AN ANALYSIS OF COMMUNITY PARTICIPATION IN LOCAL GOVERNMENT INTEGRATED DEVELOPMENT PLANNING WITH REFERENCE TO KING SABATA DALINDYEBO LOCAL MUNICIPALITY

NOMVAKALISO MFENGUZA

TREATISE PRESENTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE DEGREE OF PUBLIC ADMINISTRATION AT THE NELSON MANDELA METROPOLITAN UNIVERSITY

SUPERVISOR: PROF. R.S. MASANGO

DECEMBER 2007
DECLARATION

I, Nomvakaliso Mfenguza do solemnly declare that this dissertation is my own work, and has not been submitted by me for evaluation at any other University. It is the product of my work through the professional guidance of my supervisor.

N. MFENGUZA

SIGNATURE  ........................................

DATE  ........................................
DEDICATION

This study is dedicated to my late parents, Benson and Eunice Mfenguza. I am what I am because of you and I still continue with what you wished me to do, my three (3) late brothers Mninawe, Mbuyiselo and Mvuseleli you have contributed a lot towards my self development, my late son Lwazi, I am keeping your last wishes. To all of you my achievements are through your inspirations, I am proud of you.
ABSTRACT

This study is about the analysis of Community Participation in Local Government Integrated Development Planning with reference to Sabata Dalindyebo Local Municipality. The focus on the study was on full participation of community in the IDP processes.

This report presents the findings of a study conducted to identify the strategies and consultation structures used in the development of IDP processes, together with the measures of effectiveness of these strategies.

This study was triggered by the non attendance of the communities in the IDP road shows, the complaints of non service delivery and little understanding of the IDP concept. The results of this study show that the communities do not fully participate in their development planning processes. The communities do not understand the purpose and existence of IDP document.

The researcher hopes that this study will sensitize the community to participate in the affairs of their development that will change the quality of their lives. King Sabata Dalindyebo Local Municipality should improve their strategies and consultation structures in their IDP processes.
ACKNOWLEDGEMENTS

I hereby wish to express my gratitude to my supervisor Prof. S. Masango at the Nelson Mandela Metropolitan University for his suggestions and constructive criticisms on the proposal and the dissertation itself. I appreciate his patience, courage and guidance towards the correction of this dissertation.

My special gratitude to Mr T. Mabuto and Mrs V. Lusu will always be appreciated for their generosity to allow me to use library resources of Walter Sisulu University of Technology (WSU), more gratitude to Mr T. Mabuto for searching the relevant references for this study.

To the officials of King Sabata Dalindyebo Local Municipality especially Mr S. Golimpi for giving me access to the IDP and other documentation I appreciate their generosity.

Lastly, let me express my sincere gratitude to my two (2) boys Tongogara and Thandolezweledinga for their understanding. My concentration was too much on my studies I had to neglect them when they needed their mothers’ love most. Thank you very much my sons, I love you, dearly.
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<tr>
<td>ANC</td>
<td>African National Congress</td>
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<tr>
<td>ASGISA</td>
<td>Accelerated and Shared Growth Initiative for South Africa</td>
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<td>CBP</td>
<td>Community – Based Planning</td>
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<td>CBO</td>
<td>Community - Based Organisation</td>
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<td>CDW</td>
<td>Community Development Workers</td>
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<td>COSATU</td>
<td>Congress of South African Trade Union</td>
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<td>DPLG</td>
<td>Department of Provincial and Local Government</td>
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<td>DWAF</td>
<td>Department of Water Affairs and Forestry</td>
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<td>ETU</td>
<td>Education and Training Unit</td>
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<td>GEAR</td>
<td>Growth, Employment and Redistribution</td>
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<tr>
<td>HIV/AIDS</td>
<td>Human Immunodeficiency Virus /Acquired Immune Deficiency Syndrome</td>
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<td>IDP</td>
<td>Integrated Development Plan</td>
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<td>JIPSA</td>
<td>Joint Initiative on Priority Skills Acquisition</td>
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<td>KSD</td>
<td>King Sabata Dalindyebo Municipality</td>
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<tr>
<td>LED</td>
<td>Local Economic Development</td>
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<tr>
<td>MEC</td>
<td>Member of Executive Council</td>
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<td>NEPAD</td>
<td>New Partnership for Africa’s Development</td>
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<td>NGO</td>
<td>Non- Governmental Organisation</td>
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<td>NQF</td>
<td>National Qualification Framework</td>
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<td>PIMS</td>
<td>Performance Information Management System</td>
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<td>RDP</td>
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<td>SACP</td>
<td>South African Communist Party</td>
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Chapter 1

GENERAL INTRODUCTION

1.1 Introduction

This chapter presents a general introduction to the study which focuses on an analysis of community participation in local government Integrated Development Plans with reference to King Sabata Dalindyebo Local municipality. It provides, among others, a background and rationale of the study, problem statement, hypothesis, and an overview of chapters.

1.2 Background and rationale of the study

After the first free democratic elections in 1994, all South African citizens were given a democratic right to participate in issues of governance. Public participation has been encouraged by the regime of the democratic dispensation through various policy initiatives since then. This has restored the dignity of previously disadvantaged people. Local Government has been assigned a key role in ending the social, political and economic exclusion which was created by the system of apartheid.

The Constitution of Republic of South African (Act No. 108 of 1986) brought about a new expanded role for municipalities. According to the Department of Constitutional Development (1998:3), "municipalities must now lead, manage and plan for development, their task together with national and provincial government is to eradicate poverty, boost
local economic development, job creation, and carry forward the process of reconstruction and development”. Consequently, local communities are to be involved in decision-making processes of local government. Hence community participation in local government is important.

When proper community participation does not occur, and IDP is not properly implemented, development of the local economy may be detrimentally affected. Services may not be delivered promptly and as a result community members may complain about lack of service delivery. The implementation of the Integrated Development Plan (IDP’s) plays a crucial role in the development of municipalities. This is due to the fact that local economic development of a municipality is supposed to be influenced by the IDP of such a municipality.

Communities should be involved in matters that affect them. This will enable them to know exactly what their local government is doing for them and why. This will also enable them to indicate whether or not what is done by their local government for them is what they want. The communities need that sense of belonging to claim the ownership of the development programmes. Communities therefore should be involved in the development and implementation of the IDP of their municipality. This will contribute towards ensuring that the IDP addresses the real community needs and priorities. Development must not be a matter of lip service and paperwork only, it must be practical.

The Local Government Municipal Systems Act, (No. 32 of 2000) introduced the process of municipal planning for district and local municipalities, and the IDP process, through which IDPs are
developed. South Africa is committed to poverty eradication, and bottom-up, participatory or Community-Based Planning (CBP) is a way of identifying locally appropriate poverty reduction interventions, and to contribute to the IDP.

According to the National Policy Framework on Public Participation 2005 “the government is committed to a form of participation which is genuinely empowering, and not token consultation or manipulation”. This involves a range of activities which include:

- Creating democratic and representative structures such as ward committees;
- Encouraging those structures to take into account the community needs when they plan.
- Using a range of working groups and community-based organizations (CBO) to implement and monitor plans; and
- Offering support to local structures through a cadre of community development workers.

King Sabata Dalindyebo Municipality like all municipalities is required in terms of the Local Government Municipal Systems Act, (No.32 of 2000), Municipal Structures Act, and Municipal Finance Management Act to prepare and Integrated Development Planning, which is meant to be used as a tool to guide its development programme, King Sabata Dalindyebo Municipality is committed to enhancing participatory democracy through the programs of Integrated Development Planning (IDP). The endeavour is to involve and include communities in development planning and decisions that affect their lives.
The King Sabata Dalindyebo Municipality is faced with enormous challenges relating to huge backlogs in basic infrastructure, high levels of poverty and underdevelopment. The fact that King Sabata Dalindyebo Municipality is poor, demands targeted community focused development planning that addresses poverty and builds a firm foundation for the creation of thriving and sustainable community. The impact of HIV/AIDS is of major concern and the municipality sees a need to adopt concerted effort to combat this pandemic by implementing a social development programme.

1.3 Motivation for the study

King Sabata Dalindyebo Municipality is chosen because it is in the OR Tambo Region where development is most needed. Secondly the researcher is working in the OR Tambo District Municipality which its offices are located in the King Sabata Dalindyebo Municipality. It has been noticed that King Sabata Dalindyebo Municipality accommodates the greatest number of poverty stricken people who suffer from widespread unemployment and a lack of basic infrastructure. The interest of the researcher was to check if Community Participation is being practiced. The strategies that are used are not in the level of understanding of these communities. This leads to the majority of King Sabata Dalindyebo Municipality’s population being left out in the development processes because of these strategies. The forums, consultation processes and strategies used by the King Sabata Dalindyebo Municipality do not seem to reach the people it supposed to serve. Communities as beneficiaries of the IDP must know when the services will be delivered to them, how the services will be delivered and what role they must play. It is important to be informed if the
services are not going to be delivered as planned to avoid the protests as it is currently happening in some areas. King Sabata Dalindyebo Municipality tends to wait till it is the review time instead of communicating with the communities throughout advising them about the progress of the projects promised in the IDP. IDP’s should not be used as the ticket for elections then after the elections all is quiet.

1.4 Problem statement

The contents of the IDP should not be only known by the municipality staff who have to implement them but also by communities who are or could be affected by such implementation. The current situation in King Sabata Dalindyebo Municipality is not in keeping with the scenario since it appears that it is only the employees who are involved in the processes of developing who knows about the IDP. The IDP officials are supposed to be the change agents therefore they should be committed to the principle of working with the communities. If they are committed to this principle and even activate it in practice, it can be assumed that they are delivering for the purposes of sustainable development. It is only the councilors and senior management that know what the IDP is all about. Other municipality officials who by the way are the part of the communities do not know a thing about the IDP. This raises the question, for whose interest is the IDP and who owns it? The practice of public participation ensures that the IDP is not hijacked by the officials or organization.
1.5 Hypothesis

All stakeholders should participate in the Integrated Development Planning (IDP) in order to ensure that its ownership and responsibility is shared amongst them.

1.6 Purpose of the study

The study analyses and illustrates participatory democracy in King Sabata Dalindyebo Municipality. It pays attention to how municipalities in this district engage the processes of planning, implementation and due processes of decision making. This study singled out the IDP – what the King Sabata Dalindyebo Municipality is doing to include people in development planning processes. The study highlights results derived from exclusion of communities in planning and decision-making processes about the issues that affect their lives. The study also looks at the time given for other stakeholders to forward their inputs after the road shows, ward to ward IDP outreach programme and to be put into the final IDP document.

This study therefore is intended to encourage and promote community participation in King Sabata Dalindyebo Municipality. The processes of community participation in King Sabata Dalindyebo Municipality do not seem to be as effective as they should be. The forums or the strategies that are presently used may be good but they do not appear to be adequate for the purpose of public participation. May be the representatives of the community do not present a diversity of interest in the community. This may also mean that those individuals who
purport to speak for communities but in reality are mandated by a minority within them.

The objectives of this study are therefore to:

- To find out the level of awareness about the Integrated Development Planning and its processes.
- To investigate the extent to which communities are currently involved in the IDP processes.
- To investigate the challenges facing the IDP representative forums in designing and implementing the IDP.
- To find out the level of participation and the reasons for or against it.

1.7 Literature Review

Literature review is a critical assessment of what has been done in the past in the given discipline, more in the direction of revision and or reconsideration (Nkantini 2005:26)

The literature study has been undertaken in regard to the envisaged study. Relevant books on sustainable development, poverty alleviation and on structures of poverty in South Africa and other publications have been consulted to determine whether the envisaged research has not been researched previously. Government policy documents such as the Constitution of the Republic of South Africa, Act No. 108 of 1996 articles on rights of citizens and participatory democracy, legislation on local government, and IDP programmes have been consulted. Furthermore the review of literature regarding the development and
the participation of communities in decision - making process will be
done.

The literature especially the legislation gives the guidelines on how the
IDP should be processed. The legislation emphasizes the involvement
of the community in the IDP. The case studies that have been
conducted in other municipalities have been a success because of
practicing the community participation as stipulated on legislation.

7) states that it is the objects of local government to “encourage the
involvement of communities and community organizations in the
matters of local government”. This requires a cooperative approach,
an “effective partnership” where “local authorities provide strong
leadership for their areas and their communities”. Therefore, the
institution of local government, as stated by Constitution, “ should
enhance opportunities for participation by placing more power and
resources at closer and more easily influenced level of government”
(Mogale 2005:136).

The White Paper on Local Government, March 1998, gives effect to the
new vision of local government entrenched in the Constitution. Second
section of the White Paper puts forward the vision of a developmental
local government, which centres on working with local communities to
find sustainable ways to meet their needs and improve the quality of
their lives and to have an input on the way services are delivered. This
indicate that the community participation is not an end itself but rather
means to achieve better quality of life for the people and deepening
democracy. It therefore requires the active participation of citizens as
voters, in the policy processes, consumers and service users and partners in resource mobilization.

