

# THE PRODUCTIVE UTILISATION OF CHILD SUPPORT GRANTS IN BENONI

By

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## **DEDICATION**

I lovingly dedicate this treatise to my darling mother, Bertha Nyanga , my elder brother, Ndi Martin Ngala and my dearest friend, Nelson Ngwang who have always supported me both financially and morally and have stood by me even when days were dark.

## **ACKNOWLEDGEMENTS**

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## DECLARATION BY CANDIDATE



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In accordance with Rule G4.6.3, I hereby declare that the above-mentioned treatise/ dissertation/ thesis is my own work and that it has not previously been submitted for assessment to another University or for another qualification.

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## ABSTRACT

This treatise investigated the productive utilisation of child support grants (CSGs) with particular reference to Benoni town. The South African government introduced the CSG, which replaced the old maintenance grant in 1998. The aim of the CSG is to cater for the needs of vulnerable children living in South Africa such as education, basic health, food, shelter and protection. Since its introduction, CSG has been able to reach millions of vulnerable children in South Africa. Despite this success, the grant is still fraught with administrative inefficiencies and fraudulent activities committed by some CSG recipients.

The researcher's findings exposed the inappropriate and wasteful expenditure associated with the grant usage, by recipients of CSG. The researcher discovered that some mothers use grant money to buy alcohol and beauty products for themselves instead of the child's needs. The reason associated to this wasteful expenditure was that the child is kept under the care of the grandmother who takes good care of the child, thus giving the mother the opportunity to use the grant she collects as she wishes.

The main aim of this investigation was to find out how CSGs can be effectively and efficiently utilised by parents and guardians in Benoni and to make recommendations for better usage. The study also examined the effects of CSGs on children in Benoni and whether they are beneficial or not.

The qualitative method of research was used and the study was descriptive in nature. Questionnaires were distributed to state officials and interviews conducted with CSG recipients. The findings from this research revealed that some of the respondents use the money to buy alcohol and beauty product for themselves instead of the child's needs, making the implementation of CSGs ineffective and inefficient. This shows that there is a misuse of state funds by recipients of CSGs whereas there are millions of vulnerable children out there who do not have access to this cash transfer. The department of social security is encouraged to ensure effective and efficient utilisation of CSGs by recipients through state officials.

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## CHAPTER ONE

### INTRODUCTION AND BACKGROUND TO THE STUDY

#### 1.1 INTRODUCTION

Widespread poverty and unemployment in central Benoni have led to significant socio-economic related challenges with the result that families are not able to take care of their children. This poverty emanated from historical inequalities in health care, educational facilities and basic infrastructure. Poor service delivery to children has worsened their poverty levels, and government intervention has become necessary. International organisations, such as the United Nations, recognised social security as an important tool in poverty alleviation. The South African constitution of 1996 gives every citizen the right to social security (South African Constitution, 1996). Children are not exempted from this. To this effect the 1998 Child Support Grant (CSG), which replaced the Social Maintenance Grant, has help in reducing child poverty (Mirugi-Mukundi, 2010:7). According to the Social Assistance Act, children have rights to education, food, shelter, health care and protection. Despite the fact that the act clearly stipulates that the CSG is meant particularly for the welfare of the child, some parents have turned this money into household income, and some may purchase items such as alcohol and beauty products for themselves instead of looking after the child's social, health and education needs

The South African Constitution of 1996, Section 27, guarantees each South African citizen, including children, a set of basic human rights. The rights to social security and social assistance are realised through the enactment of various secondary pieces of legislation. One of these is the Social Assistance Act No13 of 2004, which gives effect to the establishment and operation of the South African Social Security Agency (SASSA) (Social Assistance Act, 2004). SASSA, as of 1<sup>st</sup> April 2006, was given the right to manage and administer social grants. SASSA is governed by the Ministry of Social Development and is centralised in Pretoria, with secondary branch offices in most major centres.

SASSA is mandated to disburse social grants, which include Disability Grants, Old Age Pension and Child Support Grants, on behalf of the government in order to give effect to the requirements of Section 27 of the Constitution. This aims to enable citizens to attain and maintain a decent living standard that is characterised by adequate food, shelter (housing), access to education (schools), access to health services (clinics) and access to protection services (police). The Social Assistance Act provides three types of grants intended for the benefit of the child: the Child Support Grant, the Care Dependency Grant and the Foster Child Grant, all of which contribute to the survival of poor children and their enjoyment of such rights as the right to education, a good standard of living and protection from exploitative labour practices. The focus of this treatise will be the effectiveness of the implementation of Child Support Grants (CSGs).

Nationally, SASSA has paid out CSGs for an estimated 8 million children since its inception. The grant is currently fixed at an amount of R310 per child on a monthly basis. To be eligible to receive the CSG, the recipient must fulfil the following requirements: he or she must be the primary care giver of the child, and can be the biological parent of the child or a relative, or it may be someone who is not related to the child but takes primary responsibility for the child. The applicant must be able to meet the means test which will determine whether he or she is poor or not, since grants are given only to poor families. The applicant must not be a receiver of another type of grant, different to the CSG. The caregiver and the child must be resident in South Africa and if the child belongs to an orphan centre he or she cannot receive the grant. The caregiver must present a copy of an identity document and the birth certificate of the child before she or he can receive the grant. The child must be younger than 18 years old (Mirugi-Mukundi, 2010:8).

In Gauteng, the national average of recipients under the age of 18 years is 63 % of the total number of social grant recipients. Benoni, a town in central Gauteng, shows an even greater variation, with social grants recipients under the age of 18 years totalling 72% of the total number of grant recipients in the area. Of this 72%, more than half of the children receiving grants in Benoni are under the age of 12 years.

## 1.2 PROBLEM STATEMENT

The main problem statement of this research is that CSGs are not clearly understood and are not implemented effectively and efficiently by CSG recipients. Emanating from this problem statement is a number of sub problems:

- **Inappropriate use of child support grants by parents in Benoni.**

There is inappropriate use of child support grants by parents or guardians. The Social Assistance Act, of 2004 Section 13, states that children have rights to education, food, shelter, health care and protection. Despite the fact that the act clearly stipulates that the child support grant is meant particularly for the welfare of the child, including these areas, above, some parents have turned this money into household income, and purchase alcohol and beauty products for themselves instead of looking after the child's social needs (Richter, 2009:94).

As noted by Richter (2009:94), a political campaign speech made by President Jacob Zuma in 2009 stated the irresponsible nature of some parents, especially young mothers, who deliberately fell pregnant in order to access grant money, who abandoned their children to the care of grandmothers, and who spent the money on drinking, buying clothing and even for gambling rather than spending it on the welfare of the child. Goldblatt (2009:464) sees welfare mothers as people who do not deserve support from the state since they tended to abuse the CSG given by the state. After the receipt of grants parents sometimes even squandered the money on alcohol before reaching their homes, thereby rendering the intended recipients hopeless and helpless. This has been cited amongst the reasons why some children ended up as school dropouts while some ended up involving themselves in risky behaviour like early pregnancies, smoking and teenage dating amongst other things (Hall and Wright, 2013:64).

- **Little or no knowledge of the usage of child support grants by parents in Benoni.**

Some parents have little or no knowledge about the intended and proper usage of child support grants. They are only interested in collecting the cash, and using it themselves.

The Department of Social Development has emphasised the use and purpose of CSGs as that which caters for the education of the child, health care of the child, and social protection of the child. Despite this emphasis, some parents still do not know the use. They are interested only in collecting the cash which is then spent on things other than for the child's welfare.

- **The use of grants by parents as household income instead of for the welfare of the child**

CSGs have become a source of income to the whole household to the extent that some families solely depend on this money for survival. According to Neves, D., Samson, M., Van Niekerk, I., Hlatshwayo, S & Du Toit, A (2009:31), grant recipients were interviewed and discussions carried out in the North West of South Africa revealed that the CSG money was used for household expenses and not for the child. The discussions revealed that most of the parents applied for the grant so as to assist the whole family since they are unemployed. The grant acts as a source of monthly income for the whole household. Some said the grant money buys groceries and pays electricity bills for the whole family since there is no other source of income.

