ 66 and above

3. Your marital status

- ☐ Single
- ☐ Divorced
- ☐ Widowed
- ☐ Married
- ☐ Separated

4. Your highest school qualification

- ☐ Primary School education
- ☐ Junior Secondary education
- ☐ High School education
- ☐ Post Matric qualification (Specify.....)
- ☐ Never attended school

5. What type of skill (s) do you possess?

- ☐ Motor mechanic / welding
- ☐ Brick laying & Plastering
- ☐ Sewing
- ☐ Plumbing
- ☐ Electricity

- ☐ Carpentry
- ☐ Other (Specify.....)

6. Are you employed in a

- ☐ Government sector
- ☐ Non Governmental Organization
- ☐ Retail sector
- ☐ Private company
- ☐ Private household
- ☐ Small business
- ☐ Not employed
- ☐ Self employed
- ☐ Other (Specify.....)

7. Who identified the need for water supply in your area?

- ☐ The community members
- ☐ The government
- ☐ Non Governmental Organization
- ☐ Private sector
- ☐ Other (Specify.....)

8. Who initiated this project?

- ☐ The community
- ☐ The government
- ☐ Non Governmental Organization
- ☐ Private sector
- ☐ Other (Specify.....)

9. Did community members show some interest in the water project?

- ☐ Strongly agree
- ☐ Agree
- ☐ Uncertain
- ☐ Disagree

- ☐ Strongly disagree

10. Did you have a water committee in your community, and does it still functions?

- ☐ Yes
- ☐ No

11. Who elected the water committee?

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12. Do you know members of the water committee?

- ☐ Yes
- ☐ No

13. The level of participation was very high

- ☐ Strongly agree
- ☐ Agree
- ☐ Uncertain
- ☐ Disagree
- ☐ Strongly disagree

14. Was there any training provided for the community members in preparation for this project?

- ☐ Yes
- ☐ No

15.If yes, was the training good to such an extent that it could assist when looking for other jobs outside of the project

- ☐ Strongly agree
- ☐ Agree
- ☐ Uncertain
- ☐ Disagree
- ☐ Strongly disagree

16.Were there any skills obtained when the project came to an end?

- ☐ Strongly agree
- ☐ Agree
- ☐ Uncertain
- ☐ Disagree
- ☐ Strongly disagree

17.Do you feel confident that you can successfully initiate another project without the external assistance?

- ☐ Strongly agree
- ☐ Agree
- ☐ Uncertain
- ☐ Disagree
- ☐ Strongly disagree

18.What new skills have you acquired?

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19. What level of support did your water project received from Government?

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20.What are the social and economic impacts of water supply project for your household?

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21.How has the project improved your life?

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22.What challenges were you facing in the project?

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23. If there were any challenges, how were they dealt with?

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24. Were you able to maintain your new water supply scheme?

- ☐ Yes
- ☐ No

25. If yes, elaborate

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26. If no, where do you report for repairs?

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27.Comment on the decision-making process in this project

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