The Municipal Structures Act, No.117 of 1998 Chapter 4, Sections 73 – 78 suggests that the local municipalities should have ward committees as one of the specialized structures to “enhance participatory democracy in local government”. The municipalities are bound to respect all these fundamental that entailed in these sections as they are in charge of determining the specific procedures and regulations that will give effect to them. Participation by the local community in the affairs of the municipality must take place through political structures in terms of the Municipal Structures Act (No. 117 of 1998). The elected officials sometimes do not follow the procedures. They tend to ignore the community and think of their positions and gains.

The Municipal Systems Act (No. 32 of 2000) Chapter 4 talks about community participation, Section 16(1) requires the municipality to develop “a culture of municipal governance that complements formal representative government with a system of participatory governance”. This Act provides the chance of participation of those who cannot write and read. It fits well to the communities of this region where there is a huge illiteracy. People with disabilities, women and other disadvantaged groups are mentioned, meaning that they must not left outside.

Promotion of Access to Information Act (No 2 of 2000) which is aimed at promoting participation, gives people the right to have access to any information which the government has if they need it to protect their rights. Officials can only refuse to give information in certain
limited situations. The study will check if the community is aware or informed about their rights to participate in their development. The public has a right to access any information or records of a municipality.

The Municipal Finance Management Act (No. 56 of 2003) outlines ways in which the community can be informed of the financial situation of a municipality. The municipalities are therefore expected to align the IDP with its budget and take to the people for comments and this assures the people how the services are to be delivered and how to prioritize them according to the budget available.

1.7.1 Selected viewpoints about public participation

A lot has been said and written about public participation. The author saw it proper to include some selected views about public participation since she holds the opinion that they are relevant to this study. Other writings from different writers show the chaos or the disgruntlements that are caused by non-participatory democracy. These writers have seen the participatory work in other countries therefore they suggest that it can work in this developing country South Africa. Although other writers criticized South Africa for being over ambitious take other policies that cannot be implemented in the South African environment.

Jeremy Cronin (Sa:1) in his paper “The people shall govern – class struggles and the post – 1994” argues that “The Freedom Charter” in its first clause demands that “the franchise for all men and women and the right to stand as public representatives for legislation bodies; the right of all to take part in the administration of the country, equal
rights for all, regardless of race, colour sex; and perhaps the boldest of all, “democratic organs of self-government”

He further argues that this clause has three strands of thinking about democracy “democracy as representative democracy; democracy as the enjoyment of rights within a constitutional, rights – based dispensation; and democracy as popular, collective self - empowerment”. Cronin goes further by pointing out where the concept of “people shall govern” and points out as participatory democracy in pre and post 1994. The forums, bodies and the practices of “izimbizo” are the working of the concept. He is asking some questions such as “is this concept really works or is that the lip services”? Therefore when there are programmes such as IDP people are expected to be the part of the whole process. People are the ones who know what they need in their lives. The priorities in the IDP must not be decided by the officials only, but the community must also be consulted as they are the beneficiaries.

Paulo Freire (1993:21) argues that as people participate in gaining and creating knowledge in their own interests their consciousness can develop. In Freire’s view along with mobilization for action participation action research (PAR) growing recognition of the potential for the cross-fertilisation of ideas and experiences. (Freire 1993:27) The communities also learn some skills and give opportunity to unemployed when they are involved in their development.

For an example if there is road construction the labour is coming from that community. The dignity of the community is retained and the community become proud that they can do something themselves.
People must not be told what to do. This means that therefore the development programmes must not be imposed on the communities just because the funders have got the money. People can think of themselves and can decide on what they want. This participation promoted the ownership.

Meyer and Cloete (2000: 104 – 109) in describing public participation in the policy making process, mentioned that authentic public participation takes place through the four steps:

- The involvement of leaders of legitimate organizations, which represent community interests (e.g cultural, civic, cultural, religious, welfare and other organizations) – there must also be feedback from these leaders to their constituencies in order to legitimate their actions;

- The involvement of legitimate and democratically elected political representatives – these representatives gets policy mandates in elections or exercises their discretion as elected representatives of the community. They are also expected to report back to their voters regularly in order to obtain ratification of their decisions on behalf of the community;

- The involvement of individual opinion leaders in the community – these leaders can influence prevailing opinions if they are highly regarded and respected by the community; and
The direct involvement of ordinary members of the public in mass activities (e.g. attendance of public meetings, participation in protest marches, consumer boycotts and other types of direct mass action) – these numbers involved in these actions are indicative of the support expressed by the community for the cause concerned (Meyer and Cloete, 2000: 104 – 109)

Through participation ordinary people are given opportunity to have a say in how their environment should be planned and developed in future, and that people are able to influence the final outcome of planned action. Most importantly, public participation contributes to overcoming a sense of hopelessness because it increases the public’s senses of efficacy, meaning the belief that the ordinary citizens have the ability and competence to influence municipalities. This means that participation changes dependency into independency.

According to Cashdan (1998:4) poverty in South Africa is a history that comes afar. The most cause of this poverty is the inequality in the distribution of wealth, the living places (shelter) where the majority of people in South Africa have no places to stay. It is either the people live in the shacks or in the houses that are build by local municipalities (low costs). The idea of the IDP and any programme promotes the betterment of the people’s life and redress all these imbalances of the past. These programmes are trying to alleviate the poverty and build the infrastructures that are not there.

All these development plans need community participation. Cashdan (1998:5) doubts that these programmes are really addressing the alleviation of poverty. Alleviation of poverty cannot concentrate on one
strategy for an example the maize product. This programme is coming from the government not all the communities were consulted. Other communities are talking of healthy food like growing of vegetables. The IDP must include all these type of inputs from the communities.

Bond (2002:372 -373) argues that the programmes that are imposed by the government tend to be unsustainable because there is no community involvement. He argues further that the government introduced more programmes before it was certain that other programmes were successful or not. There is emphasis of more dreams that do not belong to the people of South Africa copied from other countries. They are the dreams of the President Thabo Mbeki. Bond (2002: 373) argues that the protests that are happening in South Africa are caused by these unfinished projects. Other projects are just mentioned when there are big conferences as if South Africa is pleasing the outside world. The researcher will agree with Bond on certain discussions. The RDP that was a “buzz” word in 1994 have never taken place. That is why other writers are saying RDP has been replaced by IDP and LED.

Bond (2002: 373) argues that Growth, Employment and Redistribution (GEAR) and New Partnership for Africa’s Development (NEPAD) are mentioned but they were never succeeding according to the findings. He quoted three civil societies who are critical of NEPAD, “Progressive civil society organisations have also traditionally demanded that all policies, programmes, projects and government initiations be conducted in a transparent, participatory and respectful manner. Nepad’s formulation failed on all accounts”.

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The Central Executive Committee of Congress of South African Trade Union (COSATU) also perceives a problem “the transformation of Africa can only happen if it is driven by its people. ... There was a strong feeling that the NEPAD plan has been developed only through discussions between governments and business organizations, leaving the people behind.” The communities are not conversant with these programmes. These programmes are not addressing the local needs they are global as a result this confuse the people.

What Bond (2002: 373) is trying to express here is that if the communities are not involved in the projects that are developed in their areas they cannot be successful. The government has learnt that the projects that have been imposed to the community have failed (they are white elephants). The researcher has discovered such projects that have never been discussed with the community. For an example there are clinics that are built next to the other without equipment, no nurses. Nothing is happening as a result they are being vandalized. The donors talk to the few in the community and they proceed with construction without the involvement of the community.

In other places the researcher found the schools that are built with modern equipment (laboratories) no body knows how to operate such equipment. Community participation builds the sense of ownership and the community becomes part of the development. This means therefore, if the community know about the development around them they start love and take care of those projects. It is important that the needs come from the community and also the prioritization of these needs is very important.
Allen and Thomas (2000: 372) put it clear the participatory democracy when they discussed about the State power and political institutions under democratization, good governance and development. In our case in our democracy in South Africa the pressure groups make the government think twice about their decisions. The Alliances that is COSATU, SACP of the ANC government demonstrate if the government does whatever they want without consulting them. This shows the strength of the two alliances.

The non-service delivery in the communities is being challenged now by the SANCO which is the civil society and even threatened not to vote in the next local government election (1st March 2006). This non-service delivery is the lack of information to the public. That is why the President of this country Thabo Mbeki embarked on the “Imbizos” in the municipalities especially in OR Tambo Region and asked the officials “Ixingephi” (where is it stuck). The President was responding to the complaints coming from the communities about the non-service delivery. The service delivery is contained in the IDP documents of all the municipalities.

The imbizos ended up the President of this country saying that the senior officials of the municipalities are teachers and they must go back to the classrooms. The President talked about recruitment of officials from India and other places abroad who have the relevant skills that can make sure that the service delivery is done efficiently and effectively.

Masakhane Municipal Case Studies have shown many municipalities that community participation help in successful implementation of
development projects. Participation occurs at the ward level, includes the identification of development needs. This shows that the communities are involved from the initial stages for an example identification of community needs up to the implementation of these needs. These communities are seen as working hand in hand with the ward councilors and even participate in the council meetings where big decisions are made. Their needs are therefore prioritized and incorporated into the budget.

The communities own their IDP because all the programmes that are contained in the IDP document are known. The implementation of such programmes becomes easy because the communities have identified their needs with help of officials and their leaders. If there not to be implemented in the current budget the community is informed that they will be carried forward to the next financial year. This approach limits the protests and petitions against the councilors and the officials.

(http://www.local.gov.za/DCD/dcdlibrary/masakhane/mas05.html)

Sulenkama Projects are showcasing the need for community participation when starting the project. This report mentioned four key factors to be considered for the success of projects namely; community participation, innovative technologies, applications related to community needs and sustainability.

People of Sulenkama are very proud of these structures that have been built. The Multi Purpose Community Centre (MPCC) is used and is well cared for. This community owns this center and other things around it. When there was learnership for IT Sulenkama identified
because of this center. People here know that if they want any information they can access from this center. 
(http://www.cda.co.za/Sulenkama/ProjOver/Proj20
Summary/Projet20%Details.html).

The World Development Report (2003: 37) talks about the functions of the institutional environment in promoting human – well being. Again in (p.40), Figure 3.2 the report shows the growing of participation in society organizations. All these illustrations show the impact the community participation does in the sustainability of development. The communities are the people who need the services and expect the municipalities to deliver as promised during election manifestos and campaigns. Thus their participation is important. King Sabata Dalindyebo Local Municipality is responsible to compile the document with all the stakeholders in the whole process of the IDP.

The Constitution of Republic of South Africa (Act No. 108 of 1996) and other relevant pieces of legislation and local government legislation tries to transform the manner in which the municipalities interact and communicate with the public. The new public participation approach as envisaged in the policies and legislative framework, entrenches the culture of participatory democracy and enhance co-operate governance. It is what is expected of King Sabata Dalindyebo Local Municipality to comply with legislation by including the community to influence the decision – making process in the implementation of IDP. The Municipality has to create the environment that enables the community to be part of the whole IDP process.
1.8 Overview of chapters

Chapter 1 is comprised of this introductory chapter. It deals with, among others, the background and rationale for the study, motivation for the study, problem statement, hypothesis, and literature review.

Chapter 2 deals with public participation in local government. It mentions the pieces of legislation, the framework and the compliances to be applied.

Chapter 3 is reflecting on the IDP process, the stakeholders, their roles and responsibilities in King Sabata Dalindyebo Municipality

Chapter 4 is focused on research methodology which comprises of research design, the area of study, population, sampling, the data collection method and data analysis method.

Chapter 5 concludes the study by presenting findings, conclusion and recommendations.
CHAPTER 2

2. COMMUNITY PARTICIPATION IN LOCAL GOVERNMENT

2.1 Introduction

This Chapter discusses the conceptualization of community participation within the policy and legislative framework pertaining to local government. The Constitution of the Republic of South Africa (Act No. 108 of 1996) emphasizes that local government is the level of government closest to the public; therefore it must encourage the participation of the citizens in municipal affairs. The White Paper on Local Government (1998) is a stepping-stone between the Constitution (Act No. 108 of 1996), the Municipal Structures Act (Act No. 117 of 1998) and the Municipal Systems Act (Act No. 32 of 2000). Both the Municipal Structures Act and Municipal Systems Act emphasizes transparency and access and compel municipalities to establish and facilitate mechanisms for public participation.

An attempt has been made to focus on how these pieces of legislation influence local government to enforce community participation under the topics such as; overview and Impact of Public Participation, Community Participation explained, IDP in Local Government, Service delivery in Local Government, Community Participation and Democracy, Legal Framework of Participatory Democracy, Constitution of Republic of South Africa No. 108 of 1996, White Paper of Local Government March 1998, White Paper on Transforming Public Service Delivery (Batho Pele) 1997, Local Municipal Systems Act no 32 of 2000, Municipal Structures Act No. 117 of 2000, National Policy Framework for Community Development Workers in South Africa

2.2 Overview and Impact of Public Participation

The literature that has been reviewed talked about the importance of the community participation especially if it is about the sustainable development. Their visions and policies address the involvement of the communities in their development. The IDP is about the service delivery of the government to the communities. If the IDP fails therefore there will be protests against the government. The government officials must not only be glued in their offices, they should go out and mixed with the people, talk to them and do with the people. This channel of communication with the communities has been demonstrated by the government offices through the “imbizos”. These gatherings have made an impact to the communities and left the communities wanted to know more and keen to learn more about their rights.