### **1.3 KEY QUESTIONS**

#### **1. How can CSGs be productively utilised by parents and guardians in Benoni?**

This treatise will seek to examine the effective and efficient use of CSGs in the urban centre of Benoni laying emphasis on factors that can lead to greater productivity as well as those that can diminish productivity.

#### **2. What are the beneficial effects of CSGs in Benoni?**

This treatise will examine the current use of child support grants in Benoni with regard to what is being purchased with the money by the grant recipients (parents or guardians), measuring this usage against the conditions that govern CSG usage.

### **3. What factors hinder the productive utilisation of CSGs in Benoni?**

Here emphasis will be laid on the benefits or importance of the grant to the children of Benoni, critically examining if it is of benefit to the children or not.

### **4. What measures should be recommended to enhance the productive utilisation of CSGs in Benoni?**

In this instance, the study will seek to give measures that can be taken so as to enhance the better utilisation of the grant by the parents or guardians in Benoni.

## **1.4 THE RESEARCH OBJECTIVES**

This treatise seeks to:

- find out how CSGs can be effectively and efficiently utilised by parents and guardians in Benoni;
- examine the beneficial effects of CSGs for children of Benoni;
- examine factors that hinders the productive utilisation of CSGs in Benoni; and
- recommend measures that can be put in place to enhance the productive utilisation of CSGs in Benoni.

## **1.5 DEMARCATION OF THE STUDY AREA**

Benoni is a town created in 1881 and is under the jurisdiction of the Ekurhuleni Municipality. It occupies a surface area of 175, 55 squared kilometres. As of 2011, it has an estimated population of 158 777 inhabitants comprising blacks, whites and coloureds. It is a host to immigrants from African countries such as Nigeria, Somalia, Ethiopia, Cameroon, Pakistan, Zimbabwe, Malawi, Zambia and Mozambique, just to mention a few. Over 72% of children under the age of 18 in Benoni are entitled to child support grants every month

## **1.6 RESEARCH METHODOLOGY**

In this section, the research methodology which was utilised in the study will be outlined. The methodology provided multifaceted explanations of phenomena within the themes of the study. These include the research approach, design, data collection and analysis. The research approach for this project will be largely qualitative. In addition to this, research on the productive utilisation of CSGs in Benoni will be built on primary research and in-depth interviews with beneficiaries of CSGs in Benoni, and questionnaires administered to state officials. Preceding this will be a literature search on the productive utilisation of CSGs in South Africa to highlight existing knowledge on the subject. A detailed explanation of the research methodology and its various components will be undertaken in chapter three of this study.

### **1.6.1 Literature search**

As part of this research project, a review of relevant literature was conducted. This was aimed at providing a background on the topic as well as assisting the researcher to understand the topic by looking at research which has been done by other researchers. Below is a preliminary discussion on the review on the specific issues identified for the research. Bless and Higgs-Smith (1995:22) are of the opinion that in order to conceive the research topic in a way that permits clear formulation of the problem, some background information is necessary. Bless and Higgs-Smith (2005:23) further explain that a literature review is necessary to, amongst others: sharpen and deepen the theoretical framework of the research; familiarise the researcher with the latest developments in the area of research as well as discover connections, analogies or other relations between different research results by comparing various investigations. In order to ensure that a solid background is provided to this study, a detailed review of relevant literature was conducted. As O'Leary (2004: 66) argues, the production of new knowledge is fundamentally dependent on past knowledge. The literature review also assisted the researcher to demarcate the research problem as well as provide meaning to the research questions posed by this study. Furthermore, it enabled the researcher to identify relevant facts, prove or disprove these through the use of existing theories and to build on existing knowledge. The literature review also assisted the researcher in

designing interview questions as well as channelled the type of data to be sourced. Literature on the productive utilisation of child support grants proved to be abundant, and indicated the path of previous research and how this project was linked to it.

### **1.6.2 Selected theoretical criteria from the literature**

Theoretical criteria are, simply, the criteria which establish the norm for proper and purposeful use of the CSGs. These criteria are set by various bodies, which have legal rights and are health related.

In order to evaluate the proper and purposeful usage of CSGs, certain pertinent theoretical criteria will be selected. These will then be used in data collection to establish the extent to which these norms are being met, or not met. This will enable the researcher to establish the extent of proper and purposeful use of the grant in the sample, and to make recommendations to achieve better results.

The criteria will be selected from various documents, such as chapter ten and chapter two of the South African Constitution of 1996, the Bill of Rights, the Batho Pele principles, the Children's Act 38 of 2005 and from interviews with knowledgeable individuals dealing with CSGs. The theoretical criteria selected will be discussed in detail in Chapter 3 of this study.

### **1.6.3 Empirical survey and statistical analysis**

The empirical and statistical base for this investigation will be derived through questionnaires administered to state official serving the population under study. The empirical survey will target 15 state officials and will seek to assess their views, perceptions and knowledge on the subject under study, with special attention being given to the selected theoretical criteria, vis-à-vis those divulged by beneficiaries of CSGs.



#### **1.6.4 Interpretation and articulation of the findings**

Data will be interpreted by way of coding and thematic analysis. Systematic coding of concepts will be deployed to categorise responses linked to the beneficial effects of CSGs in Benoni. Likewise, thematic interpretations will be inductive in that the themes will form responses provided by informants. These responses will be corroborated with those from state officials to enable the researcher to draw conclusions from views expressed by respondents. Thus, the articulation of findings will be packaged into a thesis with recommendations that may be publishable.

### **1.7 GLOSSARY OF TERMS**

The definition of key terms will assist the researcher with guidelines on how to understand and use the terms in the study:

#### **Productivity**

Productivity can be understood to mean the ratio to measure how individuals are able to convert resources given to them into goods and services. It is simply the ratio of outputs to inputs. CSG recipients should be able to use the resources or the grant given to them by the government productively and efficiently. Recipients should use the grant to provide basic education, health care and nutrition, among other things, to their children.

#### **Effectiveness**

It is the extent to which a specific service or intervention achieves what it is intended to for a particular population. It is a measure of output that contributes towards the improvement of an unsatisfactory situation. The study on the productive utilisation of CSGs will emphasise the proper use of the grant on the children by the recipients and also the proper functioning of the social welfare system in dealing with grants.

## **Means test**

SASSA is the body responsible for the administration of grants and has the right to evaluate the condition of the beneficiary so as to make sure that he or she is eligible to receive the grant. All recipients of CSGs must undergo a means test before they can be issued grants. This is to make sure those vulnerable children receive the grant (Mirugi-Murundi (2010:8).

## **1.8 SUMMARY**

The discourse on CSGs is deep-seated in the protection of the welfare of the child. The child's right to social welfare services such as the right to adequate food and shelter, education, health care and protection services should be well protected both nationally and internationally. Thus government legislation and acts pertaining to the welfare of the child should be well implemented by government officials and respected by the recipients of CSGs. The next chapter will focus on a review of relevant existing literature.

## CHAPTER TWO

### HISTORICAL OVERVIEW OF CHILD SUPPORT GRANTS

#### 2.1 INTRODUCTION

The review of relevant literature aimed at providing a background to the topic as well as assisting the researcher to understand the topic by looking at the relevant research. Below is a preliminary discussion on the review in the specific issues identified for the research. Bless and Higgs-Smith (1995:22) are of the opinion that in order to conceive the research topic in a way that permits clear formulation of the problem, some background information is necessary. Bless and Higgs-Smith (2005:23) further explain that a literature review is necessary to, amongst others: sharpen and deepen the theoretical framework of the research; familiarise the researcher with the latest developments in the area of research as well as discover connections, analogies or other relations between different research results by comparing various investigations. As O'Leary (2004: 66) argues, the production of new knowledge is fundamentally dependent on past knowledge. The literature review also assisted the researcher to demarcate the research problem as well as provide meaning to the research questions posed by this study. Furthermore, it enabled the researcher to identify relevant facts, prove or disprove these through the use of existing theories and to build on existing knowledge. Seeing that literature on productive utilisation of child support grants overflowed, the literature review has shown the path of previous research and how this project was linked to it.