There is literature that talks about the methodology of Community Based Programme (CBP) that provides a mechanism for implementing pieces of legislation by entrenching participation in panning and management at ward level. Some of these legislations are the Freedom Charter “the people shall govern”, Constitution of the
Republic of South Africa (Act No. 108 of 1996) Section 152, 195(e) and in the Reconstruction and Development Programme (RDP).

CBP is a form of participatory planning which has been designed to promote community action and to link to the IDP. The municipalities are encouraged to undertake CBP, in order to meet the requirement for participation in the IDP a reality. There is a cycle of CBP and IDP and the schedule for CBP and IDP that have been introduced so that there are activities all the year round between ward committees, officials and communities around the IDP.

The CBP approach is not a panacea for all municipal ills but is a critical intervention where it matters most, for an example, in the ownership of development initiatives within the municipality. Thus minimizing disgruntlement of communities about what happens in their neighbourhoods, and maximizing their opportunity to influence the IDP and the way municipal resources are allocated. CBP provides an opportunity for real partnerships between municipalities and communities in order to improve the quality of people’s participation and control of their own development. This gives hope that the community will be given a chance to be more involved in their affairs but there is training that is needed here so that this tool can work.

2.3 Community Participation Explained

Community Participation involves the role played by communities and stakeholders in the policy making and implementation processes of a municipality. These include involving communities in various activities, such as policy formulation, budgeting, identification, implementation
and monitoring of projects and strategy formulation. The advantages of successful community participation are that people understand local government and the constraints under which it functions.

Community participation fails because organizations promoting involvement are unclear about the level or participation on offer. Limited consultation with few real options, do not present opportunity for active participation and is likely to produce confusion. Effective participation is most likely when the different stakeholders involved in a project or programme are satisfied with the level at which they are involved.

Community Participation is where people make all decisions themselves. All the people affected participate in the decision-making and there are no representatives who can decide on their behalf. This can work in small communities or organizations where everyone can meet to discuss and decide on the issue. Effective local democracy needs a combination of representatives and participatory democracy. While the ultimate decisions are made by elected councilors, residents should be consulted as much as possible.

In the local governance processes the involvement of citizens and participation is important and it promotes the municipal development. This citizen involvement explores the role of ward committee and the role of community development workers as a mechanism for increasing public participation. Without the community participation the developmental local government will be meaningless. An Integrated Development Plan (IDP) of any municipality is devoid of reality without the community participation.
In some instances community participation may fail because organizations promoting involvement are not sure about the level of participation they should allow. The community participation and the IDP are described as, “IDP approach based on the principle of inclusive and representative consultation and participation of all residents, communities and stakeholders within a municipality. This should be achieved through structured participation and establishing the conditions for public’s involvement throughout the cycle of planning, implementation, monitoring and evaluation and review”. (Patel, Y: 2005)

The United Nations is credited with the emphasis on community participation in development. It defines participation as “the creation of opportunities to enable all members of a community and the larger society to actively contribute to, and influence the development process and to share equitably in the fruits of development” (Midgley 1986:24). Community participation has links with the interest in democracy in community organization and in self – help and political incorporation in the community development tradition.

According to Section 59 of the Constitution of the Republic of South Africa (Act No. 108 of 1996) the communities are encouraged to participate in the committee structures. Community participation in local government uses ward committees. The Municipal Structures Act (No. 117 of 1998) provides for ward committees to be set up in municipalities.

The primary function of a ward committee is to be a formal communication channel between the community and the municipal
council. Participation also occurs at the ward level, which includes the identification of development needs. The ward committees are the structures that are constitutionally established for community participation. These elected representatives are expected to report back regularly to their voters, the community, in order to obtain ratification of their decisions on behalf of the community. The Constitution says it is important that communities participate in local government.

Out of the abovementioned conditions the New Government designed some programmes that are in place to try to reduce poverty, like, IDP, service delivery, Local Economic Development (LED) and Democratization. These programmes in the municipalities are not implemented in the way they supposed to be. Instead they create some problems within the municipalities and the communities they supposed to serve. Thus the Integrated Development Planning (IDP) programme comes in.

2.4 Integrated Development Planning (IDP) in Local Government

The Local Government Municipal Systems Act (No. 32 of 2000) Section 25 deals with Integrated Development Planning (IDP) which describes a single, inclusive and strategic plan that guides and informs all decisions with regard to management and development of the municipality. This means that local municipalities in South Africa have to use “(IDP)” as a method to plan future development in their areas. Rural areas were left underdeveloped and largely not serviced.
The White Paper on Local Government (1998) states that local government is uniquely placed to analyse the dynamics within the communities and ensure that the historically excluded and marginalized can become dynamic, equal participants in community transformation and democratization. The new approach to local government has to be developmental and aims to overcome the poor planning of the past.

Integrated Development Planning is an approach to planning that involves the entire municipality and its citizens in finding the best solutions to achieve good long-term development. It looks at existing conditions and facilities, at the problems and underlying issues, and at the resources available for development. This kind of information can be obtained through the public meetings or workshops with all the stakeholders within that municipality.

The alignment of IDP is important as it is stipulated in Local Government Municipal Systems Act (No.32 of 2000) Section 27(2) that there should be alignment between District Municipality IDP and those of Local Municipalities to ensure that their IDP’s are mutually linked and can inform each other. In terms of the IDP User – Friendly Guide (DPLG: 2001), local authorities need flexibility in implementing the IDP and allow ongoing process of changes and improvement in the programme.

This IDP is supposed to be the business plan of each municipality on what and how it is going to help the communities under its jurisdiction. Community is supposed to be informed, consulted and be allowed to participate in the plan of their needs and future. The plan should
reflect the needs of the community and prioritize them, implement and monitor these programmes. In actual fact this programme is trying to address the imbalances of the past.

The segregation that was practiced was that people were living in bad conditions without proper sanitation or none and no proper houses. This IDP is the strategy that tries to alleviate poverty. In the areas where the poor of the poorest (the have not) live, this programme has different priorities than that of the urban areas. In rural areas where there is no food, no jobs, no water and sanitation conditions of living are bad this IDP is needed most.

In this 2002 new dispensation in South Africa the urban and rural areas are integrated and are supposed to get the same services without discriminated as before. This spatial separation and disparities between towns and townships, and the urban sprawl increase the costs of service provisions. The transport system is being introduced. In reality it is in theory anyway because the services are still too far to be reached by the masses.

In theory this plan is designed in such a way that all the past imbalances are addressed, in practice many problems instead exist. Implementation of the plans is still a theory because it is very slow or even none. The Councilors that were elected by the same communities are not working with them or by their mandate. Other councilors are concentrating on their interests, their positions (power) forgetting their functions and the purpose of their elections. Others lack the capacity due to various reasons (literacy, leadership skills and arrogance).
most lacking part is the consultation forums and the feedback so that
the communities participate in their development.

According to Education and Training Unit (ETU) IDP is a super plan for
an area that gives an overall framework for development. It aims to
co-ordinate the work of local and other spheres of government in a
coherent plan to improve the quality of life for all people living in the
area. It should take into account the existing conditions and problems
and resources available for development.

The plan should look at economic and social development for the areas
as a whole. It must set a framework for how land should be used,
what infrastructure and services are needed and how the environment
should be protected. The municipality is responsible for the co-
ordination of the IDP and must draw in other stakeholders in the area
who have an impact on and or benefit from development in the area.
Communities have the chance to participate in identifying their most
needs. They must participate in the preparation and implementation of
the development plan.

2.5 Service Delivery in Local Government

Service delivery according to the Constitution of Republic South Africa,
(Act No. 108 of 1996) is that every person has a right to better life,
shelter (house), food, water and sanitation and any thing that
recognize a person as dignified human being, that is, good quality of
life. The municipalities are designed as the local sphere of government
closest to the people and therefore are better to efficiently carry out
many tasks dealing with services and community development.
In reality there are many struggles in delivering these services. Cashdan (1998) puts it clear that there is no financial sustainability to perform these services. One of the challenges that are faced by King Sabata Dalindyebo Municipality in implementing the IDP is the reduction of equitable share. The services are good for the community but it is not considered that these are the service for the poor. Yes, there are subsidies but for whom? A person who have no job or living with pension how is she/he going to maintain the house (poor quality), pay electricity, water, buy food, clothing and educate children. Also these services that are delivered are prioritized with the beneficiaries. We are talking about rural communities here who were never been exposed to urban life style.

The basic free water schemes were never communicated to them as a result there are many problems around that. The elected officials are also to be blamed for this. It is either they know or serving their interests of the non-involvement of the communities. Prioritization should take into account a range of issues that affect relevance of the tool and the municipality’s ability to develop and implement it successfully. Resources constraints such as funds, human resources and skills available for the development should be checked before actual service delivery.
2.6 Community participation and democracy

Participatory democracy is where citizens have right not only to elect their representatives, but to actively participate in government decision-making on a continuous basis between elections. Democratization is such a struggle in the local sphere of State. The power struggle is the issue here. Powers and functions are not clear to the people who are involved in local government issues. As a result one would think that the other one has over exceeded his/her boundaries of powers/functions.

2.7 Legal Framework of Participatory Democracy

The legal framework of participatory democracy from a South African perspective is presented in the following paragraphs. Official documents which include the Constitution and legislation are utilized for this purpose.

2.7.1 Constitution of the Republic of South Africa (Act 108, of 1996)

Sections 152 and 153 of the Constitution of South Africa Act (No. 108, of 1996) states that the objects of local government are among others, "to provide democratic and accountable government for local communities and to encourage the involvement of communities and community organizations in the matters of local government". This means that there is a need for municipalities to mobilize participation commitment and energies of communities by establishing participatory processes, which are constructive and effective. Public participation
processes are therefore important to ensure that these needs are articulated. Public participation strategies that are practiced or implemented are able to release the energies of communities.

2.7.2 White Paper on Local Government, 9 March 1998

The White Paper on Local Government, 1998 (Section B 3.1.) gives effect to the new vision of local government entrenched in the Constitution. It establishes a basis for developmental local government, in which, “local government is committed to working citizens and groups within the community to find sustainable ways to meet their social, economic and material needs and improve the quality of their lives”. It gives substance to the paradigm shift in terms of how municipalities should integrate development planning with community – based goals. Moreover by including references to redistributing income and opportunities in favour of poor and democratizing development. It further encourages public participation in policy formulation and in the monitoring and evaluation of decision – making and implementation through establishment of forums.

White paper underscores the constitutional concepts of human dignity, human rights and democracy as fundamental elements and developmental local government (Davids 2002: 37). This indicate that the community participation is not an end itself but rather means to achieve better quality of life for the people and deepening democracy. The community should be allowed be it individuals or interest groups to have continuous input into local politics.
2.7.3 White Paper on Transforming Public Service Delivery (Batho Pele) Notice No. 1459 of 1997

White Paper on Transforming Public Service Delivery (Batho Pele) 1997, adopted for the provision of services. The idea of enhancing Public Service delivery through the introduction of innovative and customer-friendly practices by itself feeds into global attempts at improving the efficiency and effectiveness and overall performance of the public sector. It was given justification by a number of legislative frameworks, principally the provisions of the Constitution.

The Batho Pele is informed by 8 principles for the transformation of Public Service delivery. Eight principles flow directly from the provisions of the Constitution of South Africa (No. 108 of 1996) and the Reconstruction and Development Programme (1994). These principles are based on the fundamental cornerstones of legislation and brings the actual implementation thereof, closer to the people it aims to serve. If people know their rights this will ensure that all citizens receive the services they are entitled to.

It will make Batho Pele “People First” a very real experience to all who embrace its nature. The Batho Pele belief Set: “We belong, We care, We Serve” assist the officials who are the change agents to translate the belief set in to practical actions. The “We Serve Belief Set emphasizes the importance of availability of public service employees to serve the public, especially those in dire need in the rural areas. It is about creating a better life for all by anticipating customer needs through the introduction of regular customer surveys focusing on the type of services citizens would want to receive.
2.7.4 Municipal Structures Act, (No 117 of 1998)

The Municipal Structures Act, (No 117 of 1998) Chapter 4, Sections 73 – 78 suggests that the local municipalities should have ward committees as one of the specialized structures to “enhance participatory democracy in local government”. The system of participatory governance is meant to complement formal representative local government and should not interfere with the Municipal Council’s right to govern. Ward committees serve as the elected officials specialized participatory structures. This means they assist Council and its administration to fulfill their obligation in a consultative manner including information and educating communities about municipal operations.

Section 16(4) of this Act encourages the local community to participate in the affairs of the municipality. In that the community can be involved in the municipal processes like in the example of IDP (1) the preparation of the IDP (planning); (2) implementation of the IDP; and (3) review of the IDP. This is the good Act for the South African communities but the problem is in implementation according to the requirements of the legislation.

The elected officials sometimes do not follow the procedures. They intend to ignore the community and they think of their positions and gains first. Section 19(2) of the Municipal Structures Act (No. 117 of 1998) stipulates that a municipal council must annually review the needs of the community; its priorities to meet those needs; its process for involving the community; its organizational and delivery mechanisms for meeting the needs of the community and its overall
performance in achieving those objectives. This Act therefore promotes an open and transparent public participation process.

2.7.5 Municipal Systems Act, (No. 32 of 2000)

The Municipal Systems Act, (No. 32 of 2000) Chapter 4 talks about community participation, and is a central concept of IDP, Section 16(1) requires the municipality to develop “a culture of municipal governance that complements formal representative government with a system of participatory governance”. This Act states that “encourage and create conditions for the community to participate in the affairs of the municipality, including in preparation, implementation and review of it’s the IDP, contribute to building the capacity of the community to participate in the affairs of the municipality and councilors and staff to forge community participation”.

Section 42 “a municipality, through appropriate mechanisms, processes and procedures established in Chapter 4 must involve the local community in the development, implementation and review of the municipality’s performance management system, and in particular, allow the community to participate in the setting of appropriate key performance targets of the municipality”. Section 29(b) states that “(i) the local community to be consulted on its development needs and priorities and (ii) the local community to participate in the drafting of the IDP”. This process could lead to empowerment of the community so that it has the capacity to influence the IDP process in a meaningful way.
2.7.6 National Policy Framework for Community Development Workers (CDWS) in South Africa 2004

This is the documents that talks about the CDW. This idea was well articulated by the President in his State of the Nation Address (SONA) 2003 in which he stated:

“Government will create a public service echelon of multi-skilled community development workers who will maintain direct contact with the people where these masses live. We are determined to ensure that government goes to the people so that we sharply improve the quality of the outcomes of public expenditures intended to raise the standards of living of our people.”

May be this dream of the President that every ward in the communities must have this type of cadreship which is called the Community Development Worker (CDW) can help in improving the service delivery and the dissemination of the information.

The key responsibilities of the CDWS are to bring government to the people. They were recruited from the communities and the wards where they live and therefore have a better understanding of the dynamics and needs of the citizens they serve. The critical role of the CDWS must perform is that of promoting and encouraging public participation at local government level. This means that the CDWs must be aware of the IDP as stated in the White Paper on Local Government (1998) and the Municipal Systems Act (No. 32 of 2000) which both require public participation.
2.7.7 National Policy Framework for Public Participation 2005

Nation Policy Framework for Public Participation 2005 is the document that has been issued to show the importance of participatory democracy. It emphasizes “the commitment of the democratic government to deepen democracy”. What is written on this document is what supposed to be done by the municipalities in order that the IDP and any development programmes from the government reach all the needy communities and whole South Africa. Its emphasis is the involvement of communities in any programme that is introduced. There is promotion of ownership through this community participation. The Framework document is workable and has been researched and found to be successful in other municipalities here in South Africa.

2.7.8 Promotion of Access to Information Act (No 2 of 2000)

Promotion of Access to Information Act (No 2 of 2000) which is aimed at promoting participation, gives people the right to have access to any information which the government has if they need it to protect their rights. Officials can only refuse to give information in certain limited situations. The study has checked if the community is aware or informed about their rights to participate in their development. The Constitution of Republic of South Africa Act, (No. 108 of 1996) chapter two, Section 32 everyone has the right of access to (a) “any information held by the state; and (b) any information that is held by another person and that required for the exercise or protection of any rights”.

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2.7.9 Protection of Disclosure Act (No 26 of 2000)

Protection of Disclosure Act (No 26 of 2000) which protects people who speak out against government corruption, dishonest or bad administration. The study has encouraged the communities to be eyes and ears of the government during the interviews where the people were not comfortable talk free about their dissatisfaction. They must not regard themselves as government informers or whistleblowers. These whistle blowers help the government to know what is happening on the ground. The government budgets for the development of the people, but people who have been elected to help the people who are poor and disadvantaged start with their interests. The monies that were set aside to look after the programmes are used for other things (sometimes personal) instead of pushing the programmes to develop the people.

2.7.10 Promotion of Administrative Justice Act (No 3 of 2000)

The Promotion of Administrative Justice Act (No 3 of 2000) says that all decisions of administrative bodies have to be lawful, procedurally fair and reasonable. People have a right to be given reasons for decisions taken by government officials. This study has investigated the extent to which those have been taken into account in promoting movement community. The communities have been encouraged to question the basis of the decisions taken for them and check if they are fair and reasonable. In fact to be right the communities should have been there when the decisions about them are taken.
2.8 Challenges in Community Participation

There are challenges of Public Participation in Local Governance especially in the Ward committees such as;- 

- Political affiliation – there is always this conflict in the community that the elected officials especially the ward representatives that if someone does not belong to the political party that is in the areas there will be no service delivery for them. If one is to be considered he/she must be a card carrying member of a certain political party. This act is limiting or is barring the participation of certain people within the community and it becomes selected participation. There are people who are derived their rights.

- Failure to convene monthly ward committee meetings – this is another delay for the delivery of services. Community will not know about the services that the government delivers to the people unless there are informed. If there are a conflict between the communities that emanates from the representative belongs to other political party, the meetings may fail because of being blocked or sabotaged by the other group.

- The determination of ward committees – The issue in determining members of ward committees evoked mixed feelings and suspicions are rife that ward councilors are a mere extension of the ruling party programmes. This is
caused by that the ward councilors belong to the political party that is governing in that municipality and others who belong to other political parties are not allowed to partake even by the community in those wards.

These problems need to be addressed by informing the communities that this initiative of ward committees is the vehicle for an inclusive participation in local governance. It is also voluntarily as in the case of CDWs.

2.9 Advantages of Participation

Participatory approach enhances understanding and commitment if the people have been involved in the preparation and implementation of the plans. Participation helps with coalition formation and consensus building and viewed as a process of empowerment that helps to amplify traditionally unacknowledged voices. Participation relates to exchange of ideas between the public and the municipality – this is one of the principles provided in Batho Pele (1997). This free flow of information promotes cooperation amongst relevant stakeholders. It acts to help the parties to gain insight into local conditions and is considered a basic democratic right of people to be involved in matters affecting their own circumstances. (Slochum et al 1995: 4)

Participation breaks the mentality of dependence and promotes self-awareness and confidence it is obvious therefore that confident people positively seek solutions. The participation of communities in the planning and implementation processes will help in monitoring and constant communication between all stakeholders. The involvement of
residents in the democratic process beyond just voting serves to strengthen and deepen democracy. Participation of the community also eliminates the mistrusts between the stakeholders. Meyer and Theron (2000: 4-5) view public participation as part of the “building blocks of community development”, which entail the process of social learning, capacity – building, empowerment, sustainability and self – reliance.

2.10 Disadvantage of Participation

Other people do not agree that participation is such an important factor in development projects. Projects start – up can be delayed by negations with communities when they are consulted, and that they might oppose the project. This resistance will be based on who brings the project in that community. The debate will take a long time before they come into consensus. Participation also requires an increase in staff, which will increase the delay and can thus become time consuming and costly. (Burkey 1993:59) warns that the organization of development projects can create centres of formal power controlled by a small group of people.

According to Allen and Thomas (2000: 376-337) they argue that democratization can impede development in poor societies. They quote Singapore’s Lee Kwan Yew (1992) addressing the audience in the Phillipians “I do not believe that democracy necessarily leads to development what the country needs to develop is discipline more than democracy.” But they further make a contradictory example of India.
2.11 Conclusion

The Constitution of Republic of South Africa Act (No. 108 of 1996) and the relevant local government legislation facilitate interaction between the communities and municipalities by, among others, creating an environment which is conducive for ongoing communication between the two parties. The new public participation approach as envisaged in the policy and legislative framework entrenches the culture of participatory democracy and enhance co-operative governance.

Local government legislation also mandates municipalities to work in partnership with the public by providing a platform to influence the budgetary processes and the IDP. A culture of democratic governance must be encouraged in light of developmental local government. In order to facilitate this process, proper structures/mechanisms must be put in place to ensure that the public can participate in a meaningful way in the IDP process. Local municipalities must utilize the opportunities presented by national government in the form of CDWS to ensure that the notion on “bringing government closer to people” is effected.

It is therefore important that the involvement of the communities in their developments is important. There may be less confrontations and accusations of Municipalities not servicing their communities. The Municipalities will less impose projects in the communities. The report back also helps so that the communities concerned know if the services they were promised which are not to be implemented in such and such financial year and will be considered on the next one. The communities know better about their needs because they know their
environment better than the one who just visits them. Transparency is another factor that helps when involving the community into the service delivery.
Chapter 3

3. CRITICAL ASPECTS OF THE IDP PROCESS IN KING SABATA DALINDYEBO MUNICIPALITY

3.1 Introduction

The previous chapter dealt with the community participation in local government in general. This study focuses on community participation in the IDP processes in King Sabata Dalindyebo Municipality. Therefore it is imperative to give an idea about the processes and critical aspects relating to the IDP in this municipality. Hence this is the focal point of this chapter.

3.2 Mechanisms and procedures of the IDP process in King Sabata Dalindyebo Municipality

King Sabata Dalindyebo Municipality has established the mechanisms and procedures for Public Participation. It has got the institutional arrangements which include the roles and responsibilities of role players with specific terms of reference.

3.2.1 Role players

The role players involved in the IDP processes of King Sabata Dalindyebo Municipality include the following:

- Executive Mayor & Mayoral Committee members
- Councilors
• Municipal Manager
• IDP Steering Committee
• IDP Representative Forum
• OR Tambo District Municipality
• Provincial Government departments; and
• PIMSS

3.2.2 Roles and Responsibilities

- The Mayor and the Municipal Manager with the IDP Steering Committee are legally responsible for managing and drafting the municipality’s IDP.
- Director for Planning, Social & Economic Development assisted by IDP Coordinator is responsible for managing, monitoring, and implementing the overall IDP.

3.2.3 Terms of Reference

- Preparing the process plan
- Undertaking the overall management and co-ordination of the planning process.
- Ensuring that the time frames are being adhered to.
- That the planning process is horizontally and vertically aligned and complies with national and provincial requirements.
- That environment conducive to community participation created.
- Proper documentation of the results of planning the IDP.
- Responding to comments on the draft IDP from the public and other spheres of government to the satisfaction of the municipal council.
- Adjusting the IDP in accordance with the MEC for Local Government’s proposals.
- Coordinating consultant’s activities.
- Chairing the Steering Committee.

### 3.2.4 IDP Steering Committee

The IDP Steering Committee is one that drives the whole IDP process and it is chaired by the Municipal Manager of the King Sabata Dalindyebo Municipality. It is comprised of the following members:

- Members of the Mayoral Committee
- Municipal Manager
- Directors: Planning, Social & Economic Development; Corporate Services; Public Safety; Infrastructure; Health Services
- Chief Financial Officer
- Acting Director: Parks and Public Amenities
- Managers: Urban Renewal Programme and Local Economic Development
- General Manager: Infrastructure
- Head of Town Planning
- IDP Coordinator

### 3.2.5 The Terms of Reference of IDP Steering Committee

- Providing terms of reference for the various planning activities.
- Establishing sub-committees (if necessary).
- Commission research studies.
- Consider and comments on;
- Inputs from the sub-committee/s, study teams and consultants.
- Inputs from provincial sector departments and support providers.
- Process, summarize documents and outputs.
- Make content recommendations.
- Define the terms of reference for the IDP Representative Forum.
- Inform the public about the establishments of the IDP Representative Forum.
- Identify stakeholders to be part of the Forum in such a way that the public is well presented.

3.2.6 Heads of Department of King Sabata Dalindyebo Municipality are responsible for:

- Providing relevant technical, sector and financial information for analysis and determining priority issues.
- Contributing technical expertise in the consideration and finalization of strategies and identification of projects.
- Providing operational and capital budgetary information.
- Responsible for the preparation of projects proposals, the integration of projects and sector programmes.
- Responsible for preparing amendments on the draft IDP and submit it to Council for approval.
- Responsible for ensuring that the approved IDP document is forwarded to OR Tambo District Municipality and MEC for Local Government.
3.2.7 IDP Representative Forum

This Forum is the organizational formation for discussion, negotiation and decision – making between stakeholders within municipal area. It consists of CBO’s, NGO’s and other stakeholders including members of the communities such as Traditional Leaders, Ward Committees, and Community Development Workers.

3.2.8 Terms of Reference of IDP Representative Forum

- Represent the interests of constituents in the IDP process.
- Ensure communication between all the stakeholders including government departments.
- Monitor the planning, implementation and performance process.

3.3 Integrated Development Planning and its Process

Integrated Development Planning (IDP) is a participatory planning process aimed at developing a strategic development plan to guide and inform all planning, budgeting, management and decision – making in a municipality. IDP is one of the key tools used by South African Government to tackle its new developmental role. It therefore serves as the principal strategic management instruments for municipalities as it is legislated by the Municipal Systems Act (Act No. 32 of 2000) and supersedes all other plans that guide development at a local level.