In 1995, South Africa was a signatory to a meeting held in Copenhagen on the declaration of social development and human rights which recognised the need to address problems such as the eradication of poverty, unemployment and social exclusion that affected all countries. To this effect, policies have been implemented to address the root causes of poverty for the basic needs of all. These efforts include the elimination of hunger and malnutrition, the provision of food security, education, employment, primary health care services including reproductive health care, safe drinking water and sanitation, adequate shelter and participation in social and cultural

life. This was to target most especially women and children because they are considered to bear the greatest burden of poverty and are vulnerable (Gray 2006:54).

These conferences contributed to the enactment of legislation in 1996 like the South African legislation of 1996 and subsequent acts that emanated as a result of the legislation. In 1997 the white paper came in to being. Many other conferences were held which led to the enactment of acts like the Social Assistance Act (Act No.13 2004), Children's Act No. 38 of 2005 and many others.

## **2.2 HISTORICAL OVERVIEW OF CHILD SUPPORT GRANTS IN SOUTH AFRICA**

The origin of poverty in South Africa came as a result of the legacy of apartheid which left many black families in a frustrated and devastated state. These families were discriminated against and could not enjoy most of the facilities available at that time. Many homes were broken and many children who grew up in child headed families were greatly exposed to poverty (Matthias and Zaal 2009:292). Mirugi-Mukundi (2010:7), on her part, suggests that poor service delivery came about as a consequence of historical inequalities in education, health care facilities and infrastructural development, all of which made things worse for poor families and increased their levels of vulnerability. Lim (2006:2) notes that it is the high dominance of HIV/AIDS amongst caregivers that has worsened child poverty in South Africa because in 2004, 840,000 lost their mothers who died of HIV. Due to this situation the less privileged children and mothers found themselves incapable of taking care of themselves and children; thus there was a need for a CSG to help them take care of their children. The creation of the child support grant in 1988 by the social security assistance is a panacea to child poverty in South Africa and gave effect to legislation and acts created by the government to address the issue of poverty.

## **2.3 POLICY IMPLEMENTATION BY THE DEPARTMENT OF SOCIAL SECURITY**

One of the urgencies of the democratic government of 1994 was to restructure the social security that had existed long ago. Before 1994, the social security system that existed was discriminatory, leaving a large number of families unemployed. These families lived

in absolute poverty with no proper housing, electricity, water and healthcare. The high prevalence of HIV/AIDS worsened situations and increased the strain on the government's budget (Strydom 2006:20). The national development social welfare strategy and social welfare services are a mechanism through which people's needs are being met and through which people struggle to achieve their aspirations. These services include housing, nutrition, healthcare, education and employment (September 2006:71).

There are government acts that existed even before the democratic regime of 1994 that guided the above mentioned services and these acts have been amended to better improve the lives of the citizens. Many acts were also created after 1994.

### **2.3.1 Constitution of the Republic of South Africa Act 108 of 1996**

The Constitution of South Africa is the supreme law of the country. The constitution of the Republic of South Africa 1996 (Act 108 of 1996) was approved by the Constitutional Court of South Africa on the 4<sup>th</sup> of December and came in to effect on the 4<sup>th</sup> of February 1997. Many acts related to CSGs emanated from the constitution. The Bill Of Rights, Chapter 10 of the Constitution, Batho Pele, among other acts, contain clauses related to CSGs in South Africa.

#### **2.3.1.1 The Bill of Rights**

The social security system was restructured through the 1996 constitution which states that everyone is equal before the law. Children are not exempted from this. The 1996 constitution has also made social security and social assistance a basic right especially for children. Section 27(1) (c) and section 28(1) (c) of the bill of rights of the constitution has regulated this fundamental human right and it states as follows:

27 ( I) Everyone has the right to have access to:

c) Social security, including, if they are unable to support themselves and their dependents, appropriate social assistance.

28(1) Every child has the right to:

(c) Basic nutrition, shelter, health care services and social services

### **2.3.1.2 Chapter 10, Section 195 of the Constitution**

Section 195(1) in chapter 10 of the Constitution of the Republic of South Africa, Act 108 of 1996, has outlined the basic values and principles that govern public administration. These principles are as follows:

- a. The promotion of a high standard of professional ethics
- b. The promotion of efficient, economic and effective use of resources
- c. Development as the main priority of public administration
- d. Services to be provided impartially, fairly, equitably and without bias
- e. The state to provide citizens with basic needs and the public should be encouraged to take part in policy-making
- f. Public administration to be accountable
- g. Transparency to be fostered by providing the public with timely, accessible and accurate information
- h. Public administration must be broadly represented by South Africans, with employment and personnel management practices based on ability, objectivity, fairness, and the need to redress the imbalances of the past so as to achieve broad representation.

### **2.3.2 Batho Pele principles**

Batho Pele, which means “People First” is one of the legislative frameworks in the South African system of government. According to Koma (2005:1), the white paper on transforming delivery service provides eight important principles governing public administration that ought to be implemented by all government departments in South Africa. These principles include the following:

1. Consultation. You can tell us what you want from us.
2. Service standards. You have the right to insist that our promises are kept.

3. Access. You have the right to services which you are entitled to.
4. Courtesy. Do not accept incentive treatments.
5. Information. You are entitled to full particulars.
6. Openness and transparency. Public administration should be an open book.
7. Redress. Your complaints must spark positive actions.

The main aim of Batho Pele is to improve the way in which government officials deliver services to the public. In the past the public sector was characterised by bureaucracy, processes and attitudes; thus the implementation of Batho Pele is a shift from this system to a better, faster and more responsive system (Koma 2005:2). Batho Pele also aims at establishing a more friendly and customer-based relationship between the public service and individual clients.

### **2.3.3 The Child Support Grant (CSG)**

The CSG which replaced the old maintenance grant, was introduced in the year 1998. Before 1995 many Africans did not have a maintenance grant or social security. The estimated budget for persons eligible to receive the grant was too heavy, thus the government decided to suspend the maintenance grant for a period of 5 years. The government further advocated for the introduction of a flat-rate child support grant (Budlender and Moyo 2004:72). Since the introduction of CSG in 1998 it has experienced a lot of changes. This is because the Department of Social Development increases the grant every year.

According to Neves *et al* (2009:14) the CSG was R100 in 1998, R142 in 2006, and R240 in 2009. Goldblatt and Mirugi-Mukundi (2010:7) note that the grant stood at R250 a month in April 2010. The grant is currently R310. In 1998 when the grant was introduced, only children under the age of seven were eligible to receive the grant. It rose to 14 years in 2005 and to 15 years in 2009 (Neves *et al* 2009:14). In 2010 the age limit was increased to 18 years giving adolescent boys and girls the opportunity to still receive grants (Goldblatt 2009:462 and Mirugi-Mukundi 2010:8). The increase in the amount and age eligibility of CSGs shows a significant change in Government's efforts to alleviate child poverty.

Mirugi-Murundi (2010:8) and Richter (2009:94) further explain other criteria for eligibility. For a person to qualify for a CSG, the person must be the primary caregiver of the child implying the person must be a biological parent, relative, or non-relative who takes care of the child. The applicant must meet the means test which shows that he or she is poor enough to qualify for a CSG, the applicant must not be a receiver of another grant, the applicant and the child must be resident in South Africa the applicant must submit all her valid documents including the child's birth certificate and her own national Identity copy and the child must be under the age of 18 as of 2010.

A lot of criticism has been made in relation to access to social grants. This is as a result of administrative inefficiencies which hinder many eligible CSGs recipients from obtaining the grant. Most of the recipients do not have knowledge about the grant because little is done to offer empowerment programmes which can give them knowledge about the grant. The issue of documentation has been a major problem faced by the recipients of CSGs. There is a lot of delay in processing documents by SASSA officials. This has prevented many parents from accessing the grant since there are a lot of complications in issuing certificates. Many children end up not having birth certificates thus cannot be given the grant (Mirugi-Mukundi 2010:8).