King Sabata Dalindyebo Municipality develop an IDP which is a five (5) year strategic plan designed to close gaps identified in the previous
five year term IDP of Council. The development of IDP and budgeting processes includes a number of community consultations that include the Enhances IDP representative forums (which had 5 sittings).

### 3.4 Preparations and Planning

In the preparatory stages King Sabata Dalindyebo Municipality uses Local Government Municipal System Act (No. 32 of 2000), Municipal Structures Act (No. 117 of 1998) and Municipal Financial Management Act (No. 56 of 2003) as the tools to guide its development programme. It has the Institutional arrangements of who must be involved in the whole of IDP planning process in the institution.

According to the guideline by Department of Provincial and Local Government (DPLG) (2002), IDP approach has to conform to specific methodological principals. It has to reflect the priority needs of the municipality and its residents and ensure that available resources are used in an objective orientated manner. The plan should be strategic and has to be based on an informed and implementation oriented process. It must be specific enough to inform budgets, business plans and land use management decisions within municipality. This process is facilitated through the application of specific methodological tools, designed to support the integrated development planning process.

#### 3.4.1 Institutional Processes in preparing the IDP

The IDP is the one of the function of the Municipal Manager but it is delegated to the Department of the Planning, Social & Economic Development. In this department there is a special unit that deals with
IDP. This Unit is led by the IDP Coordinator with other two (2) officials. Politically the Mayor is the championing the IDP and it is delegated to the Portfolio Chairperson of the Department of Planning, Social & Economic Development.

3.4.2 Meetings with Head of Departments

The Coordinator convenes the meeting with Head of Departments and it will be chaired by the Municipal Manager. This is done after the consultation with the communities on that Ward Based Planning. Each department will be asked to come up with its budget. The plans must be informed by the IDP. The projects that have been identified are to be analyzed, cost, prioritize them and aligned with the available budget.

3.5 Process in practicing Public Participation

The IDP is intended to be a highly participatory process. The setting up of forums for participation should be seen as the first stage of a process establishing long – term organizational structures and partnerships between the municipalities, the public and stakeholders. These structures could provide a mechanism for ongoing public participation over the long term, as well as for monitoring the implementation of policies, programmes and projects. Community participation is the “buzz” word that is referred on the Speaker’s office. There is no structure that deals with public participation in King Sabata Dalindyebo Municipality. There are also no terms of reference for this function. In terms of location of public participation in the
organizational structure, it is recommended that the best location is within the office or department that deals with IDP.

King Sabata Dalindyebo Municipality takes the IDP phases as an analysis phase, aimed at ensuring that decisions will be based on people’s priority needs and problems, knowledge of available and accessible resources, property information and on a profound understanding of the dynamic’s influencing development in the municipality. In practice it does not work like it is planned. If the IDP phases were based on the prioritization there will be less protests and petitions in King Sabata Dalindyebo Municipality.

The IDP Representative Forum is said to represent the interests of constituents in the IDP process. Ensure communication between all the stakeholders including government departments. Monitor the planning, implementation and performance process. The Forums are expected to have input on the tabled IDP document. The inputs like to prepare a set objectives and strategies to achieve the long – term vision. These structures are again utilized when there is a review of the IDP and Budget and Ward to Ward IDP Outreach Programme.

The government departments that are part of the Forum have got different functions which are not municipalities’ competences. The purpose of this meeting is to align and integrate the projects with the budget of that particular department with the municipality. For an example the fencing of the fields is the function of the Department of Agriculture, the municipality will ask the department to be in partnership to deliver this service or the department will ask the municipality which portion must it cover.
3.5.1 Ward Based Planning

King Sabata Dalindyebo Municipality communicates with the communities regarding their needs. This exercise is taking place through the Ward Councilors and used it as public participation strategy. It is not enough because the Municipality has a responsibility to encourage and empower communities and stakeholder groups to become involved in the day – to day Municipality budget/planning and processes.

In the IDP review for 2007/2008 (p. 12) it is mentioned there that “In 2008/9 financial year, King Sabata Dalindyebo Municipality is intended to embark on a full participative IDP/Budget Ward Based Planning Approach/System which will encompass all the relevant and affected stakeholders and/or citizens living in King Sabata Dalindyebo Municipality area in an attempt to enhance community participation ……” Collect the community needs compile and prioritize them. These needs are supposed to be identified by the communities.

3.5.2 Meetings with the Communities

The officials responsible for IDP convene a meeting with the communities with the aim of collecting the needs of the community. Together with the representatives from the community they decide on appropriate strategies to address priority issues and achieve municipal objectives and strategies. In these meetings the majority of the poor and needy do not attend.
3.5.3 Meetings with IDP Representative Forums

The IDP representative forums assist in capturing and consolidating the community and stakeholder input on developing the objectives, strategies and targets for the term of present Council. These commitments should be broad and include identification of areas of priority and areas of potential in the short – medium and long term as well as ensuring that there is a sustainable and shared growth, reduction of poverty and job creation. The projects identified by the ward committees and clustered into programmes. The programmes are costed and budgets prepared for the five – year plan.

Question that always arises is whether municipalities have the required capacity to implement the wish lists that are in the IDP’s. Looking at the rate of unemployment and the poverty that still prevail the answer may be that the municipalities are lacking capacity. It is through that the IDP Coordinator is lacking capacity in fact he has recently attended a programme related to the IDP. The other two (2) officials have gone through the LED learnership in NQF level 4 and have been absorbed by the Municipality.

The service delivery is not taking place as planned in the IDP’S. May be the lack of capacity is worsened by the inadequate understanding of the new policy framework by politicians and administration on how or who is to implement the public participation. There is a need of government, within the context of inter – governmental relations, to develop strategies as a way of building capacity of municipalities to deliver on the IDP’s.
The absence of a clear framework for managing capacity building must be addressed. The intervention by South African Local Government Association (SALGA) in partnership with Department of Local Government and Traditional Affairs (DLG & TA) developing the Councilors may be is the answer. Public participation and the Service Delivery are the main subjects in these programmes. King Sabata Dalindyebo Municipality Councilors do partake in these programmes may be there will be a change in the involvement of the communities in the projects that are in the IDP. Ward Councilors will be able to engage the community in the identification and the prioritization of the needs. These must be the needs that will address the majority of the community not the few.

3.6 Process and performance overview

King Sabata Dalindyebo Municipality embarked on a ward to ward IDP outreach programme in order to afford communities the opportunity to identify and prioritize their needs using the participatory methodology. The outcomes of the Outreach Programme are documented in detail and the data collected serve as authentic information which should assist in preparing project outlines.

These are the ideal consultative structures but practically these representatives of the communities do not disseminate the information to the community it represents. The members of the Representative Forum who come from the communities attend the meetings called by the municipality. The aim of the meeting is to find out which projects have been implemented and those who are not implemented. This is the time that members of the community can make changes in the list of prioritization according to their own interests instead of the interests
of their representatives. The representatives of the community do not report back continually to the communities. Communities end up not knowing why such projects are not completed or not started at all.

The lack of information has been displayed by the questions from the communities. It has transpired that the communities only know about the progress regarding the projects when there is somebody from outside their communities visits the area. The visit of the officials and other councilors from other wards is meant to update the communities and to check if they are still happy about the service delivery.

It is in this stage that the communities heard of the projects and their needs are submitted to the municipality for the first time. It is at this stage where the public participation should occur. The representatives from the communities do not inform the communities as a result the community is not able to make meaningful contribution to the IDP, as stated in the Municipal Systems Act (Act No. 32 of 2000). The public, through participation mechanisms, must ideally take ownership of development initiatives.

3.7 King Sabata Dalindyebo Municipality IDP Review Process Plan for 2007/8

In terms of Chapter 5, Section 34 of Municipal Systems Act (No. 32 of 2000) municipalities are required to review their Integrated Development Plans at the end of each year. The IDP is reviewed in line with the provisions of the Act and Municipal Finance Management Act (No. 56 of 2003). Section 34 of the Municipal Systems Act (Act No. 32 of 2000), provides that each Municipal Council must review its IDP
annually in accordance with an assessment of its performance measurements in terms of section 41; and to the extent that changing circumstances so demand; and may amend its IDP in accordance with prescribed process to the extent that changing circumstances so demand.

3.7.1 Documents that considered as prerequisites for IDP Review:

- Detailed draft spatial plans & associated spatial framework (in progress)
- Amendments/adjustments due to changing circumstance
- Improving IDP content and process (acknowledging realizable/possible/achievable goals).
- Roles and responsibilities of IDP stakeholders
- Public Participation strategy
- Adhere binding legislation
- Draft Performance management System for Municipal Service Delivery (in progress)
- Draft Social and Economic Development Strategy (in progress)
- Disaster Management Plan
- Housing Development Plan

This Review has its own process and there are people who are expected to give their contribution on IDP. These stakeholders are invited and are expected to be the representatives of the communities
and it is presumed that the information given by them is coming from the communities.

The King Sabata Dalindyebo Municipality Public Strategy is not different from the previous practices but there are indications that they are going to improve. They have relied on Representative Forums but now there is a move towards the constant visitation thorough the Ward to Ward IDP outreach programmes. Also there is a diversity issue that has been taken into consideration now as compared with previous IDP Reviews especially the language. In their Process Plan it has been emphasized that “Xhosa and English will be acceptable languages for the IDP – but interpreters will be used if and when necessary and required”.

3.8 Communication

Communication is one of the tools in participation on how to disseminate the information to the communities so that they partake in the affairs that affects them. The rights and duties of members of the local community and municipal governance, management and development are encouraged. Language preference and its usage in the municipality are very important. The documents about IDP here in King Sabata Dalindyebo Municipality are compiled in English. King Sabata Dalindyebo Municipality does not have dedicated resources towards communication. Mind the majority of the community is illiterate.

When the IDP is taken to the communities the officials should translate the whole contents of the documents to the language that will be understood by everybody. This reduced the knowledge of the
communities to conversant with the document and its contents and excluded many ordinary citizens who may not have a certain level of education. The communities will always depend on the officials or the elected officials to translate the whole document of IDP. This means that proper channels of communications must be in place to give a chance to every one in the communities to participate in their affairs especially that involves the improving of their quality of life.

The Representative Forum and Ward Councilors will also be important for information flow between the communities and the municipality as Section 34 of Local Government Systems Act No. 32 of 2000 states. The concept of Community Development Workers (CDWS) in the local government should have favourable consequences for participatory governance. They are public officers who work with municipalities where they live to bridge the gap between service provision by government and access by the communities. CDWS are required to address amongst other things, the lack of information, knowledge and poor communication that communities experience in relation to government services.

The CDWS are utilized in King Sabata Dalindyebo Municipality but in a smaller scale as there are problems between the CDWS and the Ward Councilors. The information is not disseminated as expected and this problem leads to unsatisfactory of service delivery. Whilst there are these misunderstandings the communities are suffering as there is no service delivery. The fully utilization of CDWs by King Sabata Dalindyebo Municipality can assist in promoting the public participation as they are placed in the wards.
3.9 Openness and transparency

According to Department of Water Affairs and Forestry (2001:17), “the principle of transparency refers to the honest, open and equitable nature of public participation”. This principle is well articulated in the White Paper on Transforming Public Service Delivery – Batho Pele Principles (RSA, 1997) “citizens should be told how national and provincial departments are run, how much they costs and who is in charge”. The community should know who is responsible for managing and drafting the municipality’s IDP. This will help the communities to know where to complain when the ward councilors do not inform them about the progress on service delivery.

This kind of introduction may not be possible in King Sabata Dalindyebo because when they engage in the outreach programmes, reviews, they rotate. The group that visits the other time will not be same on the other time. If other officials were not welcome in that particular ward next time they will not want to be in that ward. The municipality must be transparent and open to the community, e.g constant visits especially during the time of IDP implementation. Municipality should arrange meetings with the public (involve the ward committees) to discuss service delivery issues.

The Department of provincial and Local Government (2001:2) mentions that “transparency involves the degree to which the process of participation is communicated openly to the outside the process and open to external scrutiny”. The IDP as it supposed to be a public document should be kept as such. When it is taken to the public for comments it must be explained more to the communities. The
communities should be allowed to comment and understand the IDP before it is implemented.

3.10 Effective feedback mechanism

Public participation strategies will need to ensure that there is constant interaction between stakeholders and decision makers. This interaction will ensure that the flow of sharing of information is possible. This feedback mechanism will facilitate accountability and engender the public’s confidence in the planning process. This stage of feedback is taking place during the IDP review. The Councilors and officials go to the communities through the Ward Councilors and Ward committees every year of 5 year plan of IDP, telling them what projects they have achieved listed in the IDP documents. It is the only time the communities know what the municipality has done for them. This is supposed to be the redress according to the one of the eight Batho Pele principles. But it is not done properly.