Moreover, the Minister of Social Development in 2009, in terms of section 32 of the Social Assistance Act No.13 of 2004, made regulations in the schedule. Regulation 6 of this act states that for a person to be eligible for a CSG he or she must pass the means test. The minister of Social Development explained what is expected of a care giver following regulation 6. The primary care giver, amongst other things, can only receive the grant if or after 1<sup>st</sup> January 2012 the child is under the age of 18; the primary care giver can only receive the grant if he or she is not formally or informally employed to take care of the child; if the child to whom the grant is paid is not living in any institution which is funded by the state, the applicant must not be receiving any other social grant in the name of the child; he or she must be a South African or must have permanent residence; the child should be between the ages of 7 and 18, and should be attending school; and the primary care giver must after every six months submit the child's proof of school to the Department of Social Development.



The CSG has influenced the lives of many children positively. Over 9.85 million children received the CSG in the year 2010. Recipients experienced increased expenditure on food. With the help of the grant they are able to purchase food for their children, thereby solving malnutrition problems. School fees are also paid using this money, books and uniforms purchased with this money. This has also increased the number of school enrolments (Neves *et al* 2009:18).

Despite the many benefits CSGs have for the beneficiaries, it has been associated with inappropriate and wasteful expenditure by the recipients especially the mothers or caregivers of these children. In some cases the money is being used to purchase alcohol and the money is also used as household income and not for the child's social needs (Neves *et al* 2009:31). According to Richter (2009:94), a political campaign speech made by President Jacob Zuma in 2009 stated the irresponsible nature of some parents, especially young mothers who had the tendency of falling pregnant because of grant money and often abandoned their children under the care of grandmothers, and spend the money on drinks, buying clothing and even for gambling, rather than spending it on the welfare of the child. Goldblatt (2009:464) sees welfare mothers as people who do not deserve support from the state since they tend to abuse the CSG given by the state. After the receipt of grants some parents squander the money on drinks before reaching their homes. This renders the intended recipients hopeless and helpless which is why some children end up by dropping out from schools and some end up involving themselves in risky behaviour like early pregnancies, smoking, drinking and teenagers having intimate relationships, amongst other things, because of desperation.

#### **2.3.4 Social Assistance Act 59 of 1992**

According to this act, persons who cannot support or maintain themselves for different reasons will be offered social assistance. The act also aims at providing the establishment for an inspectorate of social assistance and matters connected to it. The objectives as found in the act are as follows:

- (a) The act aims at providing administration and payments of social grants and the amounts;

- (b) To make provisions for social grants and to regulate the qualification requirements for grants;
- (c) To make sure that the minimum rules and standards are set for the delivery of social assistance, and;
- (d) To provide for the establishment of an inspectorate for social assistance.

### **2.3.5 Social Assistance Act, Act 13 of 2004**

National acts on the rights and welfare of the child are being created to govern government departments. Since the enactment of this act in 2004, many amendments have been made to it. The enactment of this act was meant to give effect to the rights of children as found in the Constitution of South Africa which gives children the right to have access to social assistance and social security. The Minister of Social Development has the power to issue regulations on acts of parliament that have to do with the social welfare of children. He also has the right to make amendments to these regulations. On the 27<sup>th</sup> of November 2009, the Minister of Social Development amended the Social Assistance Act of 2004. He amended regulations relating to application for and payments of social assistance and the requirements or conditions in respect of eligibility for social assistance. The minister, in terms of Section 32 of the Social Assistance Act (No. 13 of 2004), made some changes to regulation 6 of the act. This regulation amongst other things reads thus:

Three major grants are available for children under this act. The grants include: the Care Dependency Grant, the Foster Care Grant, and the CSG (Mirugi-Mukundi 2010:7 and Lim 2006:4). The Minister of Social Development amended the 2004 Social Assistance Acts. According to section 32 of this act (Act no. 13 2004) the grant in application for and payments of the social assistance and the requirements or conditions for eligibility are as follows:

- a. Applicant must be a primary caregiver
- b. The applicant must meet the means test which determines whether he or she is poor enough to qualify for the grant
- c. The applicant must not be a receiver of another grant in favour of the child

- d. The child and the care giver must be resident in South Africa and must not be taken care of in a state institution like a child or youth care centre
- e. The applicant must submit a valid copy of her identity document and the child's birth certificate
- f. As of January 2010 the child for whom the grant is given must be under the age of 16 and 17 years as from 2011 and 18 years as from 2012.

If the above mentioned criteria are met then the applicant is able to receive the grant in favour of the child.

### **2.3.6 The South African Schools Act 74 of 1996.**

During the apartheid era educational policies were different as many children did not have the opportunity to go to school. With the enactment of the South African Schools Act No. 84 of 1996, child education was taken to another level. Now there is compulsory education for children between the ages of 7 and 15, no child should be denied schooling on the grounds of race or because the parents are not capable of paying school fees.

### **2.3.7 The Child Care Act 74 of 1983**

The 1996 Constitution, the Child Care Act 74 of 1983 and the Amended Child Care Act 38 of 2005 give a lot of priority to children. A child is defined according to section 14(4) of the Child Care Act 1983 as "children without visible means of support" (Lim 2006:4). The act clearly states that whenever a person does something that concerns or affects a child; this must be done in the best interest of the child.

This means that in the provision of social assistance, rendering of services and basic needs like water and sanitation, health care, housing and so on, children's interests should always be considered first.

## **2.4 SUMMARY**

A lot has been done by the government since 1994 to improve the lives of poor and disadvantaged children through the enactment of legislation and acts. Literature has shown that there are still gaps that exist between policy and implementation because there is inadequate dissemination of information to communities about the social grant, its conditions and eligibility, and there is insufficient staff to cope with increased demand for services. This chapter has highlighted the inappropriate use of CSGs by recipients as outlined by different authors. Government officials and other researchers will be able to engage in a diligent exercise that would bring forth solutions to the problems at hand. The next chapter will outline the research methodology that was used in the study.

## **CHAPTER THREE**

### **OVERVIEW OF RESEARCH METHODOLOGY THEORY**

#### **3.1 INTRODUCTION**

In every study an appropriate research methodology should be applied in order for the researcher to gather the relevant data that is required to achieve the objectives of the study. The methodology will provide multifaceted explanations of phenomena within the themes of the study. These will include the research approach, design; data collection and analysis. It is vital to note that the research approach for this project will be largely qualitative. In addition to this, research on the productive utilisation of CSGs in Benoni will be built on primary research in that in-depth interview will be the main technique of data collection.

However, other sources will be used, including official reports and documents produced by the government. Respondents will be sourced from within members of the Benoni community and social workers working with SASSA. Literature review will also be undertaken to keep the investigator alert with the topic and to highlight existing knowledge on the subject. The research design will strive to outline the research plan which will help the researcher to attain the planned objectives. Methods of data collection and analysis will also be delineated to stipulate how data will be obtained, analyzed as well as packaged into a treatise

#### **3.2 STUDY OBJECTIVES**

This treatise seeks to:

- find out how CSGs can be effectively and efficiently utilised by parents and guardians in Benoni;
- examine the beneficial effects of CSGs for children of Benoni;
- examine factors that hinder the productive utilisation of CSGs in Benoni; and
- recommend measures that can be put in place to enhance the productive utilisation of CSGs in Benoni.

### **3.3 RESEARCH METHODOLOGY FOR THIS RESEARCH**

In this section, the research methodology, which will be utilised in the study, will be outlined. The methodology will provide multifaceted explanations of phenomena within the themes of the study. These will include the research approach, design; data collection and analysis. In addition to this, research on the productive utilisation of CSGs in Benoni will be built on primary research, in that in-depth interviews will be the main technique of data collection.