White Paper on Transformation Public Service Delivery (1997) that “if the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and speedy and effective remedy: and when complaints are made citizens should receive a sympathetic, positive response”. This type of information is lacking in the municipalities may be that is why there are so many protests accusing the officials, councilors of being corrupt and no service delivery. King Sabata Dalindyebo Municipality is no exception. This has been displayed many times by communities from various wards petitioned the Mayor about the lack or slow of service delivery.
3.11 Monitoring and Evaluation

The purpose of the study is to analyze and illustrates participatory democracy in King Sabata Dalindyebo Municipality since the evaluation can assist or influence the future public participatory policies in the IDP. Representative Forum will assist in monitoring progress in the delivery process and each year the plan will be updated and received according to the changed circumstances like needs, priorities and strategies identified. This means that the Representative Forums are to be monitored if they really present the community not themselves. The needs they submit must represent the community not the individuals or theirs. In order to ensure that the community is involved and that it plays a monitoring role King Sabata Dalindyebo Municipality should the put systems in place that will suit the need.

3.12 Conclusion

The participation structures that King Sabata Dalindyebo Municipality has established in the IDP process are good but practically they do not allow the community to assume the ownership of the development process. The ward committees should be effectively utilized to ensure that there are sound relationships and linkages between the ward committees, councilors, the community and the King Sabata Dalindyebo Municipality.

There must be proper structures or mechanisms ensuring that the people at grassroots levels assume the ownership of the IDP by participating in a meaningful way in the IDP process. The White Paper on Local Government (1998) supports public participation as an
integral part of the IDP process. Theron (Sa:2003) states that, “a developmental culture, like the Integrated Development Planning (IDP), can be established through a mutual and empowering partnership process and integration of people’s knowledge at grassroots”. This cannot happen when there is no change. The consultative process need to be revisited. The decision - makers must see the community as equal partners in the development process.

The IDP must not be seen as a top – down planning approach. The needs of the target group and the aims of the programme must address their “felt” needs. In assessing the consultative structures as public participation method in King Sabata Dalindyebo Municipality one needs to look at how effective in giving the ordinary community the power to influence the decision making process. The engagement of the ordinary community and officials within these structures will necessitate a move away on the part of the King Sabata Dalindyebo Municipality from top – down, co - optive, consultative and non – participatory approaches, to a bottom – up approach as mentioned by De Beer and Swanepoel (1998: 271 – 27
CHAPTER 4

4. RESEARCH METHODOLOGY

4.1 Introduction

In the previous chapter an overview of Integrated Development Planning processes in the King Sabata Dalindyebo Municipality is given. This chapter presents the research methodology of the study. It focuses on research design, the area of study, population, sampling data collection and data analysis method.

4.2 Research Methodology

Research method is a special form of procedure through which certain processes are carried out. If the data collected, generated or confirmed is done systematically then it can be easily verified and authenticated. Research methodology “is seen as a system through which a researcher is able to collect, analyse, and interpret data in order that the research aims and objectives may be achieved. Besides that, this system could be seen as an outline of procedures which may be used by other researchers, i.e. as a source of data that may be used in subsequent research” (Nkatini, 2005:29).

According to Mouton and Marais (1992:155 – 156) qualitative approaches are those approaches in which the procedures are not strictly formalized, while the scope is more likely to be undefined, and a more philosophical mode of operation is adopted. This qualitative
approach gave the rationale behind the ineffective implementation of IDP and lack of community participation.

Mouton and Marais (1992:155) describe quantitative approach as the research in the social sciences that is more highly formalized as well as more explicitly controlled, with a range that is more exactly defined, and which, in terms of methods used, is relatively close to the physical sciences. The aims of the research were explained so that the respondents give expected responses.

In this study the researcher used the qualitative methodologies. It was relevant to the study because the researcher wanted to gain insight into King Sabata Dalindyebo Municipality and understand the challenges that may be caused by not involvement of community in the IDP.

The aim of the study was to investigate the extent to which communities are currently involved in the IDP processes in King Sabata Dalindyebo Municipality. The researcher further wanted to be personally involved in the IDP programmes of King Sabata Dalindyebo Municipality such as ward to ward outreach programmes, road shows so as to interact with the respondents to ensure authenticity of the results of findings. This has helped the researcher to extract in a way for data analysis purposes.

4.3 Research design

According to Bailey (1982:13) research design is a stage where the researcher must decide how to measure the two main variables in
his/her hypothesis and on what group of people to test the hypothesis. This involves deciding not only how many people will be used as subjects but also what their particular characteristics should be and under what circumstances the data will be gathered.

Kruger and Welman (2001:46) define research design as “the plan according to which we obtain research participants (subjects) and collect information from them. In it we describe what we are going to do with the participants, with a view to reaching conclusions about the research problem (research hypothesis or research question).”

Babbie and Mouton (2001:75) define research as the road map or blueprint according to which one intends to conduct a research and achieve her/his research goals and objectives. There are various types of research designs used in qualitative and quantitative studies. Babbie and Mouton (2001:281) define a Case Study as an intensive/in-depth investigation of a single unit.

Leedy (2001:157) states that the purpose of a Case Study is to understand one-person situation or perhaps a very small number of cases in great depth. Case Study uses observations, interviews, written documents and/or audiovisual material as methods of data collection. The researcher used King Sabata Dalindyebo Municipality community as the case study so as to have an in-depth investigation of only one case.
4.4 Area of Study

King Sabata Dalindyebo Municipality is one of the seven local municipalities located within the OR Tambo District Municipality in the Eastern Cape Province, South Africa. It is a category “B” municipality with a total population of 430,000 and is comprised of four (4) amalgamated entities i.e. Mthatha and Mqanduli TLCs and TRCs.

![Area map of OR Tambo District Municipality](image)

Fig. 1 Area map of OR Tambo District Municipality.
4.5 Target Population

According to Nkatini (2005: 38) target population is the actual population that can be studied. After consultation with the study supervisor the researcher confined the study to King Sabata Dalindyebo Municipality. The researcher targeted the community members, ward councilors and officials as they are the people who are involved in the IDP in King Sabata Dalindyebo Municipality. The officials from the department of Planning, Social and Economic Development are the ones who compile the IDP documents the communities are the beneficiaries but should be involved in the whole process. The Councilors especially the ward committees are the ones who should be ambassadors of the IDP as they are the link between municipality and communities.

4.6. Sampling methods

Sampling is the process of selecting observations according to Babbie and Mouton (2001: 164). It has often centred on the ability of resources to gauge public opinions such as voting intentions. Despite a history of errors, current techniques are quite accurate. Then sample defined as the subset of a population observed in order to make inferences about the nature of the total population itself.

According to Nkatini (2005: 38) sampling should be understood as a technical counting or measuring device that is used to explain how specific information is selected and collected from which data will be drawn. Sampling can be done according to at least, two procedures, namely probability and non-probability sampling. Probability sampling
has got an example of simple random sampling, systematic sampling, stratified sampling and cluster sampling. Examples of non-probability sampling are; accidental/incidental sampling, purposive sampling, quota sampling and snowball sampling. In the non-probability not everybody is given a chance to be chosen for the sample as it is with probability sampling where a target population stands an equal chance of being selected.

The researcher in this study used both sampling methods. In probability simple random sampling was conducted as the population is very big. King Sabata Dalindyebo Municipality has got 32 wards under its jurisdiction. Not all the wards of the King Sabata Dalindyebo Local Municipality were visited in this study. The researcher decided to visit 4 wards that is, 16, 17, 26 and 27. The reasons were being that these wards are amongst the wards that are very far from the centre or the offices of KSD Municipality, they are in the rural area where there is real poverty and unemployment. In the communities certain groups were also selected for the study. Non-probability sampling the researcher used the quota sampling, accidental sampling and purposive sampling.

4.6.1 Purposive sampling

Purposive sampling is an acceptable kind of sampling for special situations. Purposive sampling was selected because the research problem required well informed members of the population; hence both IDP officials from the Planning Social and Economic Development Department and ward Councillors were selected to provide information on IDP processes and challenges they were experiencing.
4.6.2 Random sampling

Another sampling was drawn from the community as the beneficiaries of the IDP and the Community Development Workers who are working with the community. They were selected through random sampling and they participate voluntarily.

4.7 Research Ethics

According to Hussey and Hussey (1997: 35) “It is difficult to conduct much research at all without running into ethical arguments (Coolican (1992: 249). One has to consider a number of different issues and find out what rules there may be for conducting research at an early stage”. There are principles to be followed with their advantages and disadvantages when researcher conducting any researches. The researcher of the study has observed the ethics especially in the Participatory Action Research methodology. The communities were to reveal some information so revealing such information can have a negative influence on them. Others can end up being targeted by the elected official for divulging certain information around the service delivery.

The researcher applied the ethical principles such as, No harm to participation, it is possible for interviewee (subject) to be harmed psychologically in the course of the study and the researcher must be aware of the dangers and guard against them. It is an obligation of the researcher to protect subjects from any kind of harm. If there are risks involved the researcher should inform the participator before procedures and take all possible measures to minimize distress.
Anonymity, confidentiality, informed consent, invasion of privacy, deception, freedom to decline participation have been given due consideration in the study since all these ethical principles are perceived to be important for the study.

4.8 Data Collection Methods

The researcher in this study has used three (3) tools in collecting the data such as, observation, interviews and questionnaires.

Bruce et al (1984:100) points out that survey research is a data collection that is used in social sciences. There are two types of survey methods namely interview and questionnaire. Each includes a number of subtypes. The advantages that Bruce et al (1984: 101) mentioned are what the researcher encountered when the study was conducted,

“information on such topics as the attitudes and beliefs of large numbers of respondents is difficult to obtain by any means; survey methods can be used to obtain information about events occurred previously and that now exist primarily in the memories of those to be studied; permit to collection of data from large numbers of respondents in relatively short periods and relatively low costs and it is generally relatively easy to get people to participate.“(Ibid: 102)
4.8.1 Administration of questionnaires and conducting of interviews

4.8.1.1 Interviews

The study used the structured interviews, face – to - face interviews and telephone interviews. Interviewing was one of the most basic forms of data gathering. People were freely talking about themselves and their involvement in the IDP processes. In other communities it was discovered there was no involvement at all in the issues regarding the IDP and their participation. The name IDP was something new in their ears and could not even pronounce the name correctly.

The face – to face and telephone interviews were conducted to the officials, and Unit Manager The reasons were being that the Managers are not always available in their offices so the paper work is delegated to the officials in that Unit. The officials tend to defer their correspondences or put them in the pending trays forever. There was little chance that the officials could not postpone the researcher’s answers because of physical presence. This was better than telephone interviews. Even in some levels of the communities the face - to - face interviews was conducted.

Interviews were conducted with members of the community from diverse backgrounds. This exercise enabled the researcher to get balanced view from the community on how they see IDP processes and how they are involved in these processes. The interview was conducted in appropriate language depending on the venue and the level of interviews. Aspects discussed include problems pertaining to logistical arrangements and the manner the meetings are conducted.
The community provided alternative suggestions for the future public participation mechanisms based on the mentioned issues.

The face – to face and telephone interviews were also used to the Ward Councilors and Community Development Workers. This is due to the fact that Ward Councilors are not always easily contactable on a personal basis. Furthermore some of them do not even have offices. Even in some levels of the communities the face - to - face interviews was conducted.

4.8.1.2 Questionnaires

The structured interview contained a series of very specific questions that were to be read to the respondents, along with a set of predetermined response categories. The reason of being interpreted was the issue of illiterate to the most of the communities. Other forms were translated into the home language of the communities for those who can read but not understand the language. The questionnaires were given to members of the community, Councilors and officials so as to find out on how they plan and conduct community consultation.

Other questionnaires were conducted by the Community Development Workers and were confirmed by the researcher as others were done in her presence. The questionnaires were very simple most of them were open ended. These types of questions made the respondents to feel free also the presence of CDWs was an advantage as the community is used to them because of the nature of duties they are doing to the community.
4.8.1.3 Participatory Action Research

This methodology was used as it is a participative bottom – up research approach which seeks to be responsive the needs and opinions of the community. It helped the researcher to observe in the community meeting and was also used to facilitate community discussions. This methodology as it is also a change agent the participants in the community become part of the solutions. It also promotes the ownership. The projects that come out of the IDP belong to them, that is, for the people. Therefore there should be joint decision – making and planning.

4.8.1.4 Observation

The researcher attended the meetings where King Sabata Dalindyebo Local Municipality visited the community for IDP review and table the IDP to the whole community (hearings) and its budget, Ward to Ward Out reach Programme and Reviewal of the IDP. It was easy to watch the reaction of those who attended these meetings. There were questions coming from the floor that showed that there is little that has been done for the community participation. Others were complaining that the document is a monster meaning that even though it is there it is not easy to obtain it for their consumption.

In these meetings the researcher wanted to observe the responses from the community. Also it was important to observe how these meetings were conducted who was doing what. How much time was given to the community to comment after the IDP document has been tabled to them. The researcher was to observe also the level of
understanding of communities about the IDP processes and the IDP itself. Were there any interpreters hence the document is in one language that is, English.