However, other sources will be used, including official reports and documents produced by the government. Respondents will be sourced from within members of the Benoni community. A literature review will also be undertaken to keep the investigator up to date with the topic and to highlight existing knowledge on the subject. Research design will strive to outline the research plan which will help the researcher to attain the planned objectives. Methods of data collection and analysis will also be delineated to stipulate how data will be obtained, analysed as well as packaged into a treatise

- ***Research Paradigm***

The research paradigm embedded in the research methodology is the descriptive paradigm. With respect to this research, various methods will be used to establish different views of the phenomenon investigated; in this case productive utilisation of child support. A sample of 29 respondents will be interviewed in-depth over a period of two to three months to explore complexities surrounding these issues. The researcher will seek to comprehend the meanings individuals give to these phenomena through analysis of relevant texts and interviews within their natural setting and geographical context. Descriptions of impact will be from the point of view of participants as validated through their words, images and phrases. The descriptive paradigm will help the researcher to answer questions linked to the research questions above.

- **Research approach**

This study will use a qualitative research approach. Schwandt (in Badenhorst 2008:92) noted that qualitative research entails looking for explanations for human actions using words. In this research therefore, the investigator will endeavour to describe information sourced from respondents using words in relation to literature reviewed. Thus, information sourced will be descriptive in nature and scrutinised using thematic analysis. Qualitative methods of data collection will be deployed by means of current documents, books, legislation, journal articles and government policy documents. To ensure that the researcher investigates the problem of the productive utilisation of CSGs in Benoni, the study will be designed using a case study approach. This will enable the investigator to study the issue at hand in-depth and plan the entire research process (Burns and Grove 1997:256; Creswell, 2003:3). The case study in Benoni is suitable because most recipients of CSGs, beneficiaries and/or care-givers, are located within the community under study. The case study, though limited, will provide a solid base to describe information that would be used to confirm or contest assumptions made. This case study will specifically focus on an investigation of the levels of compliance in terms of selected normative criteria related to the proper and purposeful use of CSGs and will constitute a yardstick for the description and explanation of data sourced in a qualitative manner.

### **3.1.1 Literature search**

As part of this research project, a review of relevant literature was conducted. This was aimed at providing a background on the topic as well as assisting the researcher to understand the topic by looking at research which has been done by other researchers. Below is a preliminary discussion on the review in to the specific issues identified for the research. Bless and Higgs-Smith (1995:22) are of the opinion that, in order to conceive the research topic in a way that permits clear formulation of the problem, some background information is necessary. Bless and Higgs-Smith (2005:23) further explain that a literature review is necessary to, amongst others: sharpen and deepen the theoretical framework of the research; familiarise the researcher with the latest developments in the area of research as well as discover connections, analogies or

other relations between different research results by comparing various investigations. It is significant to note that in order to ensure that a solid background is provided to this study, a detailed review of relevant literature was conducted. As O’Leary (2004: 66) argues, the production of new knowledge is fundamentally dependent on past knowledge. The literature review also assisted the researcher to demarcate the research problem as well as provide meaning to the research questions posed by this study. Furthermore, it enabled the researcher to identify relevant facts, prove or disprove these through the use of existing theories and to build on existing knowledge. The literature review assisted the researcher to identify the theoretical criteria selected for the study. The selected theoretical criteria provide the criteria against which compliance or non-compliance can be measured, and recommendations made for improvement. They provide an objective standard for measurement of compliance. The literature review also assisted the researcher in designing interview questions as well as channels for the type of data to be sourced. Seeing that literature on productive utilisation of child support grants overflowed, literature reviewed shown the path of previous research and how this project was linked to it.

#### **3.1.1.1 Theoretical criteria selected from the literature**

The selected theoretical criteria will provide the criteria against which compliance or non-compliance can be measured, and recommendations made for improvement. These criteria will therefore form part of the interview schedules, and will be the focus of the evaluation of compliance or non-compliance, and the recommendations that emerge from the study. The theoretical criteria selected for this study will be analysed below using official documents that were generated by the government of South Africa.

#### **The Bill of Rights.**

The Bill of Rights of 1996 in the South African Constitution section 27(1), states that everyone has the right to have access to social security, including, if they are unable to support themselves and their dependents. They also have the right to appropriate social assistance. Section 28(1) states that every child has the right to basic nutrition, shelter, health care services and social services.



This Bill has been implemented by government. This is seen through the enactment of the Bill of Rights found in chapter 2 of the 1996 South African Constitution. This act has done much to protect the rights of children especially rights to social services. The provision of basic nutrition, health care services, shelter, and social services by the government has been one of its efforts to give effect to section 27 and 28 of the bill, thus the adoption of the CSG to cater for the needs of the child.

However, Lim (2006:2) has argued that although section 28(1) gives the child the right to appropriate care, basic nutrition, shelter, health care and social services when removed from the family environment, there are still a good number of vulnerable children who lack

### **Section 195(1) of the South African Constitution 1996**

Furthermore, Section 195(1) of the South African Constitution, Act 108 of 1996, clearly states that development should be the main priority of public administration. Services must be provided impartially, fairly, equitably and without bias. The state should provide her citizens with basic needs

One will find out that a lot has been done by the South African government to reduce child poverty in South Africa and to give effect to section 195(1). The introduction of CSG in 1998 and the implementations of acts like the 2005 Social Assistance Act and the 2005 Children's Act amongst other things, was one of the state's efforts in providing its citizens (children) with basic needs. Koma (2006:2) has noted that 10 % of R11 billions of the welfare budget has been used for social security, with an annual loss of R1 billion while 6 million people receive social grants every month. This shows that there is compliance.

However there is some degree of non-compliance because public administrators do not follow these instructions per se. There is still the presence of a lack of prompt and efficient delivery, unresponsiveness and lack of appropriate institutional arrangements, poor service delivery, insufficient administrative capacity and fragmented policy implementation at national and provincial levels, little interdepartmental combination,

insufficient record keeping and the absence of an integrated data system and accountability problems (Koma 2006:1) This shows that there is lack of accountability and transparency in the public service.

### **Child Care Act 74 of 1993**

Moreover, the Child Care Act 74 of 1983 states that in the provision of social assistance, rendering of services and basic needs like water and sanitation, health care and housing, children's interests should always be considered first.

This is being implemented because the adoption of the CSG in 1988 was to give effect to the Child's Care Act of 1983. Since its adoption many other acts have been enacted to protect the needs of a child for social security like the 2005 Children's Act.

#### **3.2.1 Empirical Survey**

The empirical survey base for this investigation will be derived through questionnaires administered to social welfare workers serving the population under study. The empirical survey will target 14 state officials and will seek to assess their views, perceptions and knowledge on the subject under study vis-à-vis those divulged by beneficiaries of CSGs.

##### **3.2.1.1 Research Population**

A population is simply every possible case that could be included in the study

(David \$ Sutton 2004:149). When a population is too large to undertake a census, then a representative group, called a sample, needs to be selected (David \$ Sutton 2004:149).

The respondents for this study will consist of 15 beneficiaries of CSGs who are resident in Benoni and 14 state officials working with SASSA.

### **3.2.1.2 Data collection tools**

The tools used here will provide the researcher with qualitative information on productive utilisation of CSGs in Benoni. Data collection will be carried out over a one month period in Benoni, the main focus area of the study. A literature study of available texts in the field of child support grants has been conducted from academic journals, legislation, protocols, Government Gazette, conference proceedings and other publications. These texts have been used as secondary sources to obtain information necessary for assessing of productive utilisation of CSGs in Benoni.

The case study method will be implemented to collect data in a methodical way. Different exploration tools and approaches would be suitable to obtain precise and appropriate information from respondents. In the collection of data, the following tool will be used:

### **3.2.1.3 Questionnaires**

Both interviews and questionnaires will constitute primary sources of data collection for this research. Open-ended questionnaires will offer respondents the opportunity to better articulate their views and knowledge on the subject under investigation. Questionnaires will be developed using recent literature linked to the research question and related studies in this field. The questionnaire will be designed to complement the interview and data collection processes. The questionnaires will be structured into two main parts. The first part will provide the background information of respondents and the second part will address issues regarding CSGs, and will check the compliance or non-compliance of the selected theoretical criteria. It will test knowledge on CSGs, the awareness and usage in Benoni and possible suggestions regarding better usage.