After the meetings the researcher interviewed some members of the stakeholders to confirm what transpired during the meetings. The responses showed that these meetings are convened for the purpose records and according to the requirements of the legislation. Communities were not included in the planning if they were not those that were in the meeting or the few. The matters discussed were new to the majority of the community; others knew half of the information that was in the IDP document. The community displayed the rejection of some projects that were imposed on them.

4.8.2 Recording of the responses

The questionnaires were distributed to the IDP officials, members of the Community, Mayor and Councilors especially the ward committees. All the responses from the questionnaires and interviews were collected and checked for the relevance on the study. There were videos that were taken by the officials also those videos helped to get other information.

The researcher was supposed to listen to the concerns of the communities and transcribe the exact words from the respondents. It was difficult sometimes when the researcher has to answer questions that were supposed to be answered by their elected officials. This was time consuming and need some patience and sort of compassion because it is about the well being of the community.
Other responses have to be translated as other community members cannot express themselves or even write. This was time consuming but there was a need of this exercise to be done so as to be sure that the necessary information was captured well.

**4.8.3 Data Sources**

The legislation Act, Regulations that guides the municipalities in the IDP processes was used by the researcher. Other information was from the books collected from the university libraries. Also the internet, newspapers journals even radio and TV. The attendance of the imbizos, Road Shows, Ward to Ward outreach programme, IDP Reviews helped the researcher a lot.

**4.9 Conclusion**

The methodologies that were used by the researcher had its advantages and disadvantaged because of many reasons. The distance between the wards and the type of the respondents were not easy to get what one expected due to level of understanding. There was a lot of interpretation to be done. Meetings were poorly attended due to many reasons such as short notices and transport issues. Other questionnaires have to be filled by the researcher as majority is illiterate.

The analysis of the findings and data interpretations in this study are presented in Chapter 5.
CHAPTER 5

5. Data Analysis and Research Findings

5.1 Introduction

This chapter presents an analysis of activities during the collection of data and the responses. The information collected from the different segments of people, age, gender, qualification and occupation was aimed at achieving the objectives of the study. The researcher have completed literature review concerning the public participation and it is upon the researcher to establish if the King Sabata Dalindyebo Municipality practices the Community Participation in its IDP process. This Chapter will also outline the results of research based on focus groups and interviews with both management/officials and the public. The study did have a big population because of the concept of IDP and its meaning in the municipalities and the communities.

5.2 Focus Groups

The approach included conducting the separate focus group meetings with officials and the public. The former group consisted of three focus groups consisting of 6 officials from different departments and IDP officials involved in IPD processes. The intention of the researcher was to assess their understanding of the importance of public participation in the IDP process and the role of other stakeholders in fulfilling the constitutional, and some other pieces of legislation mandates. The IDP officials provided their own assessments related to the community
participation and made some good suggestions for the future public participation processes.

In addition, the researcher conducted another focus group which is the community members and representative forum members as identified by the King Sabata Dalindyebo Municipality in their IDP process. As it was indicated in chapter 4 under the sampling methods, the study was conducted in four (4) wards. The community members were fifty (50) from each ward and that makes 200 community members. There were nine (9) persons from the representative forum including government departments. Eight (8) Ward Councilors and there were two (2) from each ward were interviews. Finally there were two (2) Community Development Workers. The total number of community members interviewed was two hundred and twenty (220).

The idea of these meetings was to assess the views and gather more information from the public if the consultative structures or the involvement of the community in the IDP process is enough and also to produce suggestions on how to improve public participation in the IDP. The groups were facilitated by the researcher.

5.3 Interviews

Interviews were conducted with Officials including their Unit head who participate in the IDP processes. These interviews were characterized by open – ended questions to allow flexibility. Other interviews were conducted with community members from diverse backgrounds. This measure assisted in getting an overall assessment of community
participation in the IDP. Interview questions are presented in Annexure B.

5.4 Analysis of Research Findings and the Community Biographical Data

The researcher had to ask personal details from each respondent before posing any questions. The reasons were being that it was important to know the status of the respondent so that one can deduce from the responses, the level of understanding and the reasons why the respondent gave particular answers. Research shows that 80% of the respondents agree that the involvement of the community in the IDP processes is important.

5.4.1 Age

The questionnaires were designed in such a way that they reflect the age of the respondents. During the interviews the age was asked by the interviewer and in the questionnaires there were blocks with range of years e.g. 20 – 30; 31 – 40 up to 80 and the respondent has to tick the relevant block that indicate their age.

The ages of the respondents ranged from 20 years to 70 years. One hundred and eight (54 per cent) were between the age of 20 and 40 years old. It appeared that these were the young people and talked about not being involved in their development especially if it came through the IDP.
They complained that such meetings convened for IDP processes were sometimes not well publicized and they attended them by chance, that is, when they saw people gathered somewhere. Most of the programmes for development they drove in their communities coming from other sources (Youth Commission, NGO etc.) and not through or reflected in the IDP. This group is composed of youth (economically active) who others are still looking for jobs.

To the youth this non-participation was taken as deprivation of their opportunities in getting jobs. This group is still aspire to have their own businesses especially when there are so many opportunities coming up from the Government. Not all Youth is involved in the Youth Programmes like JIPSA, ASGISA etc. These programmes are still new and they need to expand to the youth in the rural areas.

Forty - two (21 per cent) were the people aged between 41 and 50 years old (where the most of councilors are elected) still economically active and the responses here were that those who are not involved in the politics are not informed about the developments in the community (sidelined). There were those who are informally employed and unemployed talked about the lack of participation in the activities of their developments. They indicated that most of the activities are heard for the first time (why there are delays in the service delivery) when there are imbizos., IDP review, Out reach programmes.

Thirty - eight (19 per cent) were the people aged between 51 and 60 years old and also still economically active although others have taken early retirement they were very keen to know about the IDP. They
talked of being side lined in some issues concerning their development.

The last group twelve (six per cent) of people aged between 61 and 65 years old were complaining of their age as the reason of not being involved in these processes. In a nutshell it was displayed that community participation is lacking in fact the way IDP is communicated in the communities is not satisfactory. The officials that deals with the IDP depend to the elected officials especially ward councilors, ward committees and other stakeholders such as CBOs NGOs and religious fraternity.

Whenever they have meetings with these structures, they took it for granted that communication with the communities through the structures have taken place for the IDP processes. They thought that there is enough community participation by meeting these structures and addresses them in their offices. Even when the delegation of officials, senior management, elected officials including Executive Mayor (or the delegated councilors) made road shows, ward to ward outreach programmes about the IDP not all people from the communities attended these events. The consultative structures seemed to be in a high level for the people in the grass roots.

5.4.2 Gender

King Sabata Dalindyebo Municipality is situated in the rural environment where the traditional practices are still prevailing. In other parts of this region women are still treated as minors. Women are known as the kitchen people and factory for babies. It is the men
who are supposed to go and work not women. The overall male – female ratio is approximately 45.1 % male to 54.9% female. This may be ascribed to impact of migrant and commuter labour which has resulted in many households having a woman as the head of the household whilst the chief breadwinner living away from the home. This will impact on the type of participation and of any development that will occur. According to the tradition the women are not supposed to attend the *imbizos* and do not talk when the men are talking meaning that their voices are not heard whether they attend the meetings or not.

The service delivery will be done when there are men who will talk for them or have interest in their issues. Such problems need to be attended to on how to make the whole community participate irrespective of gender. Women here are deprived their rights which is against the Constitution of this country. They cannot talk for themselves since they are not to address the *imbizos* in the presence of the men.

### 5.4.3 Marital Status

The questionnaires were designed in such a way that the marital status of the respondent is known. The reasons are being that those who participated in the IDP were the single youth or married youth, married people or single people even the old age. One hundred and twenty (55 per cent) were married while forty - eight (22 per cent) were single, thirty – two (14 per cent) were divorced and twenty (9 per cent) were widowed. The researcher was also keen to know if it is the design of the IDP that exclude or discriminate people in community
participation. It was found that the youth participate so as to get jobs since there is much unemployment. If the IDP document does not address the job creation there are not interested. The other group concentrated on what they are going to benefit as the family people. This means that the IDP officials should check from their representative forums that who they represent.

5.4.4 Highest Qualification

When the researcher detected that the King Sabata Dalindyebo Municipality IDP document is written in English it was proper that the level of qualifications of the respondents must be known. The respondents’ education ranges from no schooling to tertiary. According to the Education Management Information System (EMIS) the education is like this; 35.5% no schooling, primary 32.1%, secondary 29.5%, and tertiary 2.9% and it is better than other six local municipality under the jurisdiction of OR Tambo District Municipality. The respondents were like this; Eighty (40 per cent) had no schooling, sixty - six (33 per cent) had primary, forty (20 per cent) had secondary and fourteen (7 per cent) had tertiary education certificates, diploma and degree. The idea was to check if the lack of participation was because of the language that is being used or those who participated were the educated people only. This was also included to the understanding of the development through IDP programmes. People are deprived the information because of language that is used and the illiterate are not given a chance to express themselves.
5.4.5 Status in the Community

The respondents were to be asked such questions because the researcher wanted to know if the people who participate in the IDP are the elected councilors, ward committees, elite, and religious ministers (to open the meetings with prayers) only. Six (2.8 per cent) were the religious ministers, ten (4.5 per cent) were teachers, four (1.8 per cent) were Non-Governmental Organisation (NGO), five (2.3 per cent) were Community Based Organisation (CBO), forty-six (21 per cent) were volunteers, eight (3.6 per cent) were councilors, two (1.0 per cent) were Community Development Workers (CDW) and sixty-four unemployed community (29 per cent). It was also of the interest of the researcher to know the roles of these categories. In the communities generally there is a tendency of class consciousness. The have not are not considered as the people who could talk sense and if they were given a chance to talk their input was not taken serious. The dissemination of information by the elected officials to the community was one of the complaints.

Access to the information is not done and this is against the one of the Batho Pele principles. From the responses it was easy to detect why there was this non-participation or participation in the IDP processes. Other respondents are supposed to be the part of representative forums but nothing comes on their way from their colleagues who are part of the forums in the IDP processes. Sometimes the information was left to the elite people and not filtered down to the poor of the poorest to improve their quality of life.
5.4.6 Status in the Office

From the King Sabata Dalindyebo Municipality officials and the elected officials the researcher was forced to ask such questions because of different roles and responsibilities. The Councilors are expected to give political direction and leadership in the municipality. Who is supposed to design the IDP document? Who is supposed to convene the meetings with whom and when? There are structures to be met before the finalization of the IDP document. The researcher had to know the roles that all the officials play in the IDP processes. The questionnaires and interviews were conducted to the IDP unit on the official side and also the ordinary officials of King Sabata Dalindyebo Municipality to gather up information on their understanding about the IDP.

5.5 Analysis of Interview Questions and Research Findings

In the community biographical data the researcher had indicated some intentions of such questions and answers were sort of duplication or overlapped if possible. The following paragraphs will be presenting the responses and analyze them.

To the King Sabata Dalindyebo Municipality officials, the interview questions were to find out if the officials do attend the consultation meetings at ward level. It was revealed that the officials and senior management meet the community through the forums who represent the community and meet again with the community when there are road shows, and public hearing and ward to ward outreach programmes. Interview questions are presented in Annexure B.
These road shows were organized through the ward councillors and ward committees. The coordinator of IDP reveals that they schedule meetings for the representative forums, the review and the road shows whereby they meet the community and this is the time they report back. The officials indicated that in some meetings the attendance is poor but they continue talking to those who are present. They tried to improve in the following year by responding to the complaints from the community. They record all that is said on these meetings and take photos for statistics purposes, this help them to improve for the following reviews.

In the visited ward the members of the community was complaining about the change of project that were promised of with the one they identified as not in the first (1\textsuperscript{st}) five priorities. The community in this ward needs an access road and dams for their stock to be constructed. Instead they see the installation of electricity which was middle on their needs list. People here were complaining about their ward councilor who does not convene meetings with them and give some information or the progress about the IDP projects. “This Councilor does not consult us „…..he just go town and come back not tell us what the Municipality say”… (One of the respondents)

Regarding the language that is used and for those who could not write and read they were using the interpreters throughout the consultative processes and in outreach programmes. They have started the translated version and summary for the IDP so that people are not tired looking at the voluminous IDP document. The frequency on meetings with the community, the responses were that there are meetings wherever there is implementation of a project.
The elected officials including the Executive Mayor and the Mayoral Committee members are the one who championed the road shows because they are the ones who make some promises of delivery on their election campaign. By going to the road shows they wanted to show case what they have done and what they can do and by doing so they are responding to the ever – changing socio – economic needs of the people through the development.

The respondents agreed that and said “we have changed the face of our IDP document and the councilors of the area should tell themselves what is going on in their areas regarding developments, they must be able to answer the questions themselves from their communities” (Interviewee 23, 2/8/2007). They accompanied by the officials so that they are shown to the community as the wheels of this wagon (IDP) and the people who deliver the services.