While this study will mainly focus on the use of semi-structured or structured interviews and questionnaires, triangulation will be used where necessary. For example, there will be at times, a need to ask follow-up questions with the respondents as well as engage in deeper discussions on the matter and some of the issues which the respondents might

raise. The researcher will ensure, however, that only data relevant to the research will be sourced, analysed and utilised.

#### **3.2.1.4 Sampling Strategy**

A sample is defined as a selected number of cases from the population to survey

One of the key requirements of sampling is that the selected sample is not biased by either over or under-representing different sections of a population (David & Sutton 2004:149). The sample size of the group consists of 15 recipients of a CSG, who reside in Benoni and 14 State officials directly involved and working with CSGs, were strategically selected for this study. This is so because they are well suited and knowledgeable on the issue under investigation

#### **3.2.1.5 Probability Sampling**

With probability sampling, each case in the population has an equal chance of being selected. Non-probability samples are used when it is difficult to identify all potential cases in a population (David & Sutton 2004:150). The population chosen in this study will meet the criteria; that is, they will be beneficiaries of CSGs and state officials.

#### **3.2.1.6 Non-Probability Sampling**

Non-probability sampling is suitable for this study. As this is an investigative study, the researcher, therefore, chose one of the non-probability sampling methods which is purposive sampling.

- ***Purposive sampling***

In purposive sampling, the units are selected according to the researcher's own knowledge and opinion about which one she thinks would be appropriate to the topic area (David & Sutton 2004:152). Here the researcher deliberately selected the units according to her own understanding of the local communities. The researcher will sample CSG recipients. According to the researcher these people have enough knowledge on the topic.

### **3.2.1.7 Data Analysis**

The data for this study is structured into conceptual sets, themes and concepts, which the researcher will use to analyse the data. Data collected through primary and secondary sources is organised according to themes and then analysed. Leedy and Ormrod (2006:77) are of the opinion that the investigator should assemble ideas identified during the literature review. Evidence is provided on the number of interviews carried out and the challenges faced thereof. The data is scrutinised in a systematic way. The explanations are built on questionnaires wherein a coding method is used to limit time spent with respondents. Data sourced from respondents is organised in themes, coded and interpreted accordingly. Responses and perceptions from both beneficiaries of CSGs and state officials were coded, compared and contrasted to flesh out various perspectives on the productive utilisation of CSGs in Benoni.

- ***Validity***

Knowledge is validated using descriptive analysis whereby an account of information sourced from the respondents in Benoni is reported by the researcher. Interpretive validity also helps in that facts are obtained from the respondents' experiences, thoughts and opinions by means of phrases and quotes as understood by the researcher. Theory too will hopefully be validated using empirical knowledge that was obtained from the study to determine the connection with the data collected from respondents in Benoni. Triangulation, using facts from secondary sources like academic journals, books, legislation, research reports and media reports as methods of data collection can validate existing knowledge. With the assistance of a qualified, registered, resident, NMMU statistician, responses were captured, coded and analysed to produce results for the study.

### **3.2.1.8 Interpretation and articulation of the findings**

Data was interpreted by way of coding and thematic analysis. Systematic coding of concepts were deployed to categorise responses linked to the beneficial effects of CSGs in Benoni. Likewise, thematic interpretations were inductive in that the themes formed

responses provided by informants. These responses were corroborated with those from state officials to enable the researcher draw conclusions from views expressed by respondents. Thus, the articulation of findings were packaged into a treatise that may be publishable depending on the strength of the findings.

### **3.4 SUMMARY**

This study has as its purpose, to assess the productive utilisation of CSGs. In this regard, the researcher attempted to develop an understanding of the aspects that either restrain or encourage social security systems. To do this, the investigation was conducted from a case study perspective using the qualitative research process. The research methodology outlined above facilitated the collection of data for the realisation of this study. The next chapter will present the research findings.

## **CHAPTER 4**

### **STATISTICAL ANALYSIS, INTERPRETATION AND ARTICULATION OF THE FINDINGS**

#### **4.1 INTRODUCTION**

This chapter focuses on data that was collected using questionnaires and interviews as data collection tools. Data will be analysed and interpreted to give a clear understanding on the productive utilisation of CSGs in Benoni. This will be presented in the form of tables and the information will be converted to percentages. Data will be presented under sub headings, following the sub themes of this study so as to maintain focus on the specific research questions as obtained from the research objectives.

The data for this study is structured into conceptual sets, themes and concepts, which the researcher will use to analyse the data. Data collected through primary and secondary sources will be organised according to themes and then analysed. Leedy and Ormrod (2006:77) are of the opinion that the investigator should assemble ideas identified during the literature review. Evidence will be provided on the number of questionnaires filled by the state officials and from interviews with CSG recipients. The data will be scrutinised in a systematic way. The explanations will be built on questionnaires wherein a coding method will be used to limit time spent with respondents. Data sourced from respondents will be organised in themes, and coded and interpreted accordingly. Responses and perceptions from state officials will be coded, compared and contrasted, to flesh out various perspectives on the productive utilisation of CSGs in Benoni.

A face to face interview was conducted with CSG recipients, with the help of an interview guide designed in the form of a questionnaire. This questionnaire was distributed to the state officials working with SASSA, who deal with CSG recipients on daily basis. This group of people were chosen because they are considered as knowledgeable individuals who deal regularly with CSGs and can give valuable information on the productive utilisation of CSGs in Benoni. A total of 14 respondents

from SASSA provided information by filling in the questionnaire and a face to face interview was done with 15 CSG recipients in Benoni, who gave adequate knowledge on the grant usage, challenges and possible suggestions concerning the grant.

This chapter is divided into two phases. The first phase will deal with a summary of the data sourced and the second phase will deal with interpretation and articulation of the findings and how they are related to the literature sourced.

## **4.2 STATISTICAL ANALYSIS**

This will deal with the presentation of findings. Data, which was collected using interviews and questionnaires, will be presented using descriptive statistics.

### **Interview with CSG recipients**

#### **What is the main source of income in your household?**

A question was asked about the main source of income of the recipients in order to know if the CSG recipients solely depend on CSGs as a source of income or if they have other sources of income which can help them take care of their children.

Interviewees stated that they do not have a fixed source of income. They do get money from remittances and from sale of products. The only source of income that they are sure of every month is that from CSGs.

A large majority, 80% (12) of the respondents responded that their source of income is from CSGs and from remittances. One respondent stated that *“I do not have a particular source of income. My brother who lives in Cape Town sends me money and at times the father of my child gives me money. The only source of income that I am sure of every month is that from CSGs which is too small to take care of my child’s education”*.



## **How do you use the money you get from CSGs?**

This question was asked in order to know how productive the use of the CSG is. The way the money is being used by the recipients will determine if it is used productively or not.

Interviewees unanimously stated that they use the money to pay school fees for their children. Some said they use the money to buy grocery for the house and to buy clothes for themselves

Almost half (45%) of the respondents said that they use the money to pay school fees for the child. One of the respondents stated this, *“My child goes to crèche with the help of this money. I pay her crèche every month with this money. Thanks to SASSA for increasing the grant to R310 this year. It has made things better for me than before although the money is still small to meet up with her school fees but I am grateful”*.

Some of the respondents said they used the money to buy groceries. A minority (34%) responded that they use the money to buy groceries for the house.

Some (21%) said they use the money to buy beauty products for themselves. They responded that they use the money to buy beauty products and to do their hair. One of the respondent noted this, *“My child stays with my mother in Daveyton and my mother takes good care of her. When I receive the money I buy clothes for myself and whatever thing I want to buy.”*

## **What positive impacts have the CSGs had on your household?**

A large majority (80%) said the grant has helped them a lot because their children are able to go to crèche. One of the responded stated this, *“The grant has helped me a lot in paying my child’s crèche”*. A small number (20%) stated that the grant has been very beneficial to them because they are able to buy grocery for the house every month.

## **What are some of the challenges you are facing with regard to the CSG systems?**

The response that came from most of the respondents was the problem of documentation and rectification. According to them, the eligibility criterion for the grant is so strict that if you fail to provide one of the documents you cannot be issued the grant. The respondents noted that they face difficulties in compiling documents because the home affairs department and SASSA office is a little bit far from them so they end up at times not getting the documents because they went late, and met others queuing up for the same problem, who have to be attended to first.

A number (40%) mentioned the fact that when they have a problem with the grant, it takes a very long time for the development officials to rectify the problem. One of the respondents noted *“At times the grant is suspended and it takes a very long time for the state officials to rectify the problem. You have to get up at 4 am in the morning to go to SASSA so that you can be attended to because there are many people with the same problem. At the end of the day you are not even attended to despite the stress you go through. Moreover, until the problem is solved you cannot receive the grant.”*

Some (34%) of the respondents complained that the grant is too small to take care of the child. *“I appreciate the fact that the government has increased the grant to R310 per month but it is still small to take care of the child. My son’s school fee is R400 per month so when I receive the grant I have to top up the money and I am not working so it becomes very difficult for me,”* noted one of the respondents. Another one replied *“The money is too small it cannot even put food on the table for 1 week.”*

A small group (26%) complained that there are little or no empowerment programmes to help them know more about the grant. One of the respondent replied, *“It has been 4 years since I started taking grants for my child. I have never heard of any programme organised by the government to tell us more about the grant.”*

## What measures should be put in place to remedy the situation?

A group (40%) suggested that the grant should be increased to R500 in order to meet with the child’s needs. This was the response from one of the recipients: *“The government has increased the grant to R310 this year but it is still small so I think if it is increased again to R500 every month then one can be able to pay even crèche for the child because the cost of living in Benoni is becoming very high thus the school fee has also increase”*.

Some (34%) stated that government should create empowerment programmes to help them know more about the grant. A small number (26%) suggested that the government should employ more workers so as to solve the problem of delay in rectifying issues. One of the responded noted, *“I think the government should employ more workers so that the work load will be small. If there are more workers to deal with our issues our complaints cannot take too long to be rectified.”*

## Questionnaire with state officials

The state officials answered six questions, as Table 4.1 indicates.

Table x: Frequency Distributions: B1 (n = 14)

	Mean	Strongly disagree		Disagree		Neither		Agree		Strongly agree	
B1.1	3.86	0	0%	0	0%	2	14%	12	86%	0	0%
B1.2	3.93	0	0%	1	7%	1	7%	10	71%	2	14%
B1.3	2.93	1	7%	2	14%	8	57%	3	21%	0	0%
B1.4	3.36	1	7%	4	29%	1	7%	5	36%	3	21%
B1.5	3.50	1	7%	1	7%	2	14%	10	71%	0	0%
B1.6	2.86	1	7%	2	14%	1	7%	7	50%	3	21%

Table 4.1: Questionnaire

The table above represents the questions that were posed to the state officials concerning the experiences they have had dealing with CSG recipients and it is reflected through a frequency distribution with:

B1.1 indicating that CSG recipients are co-operative

B1.2 indicating that CSG recipients know the minimum criteria for eligibility

B1.3 indicating that CSG recipients respond positively to empowerment programmes

B1.4 indicating that some CSG recipients become very arrogant and aggressive

B1.5 indicating that many CSG are illiterate, and lastly

B1.6 indicating that CSG recipients follow instructions.

According to Table 4.1 above the following responses were obtained:

N=12 (86%) of the state officials agreed with the fact that CSG recipients are co-operative.

N=10 (71%) agreed with the fact that CSG recipients are aware of the minimum criteria for eligibility.

N=8 (57%) gave a neutral response to the fact that CSG recipients respond positively to empowerment programmes, such as flagship programmes, training programme on grant eligibility, school nutrition programme, poverty alleviation programme and social development poverty relief programme.

N=5 (36%) of the respondents agreed to the fact that some of the CSG recipients become very arrogant and aggressive.

N=10 (71%) agreed that CSG recipients are illiterate

N=7 (50%) agreed with the fact that CSG recipients do not follow instructions.

Table 4.2 deals with the empowerment programmes.

**Table x: Frequency Distributions: B2 (n = 14)**

	Mean	Strongly disagree		Disagree		Neither		Agree		Strongly agree	
B2.1	3.00	0	0%	0	0%	14	100%	0	0%	0	0%
B2.2	3.07	0	0%	1	7%	11	79%	2	14%	0	0%
B2.3	3.07	0	0%	1	7%	11	79%	2	14%	0	0%
B2.4	2.79	0	0%	6	43%	5	36%	3	21%	0	0%
B2.5	3.00	1	7%	2	14%	7	50%	4	29%	0	0%

Table 4.2: empowerment programmes

The table above represents the questions asked to state officials on the effectiveness of empowerment programmes for CSG recipients, which is reflected through a frequency distribution table with:

B2.1 indicating the flagship programme

B2.2 indicating the training programme on grant eligibility

B2.3 indicating the primary school nutrition programme

B2.4 indicating the poverty alleviation programme

B2.5 indicating the social development poverty relief programme.

The following responses were obtained:

N=14 (100%) gave a neutral response for the flagship programme.

N=11 (79%) gave a neutral response for the training programme on grant eligibility.

N=11 (79%) gave a neutral response on the primary school nutrition programme.

N=6 (43%) disagreed on the effectiveness of poverty alleviation programme, and

N=7 (50%) gave a neutral response for the social development poverty relief programme.

Table 4.3 deals with challenges.

**Table x: Frequency Distributions: B3 (n = 14)**

	Mean	Strongly disagree		Disagree		Neither		Agree		Strongly agree	
B3.1	3.14	2	14%	4	29%	0	0%	6	43%	2	14%
B3.2	3.14	2	14%	2	14%	3	21%	6	43%	1	7%
B3.3	3.14	0	0%	6	43%	2	14%	4	29%	2	14%
B3.4	3.29	2	14%	1	7%	3	21%	7	50%	1	7%
B3.5	3.64	1	7%	1	7%	4	29%	4	29%	4	29%

Table 4.3: challenges

State officials were probed on the challenges they face with CSG recipients, which was reflected through a frequency distribution with:

B3.1 indicating that recipients do not follow instructions

B3.2 indicating that some recipients still do not know the minimum criteria for eligibility

B3.3 indicating that there are overcrowded pay points causing heavy work loads

B3.4 indicating that some recipients are arrogant and aggressive

B3.5 indicating that some recipients collect for children that do not exist.

The following responses were obtained:

N=6 (43%) of the respondents agreed that recipients do not follow instructions.

N=6 (43%) of the respondents agreed that some CSG recipients still do not know the minimum requirements for eligibility.

N=6 (43%) of the respondents disagreed with the fact that overcrowded pay points causing a heavy work load is one of the challenges they face.

N=7 (50%) of the respondents agreed that some of the recipients are arrogant and aggressive.

N=4 (29%) gave a neutral response to the fact that some recipients collect money for children that do not exist.

N=4 (29%) agreed with the fact that some recipients collect for children that do not exist.

N=4 (29%) of the respondents strongly agreed with the fact that some recipients come to collect for children that do not exist.

Table 4.4 deals with improvements to the CSG.

**Table x: Frequency Distributions: B5 (n = 14)**

	Mean	Strongly disagree		Disagree		Neither		Agree		Strongly agree	
B5.1	3.43	1	7%	2	14%	1	7%	10	71%	0	0%
B5.2	2.71	2	14%	4	29%	4	29%	4	29%	0	0%
B5.3	2.36	3	21%	6	43%	2	14%	3	21%	0	0%
B5.4	3.79	1	7%	1	7%	1	7%	8	57%	3	21%
B5.5	4.29	0	0%	0	0%	0	0%	10	71%	4	29%
B5.6	3.71	0	0%	0	0%	6	43%	6	43%	2	14%
B5.7	4.64	0	0%	0	0%	0	0%	5	36%	9	64%

Table 4.4: improvements to the CSG

State officials were asked to indicate the extent to which improvement in measures will contribute towards the solving of the problems they face with the CSG systems. This was reflected through a frequency distribution with:

B5.1 indicating that there should be in-service training

B5.2 indicating that there should be a transport facility

B5.3 indicating that workers should be given a work leave

B5.4 indicating that there should be salary increase

B5.5 indicating that funds should be given for empowerment programmes

B5.6 indicating that there should be employment of more skilled personnel

B5.7 indicating that workers should be sponsored abroad for further studies

The following responses were gotten:

N=10 (71%) of the respondents agreed with the fact that in-service training will contribute towards solving some problems they face with the systems.