The questions to the ward committee members/councilors wanted to find out how often do they convene meetings in their wards? The responses were collected monthly. The reason was being that the time of IDP review meetings are held monthly with the communities. This means that the communities should be held these meetings with communities to find out the needs and also to check if the projects have taken place or not. It is at this time where the researcher found out there are no meetings held in other wards. Other Councilor members tried to respond “We do not get the schedules for these meeting in time so that we prepare and inform our communities about the developments” (Interviewee 31, 28/8/2007).
Communication channels used to invite the community to the meeting are radios, loud hailers, and headmen. Some indicated that sometimes they do not understand themselves what is in the IDP documents. Others said that they asked help from the officials in their local municipalities to explain so that the communities understand. This kind of information was hinted by some responses from the communities. Other responses when asked about their relations with municipal officials concerning the IDP were that they do meet in the meetings. “I do not see the IDP officials till is the time for other review or Road Shows ...” (Interviewee 22, 2/8/2007). Meaning that they wait till the officials called the meeting and tell them what is going to happen next.

The other reason that was said by the member of the community who were not inside the meeting was that “Such meetings are not well published”.... Also the agenda of the meeting will never be told. The needs are coming with the affluent people whose needs are not the same as the illiterate, poor, have not who are the majority in this part of the Eastern Cape Province. In other wards the only people who talk here are the ward councilors and the people who are in good standing in the community. An example, in the ward visited, the water is the priority need but the representative of the community was interested in electricity.

There was one very old man who said “I want water in this location”.... “It is very painful to drink with cattle and pigs on the other side of the river” ... “Our wives and children have to take a long distance with bucket to get clean water”.. “I do not have money to buy water from the people who have transport and sell the water to us”....This was sort
of a joke to other people in the meeting. Fortunately the tractor that was selling water came passing through the venue of the meeting. It is then the officials and other visiting councilors witness that the water is a real need and the priority is that water. The information was coming straight from the people on the ground.

The researcher wanted the members of the community to express their understanding of IDP never mind the processes. It came clear to the researcher that other communities do not know about the IDP but at least know that there are services to be delivered by the municipality. Some did not know who is supposed to deliver or to tell them when these services are to be delivered (prioritization). There were these accusations of each other, that is, between the councillors and officials. Interview questions are in Annexure C.

The communities accused their councilors for non-service delivery and the councilors accused of municipalities of non-delivery to save their skins. “These officials come here and confuse our communities, they told us other information, and when they come here they come with other information...” (This comment was observed during the road show meeting). This shows that the roles of the councilors and officials are not known and even the communities do not know where to fit in and why they should be involved in their developments. They are made to beg their rights or to depend on the moods of the councilors or the officials.

Ivan Perring in Daily Dispatch (14 February 2006) states that Council should facilitate and encourage appropriate development of its municipal area in the best interests of the communities: provide
equitable and appropriate services and facilities and ensure that those services and facilities are managed efficiently and effectively, and manage, improve and develop the resources in its area and district effectively through the undertaking of physical, social and economic planning.

The member of the community was saying that “These projects are imposed to us.... We are not the part of them”... we were promised that when there are projects our children will be employed, but these people come with their people... so this is not ours” (community member from ward 17). The officials should visit the wards and check if the projects are implemented and the communities are involved. They must not wait till is the time for the review of IDP. Quarterly reviews in IDP must involve the visitation of the projects and the progress not only the IDP documents in the offices as it is the position now.

The communities are made to know of developments when the meetings convened by municipal officials or any member coming from the Province or National. Other responses from the communities were that the NGOs are helping them to understand the issues about their developments.

5.6 Findings

The study revealed some challenges in the participatory democracy especially in the King Sabata Dalindyebo Municipality. The researcher hoped that other studies that will be conducted in future would find the same challenges regarding the non - community participation. Hence
the community participation is not conducted the way is supposed to be, the development lacks. The target dates are not met as a result the communities are complaining of lack of service delivery.

The findings were as follows:-

1. People do not know about the IDP. It is known by those who are working with it e.g the IDP officials, the councilors, the representatives.

2. IDP document is designed in a language that is not user friendly. It is not written in a vernacular language so that those who cannot read or write in the communities can understand it.

3. Information is not filtered down to the people in the grass roots. It is only known by the few especially those who have means to go in the municipal offices.

4. The consultative structures currently exist do not involve the diversity in the community. It is the only elite people who are the representatives of the community.

5. During the meetings of the IDP the community is not given a fair and open chance to air their grievances or put their cases regarding the development or service delivery.

6. There is no report back by the councilors and the municipal officials about the non – service delivery or meeting the targets
e.g why the access roads are not constructed, the electricity not installed and houses not built as promised.

7. No frequent meetings regarding the IDP. Meetings are only held when there is Review and Road Shows for instance.

8. Community Development Workers are not fully utilized by the ward councilors.

5.7 Recommendations

It is the duty of the municipality to develop the capacity of the community to enable the effective participation in the IDP processes. Municipalities should be characterized by a high standard of professional ethics, impartiality, effectiveness and transparency. Municipality officials should conduct the skill audits of the communities so as to understand the level of their understanding and other deficiencies. Service delivery should become a priority as municipalities optimize access to all communities, as the emphasis should be the improvement of the quality of life for all.

The municipal officials should work hand in hand with ward committees and CDWs to ensure that the communities are fully involved in the development programmes in the villages. Also ensure that the IDP documents and IDP processes are understandable by the elected Councilors first then the communities. Ivan Perring in Daily Dispatch (14 February 2006), states that Councilors’ role include providing strategic vision, guiding policies setting service standards and monitoring the performance of the community. When there are public
hearings the municipal officials must make sure that the dates of these meetings are well broadcasted.

These meetings are the most common method of public participation. It is where the community is given a chance to air their grievances, needs. It gives the community a fair and open opportunity to state its case on the matter. In return the officials or other stakeholders who drive the IDP it is their time to address the community and talk about the IDP processes and what it is expected from the community in order the IDP is effectively implemented.

The input from the community is the one that can change the drafted IDP also to form other strategies of consultation (even improve the existing ones if possible). It is easy to inform the community about the projects that are going to take place to be made known in public. Service delivery is action oriented not paying lip – service to the social contract municipalities, through their councilors, have entered with communities. It should be affordable and consistent with the principle of accountability and sustainability. In this second term of democracy it is expected that the municipalities to be ensure that there is efficient, effective and equitable delivery of quality services to all communities.

In the newspapers now the non service delivery is the talk of the day. When one turns on the television it is the marches to the municipalities because of unfinished project or none at all. The burning of tyres in the streets, the petitions to the Mayors are showing that the communities are dissatisfied by the service delivery. All the developments in the communities depend on the implementation of
the IDP’s. The Local Economic Developments depend on the IDP. If the implementation is not done therefore there is no growth of the economy. The local people will not be empowered so as to improve their skills for development and lack of self-reliance. If the participatory democracy is not respected, so is the Constitution of this country.

Ivan Perring in Daily Dispatch (14 February 2006), states that the Council relates to budget, which includes allocating revenue and capital resources to different services, programmes and projects. Council is therefore tasked to maintain and upholds the financial integrity of the municipality. This act will ease the tension and the suspicions that the officials are misusing funds for service delivery. The budget anyway is in the IDP document for the services promised. Since the date of the local election has been announced there are so many protests to the municipalities on service delivery.

The report back meetings are important, what has been done, that is, the achieved goals, the barriers for not achieving the goals and challenges encountered must be reported back to the community. This report back can reduce resistance, protests (toyi – toyi). For an example if the plan in the IDP has a time frame of “within six months we will built 200 houses” and come six months only 50 houses managed to be built. The community must be informed why the targets are not met. The researcher thinks that the uncertainties are caused by lack of communication between the community and implementers. Also the budget as required by the legislation it must be discussed with the community (peoples Budget).
The councilors also need to report back to the community why other service delivery are not going to be done on a certain period and will be done on another time. The ward committees have been established as the tools to encourage the community participation for the municipalities that have opted to have them. They are there to assist with problems experienced by the people at the ward level. A publication of Daily Dispatch (14 February 2006), Ivan Perring states that the Councilors, who are elected by citizens and ratepayers, therefore have an exciting and challenging role and function to fulfill. Communication is a very important tool in facilitating participatory governance.

5.8 Conclusion

The study has been an eye opener to the most of the people from different communities and different villages. These communities are able to understand what the IDP is, why it is there, whom it supposed to help, who must be involved in the whole process, the roles and responsibilities are expected to be played. The study has assisted in maintaining the ups and downs of the programme. There are indications that no one will accuse one another when the IDP fails because it belongs to all the stakeholders. Through these interviews be it poverty alleviation programmes or any development in the communities they were made to ensuring that any intervention made for them it must reach the grass – root level. There must not be top – down approach by the consultative structures.

The manner in which these meetings are conducted is not for the illiterate persons who do not know what is entailed to the big book IDP
document (they called it the Bible). Also the language that is used is not for the illiterate and the community is expected to understand the whole IDP processes. It was also found that even some of the councilors are not so highly educated they have a little problem with this IDP documents till the municipal official interpreted the document before it is left to them.

It is therefore important for every municipality to have a way of communication with its communities be it newsletter for those who can read and write, hold frequent meetings be it monthly, bi-monthly quarterly or half-yearly. The centres of information, partnerships with various stakeholders in the community to meet frequently not only when there is IDP review, hearings etc.

To be sure that the participatory democracy is complete it must include all its principles such as inclusivity, diversity, transparency, flexibility, accessibility, accountability, trust, committed and respect and building of the community capacity. To achieve the citizen participation it is vital in achieving the objectives of service delivery to the people.

By displaying the involvement of the capacity building the community must be well informed and know exactly what it is to be developed and the benefits attained. The development must be needs driven not imposed on the community. Ivan Perring in Daily Dispatch (14 February 2006), states that Councils must express community identity and establish community goals, have political management and decision – making structures and provide a diversity of services, and
lastly offer residents an opportunity to participate in decision-making.
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# ANNEXURE A.

## BIBLIOGRAPHIC DATA

1. **AGE**

| 20 – 30 | 31 – 40 | 41 – 50 | 51 – 60 | 61 – 70 | 71 + |

2. **GENDER**

| MALE | FEMALE |

3. **MARITAL STATUS**

| SINGLE | MARRIED | DIVORCED | WIDOWED |

4. **HIGHEST QUALIFICATION**

| NONE | STD | MATRIC | DIPLOMA | DEGREE | POST GRADUATE | ANY |

5. **STATUS IN THE COMMUNITY**

| CHURCH | TEACHER | NGO | CBO | VOLUNTEER | CLLR | CDW | ANY |
Annexure B

QUESTIONNAIRE OF KING SABATA DALINDYEBO MINICIPALITY IDP OFFICIALS

Objectives of the questionnaire

To find out:
The opinions of IDP officials about the role of communities in the IDP process.
The impact of community participation in the IDP in particular and service delivery in general.
If there are any strategies relating to the improvement of the current IDP scenario.

Questions

1. Do you involve communities in the IDP processes? Yes/ No

1.2 If Yes, how? Through meetings
campaigns
liason with ward councilors
other (please specify)

2. How often do you interact with communities in this process?
   Monthly
   Weekly
   Fortnightly
   Quarterly
   Other (please specify)
3. Is it necessary to involve communities in the IDP processes? YES No

3.1 If yes, why? ____________________________________________________________

3.2 IF no, why? ____________________________________________________________

4. Would you say that communities really participate in the IDP processes? Yes No

4.1 If Yes, can you briefly say how do they participate?_____________________________________________

__________________________________________________________

4.1.1 What is the impact of what you have described in 4.1 in the IDP?

5. Do you regard the current status quo of community participation in the IDP to be adequate? Yes No.

5.1 If Yes, why? ____________________________________________________________

__________________________________________________________

5.2 If No, why?
__________________________________________________________

__________________________________________________________
6. Can you suggest any improvements to the current status quo of community participation in the IDP?
Annexure C

QUESTIONNAIRE OF KING SABATA DALINDYEBO MEMBERS OF THE COMMUNITY

Objectives of the questionnaire
To find out the:

Level of community awareness about IDP
Extent of community participation in the IDP
Opinions of community members about the IDP

Questions

1. Do you ever communicate with the representatives of your municipality? Yes No
   1.1 If yes, which representatives do you normally communicate with? Municipal officials
       Councillors
       Other (please specify)
   1.2 Can you specify any issues that you normally communicate about?
2. Have you ever heard about the IDP?
   Or When last have you communicated with the municipal representatives about the IDP?
   2.1 Do you normally communicate with municipal representatives about the IDP? Yes No
   2.1.1 If Yes, how often? Weekly ...
2.1.2 If Yes, how do you normally communicate with the municipal representatives ......

2.2 Does the current communication process give you an opportunity to air your views about the IDP and municipal programmes in general?

2.3 Would you say the current communication between the community and municipal representatives about the IDP is effective and efficient?  
Yes No

2.3.1 If yes, why? ______________________________

2.3.2 If No, why? _________________________________

2.4 Can you make any suggestions with regard to the improvement of the current processes of community participation in the IDP?

________________________________________________________

________________________________________________________

________________________________________________________