N=6 (43%) of the respondents disagreed that if they are given leave, it will contribute in solving some of the problems they face with the systems.

N=8 (57%), a majority of state officials gave a neutral response to the fact that a low salary could be one of the problems they face with CSG systems, but they unanimously agreed that if the salary is increased, it could be of added advantage to them.

N=10 (71%) of the respondents agreed that if they are given funds for empowerment programmes, it can contribute to solving the problems they face with regard to CSG systems like lack of empowerment programmes.

N=9 (64%) of the respondents strongly agreed with the fact that if the government sponsored them for further studies abroad, it will contribute to solving some of the problems they face with the system.

### **4.3 INTERPRETATION AND ARTICULATION OF FINDINGS**

The guiding research question for this study is: how can CSGs be productively utilised by parents and guardians in Benoni? A lot of insights were drawn from the interviews and questionnaires carried out. The findings, which are presented above, clearly show how CSGs are being used by the parents in Benoni and how it has influenced the lives of many children in Benoni. Most of the themes identified in the findings answer the research questions in this study.

- **Productive utilisation of CSGs in Benoni**

As revealed in the interviews, respondents affirmed that they use CSGs to pay school fees for their children and to buy grocery for the house. This concurs with the contentions of Neves *et al* (2009:18) as explained in the literature. Their responses revealed that 45% use the money to pay school fees for their children and 34% use the money to buy grocery for the house. This highlights the productive utilisation of CSGs amongst a significant number of recipients within Benoni.

However, interview results with some beneficiaries differ. This is the case with some recipients (21%) who disclosed that they use the money to buy beauty products and to do their hair. This is in agreement with statements by Richter (2009:94) and Neves *et al* (2009:31). One of the respondents noted this, "*My child stays with my mother in*



*Daveyton and my mother takes good care of her. When I receive the money I buy clothes for myself and whatever thing I want to buy.*” This clearly shows that there is wasteful and inappropriate expenditure by some parents in Benoni.

Moreover, as revealed in the interviews, respondents complained that they face a lot of problems with the CSG systems. These problems included documentation, the fact that the grant is too small, and no empowerment programmes. Documentation was their biggest challenge because they complained that they face difficulties in compiling documents due to the fact that the home affairs department takes too long to issue birth certificates and SASSA officials delay in rectifying a problem. This concurs with the findings of Mirugi-Mukundi (2010:8) as revealed in literature.

A total of 40% of respondents mentioned the fact that when they have a problem with the grant, it takes a very long time for the development officials to rectify the problem. One of the respondents noted, *“At times the grant is suspended and it takes a very long time for the state officials to rectify the problem. You have to get up at 4 am in the morning to go to SASSA so that you can be attended to because there are many people with the same problem. At the end of the day you are not even attended to despite the stress you go through. Moreover, until the problem is solved you cannot receive the grant.”*

Then, 34% of the respondents complained that the grant is too small to take care of the child. *“I appreciate the fact that the government has increased the grant to R310 per month but it is still small to take care of the child. My son’s school fee is R400 per month so when I receive the grant I have to top up the money and I am not working so it becomes very difficult for me,”* noted one of the respondents. Another one replied, *“The money is too small it cannot even put food on the table for 1 week.”*

Again, 27% of the recipients complained about the issue of lack of empowerment programmes available to enable them know more about the grant. One of the CSG recipients noted; *“It has been 4 years since I started taking a grant for my child. I have*

*never heard of any programme organised by the government to tell us more about the grant.”*

Just over half (54%) of state officials also complained that there are no funds available for empowerment programmes.

- **Challenges**

According to the findings, the CSG respondents mentioned the fact that the issue of documentation and rectification of a problem was their biggest challenge. The respondents noted that they face difficulties in compiling documents because the home affairs department takes too long to issue birth certificates and SASSA officials delay in rectifying a problem (Mirugi-Mukundi 2010:8).

Six respondents (40%) complained that when they have a problem with the grant, it takes a very long time for the development officials to rectify the problem. One of the respondents noted, *“At times the grant is suspended and it takes a very long time for the state officials to rectify the problem. You have to get up at 4 am in the morning to go to SASSA so that you can be attended to because there are many people with the same problem. At the end of the day you are not even attended to despite the stress you go through. Moreover, until the problem is solved you cannot receive the grant.”*

The other challenge faced by the CSGs recipients is that the grant is too small to take care of the children. One third (34%) of the respondents complained that the grant is too small to take care of the child. *“I appreciate the fact that the government has increased the grant to R310 per month but it is still small to take care of the child. My son’s school fee is R400 per month so when I receive the grant i have to top up the money and I am not working so it becomes very difficult for me,”* noted one of the respondents. Another one replied *“The money is too small it cannot even put food on the table for 1 week.”*

Four (26%) recipients also complained about the issue of lack of empowerment programmes available for them which will enable them know more about the grant. One of the CSG recipients noted, *“It has been 4 years since I started taking a grant for my*

*child. I have never heard of any programme organised by the government to tell us more about the grant.”*

This is the same challenge faced by state officials.

Eleven (79%) of the state officials were of the opinion that there are no empowerment programmes available for CSG recipients. The availability of empowerment programmes will give state officials the opportunity to enlighten the recipients about the grant and how it should be used.

#### **4.4 SUMMARY**

This chapter has presented the findings and discussions on the productive utilisation of CSGs specifically in Benoni town. The issues on the productive utilisation of CSGs as discussed in the literature could only be confirmed through the findings from CSG recipients and SASSA officials in Benoni town. From the findings carried out, most of the responses from the recipients of CSGs concurred with the literature, so discussions of the findings helped the researcher to compare and contrast the views of the respondents with what literature says. New ideas were developed by some of the respondents as measures to solve the many challenges they face with regard to the CSG systems. The last chapter will give conclusions and recommendations on the productive utilisation of CSGs in Benoni.

## **CHAPTER 5**

### **RECOMMENDATIONS AND CONCLUDING REMARKS**

#### **5.1 INTRODUCTION**

This chapter provides a summary of the whole study and the case study investigated. Proposed recommendations are made for the productive utilisation of CSGs in Benoni, with emphasis on the proper use of the grant for the children by the recipients, and also the proper functioning of the social welfare system in dealing with CSGs. Suggestions for further research are also made on areas in this study.

The results that came from this research were sourced within Benoni. The research sought to investigate the productive utilisation of CSGs. Based on the findings in Benoni, discussions were construed and corroborated according to the literature reviewed and some of the findings were not applicable to the context of the study. Nevertheless, some robust evidence emerged from the findings to substantiate the effective and efficient use of CSGs by parents in Benoni and the benefits the CSGs have had on children in Benoni.

The researcher's understanding of the productive utilisation of CSGs in Benoni was greatly enhanced by the literature review and chosen methodology. The institutional backup provided for this research is a step towards promoting its long-term productivity and sustainability. Although this research was not premised on investigating the effectiveness of empowerment programmes and the challenges faced with the CSG systems, their inclusion, however, adds more lights on the need for conceptual clarity with the respondents in other studies to set the ball rolling for information gathering.

#### **5.2 RECOMMENDATIONS AND CONCLUDING REMARKS**

The closing of this chapter will be based on recommendations from the findings and recommendations for future use.

## **Recommendations based on the findings**

The important role CSGs play in the lives of vulnerable children calls for strong measures to be implemented to solve problems faced by CSG recipients with the grant system and also problems faced by state officials in dealing with CSG recipients. As for the findings, the following recommendations are made to enhance efficiency:

### **5.2.1 Recommendation 1.**

- **The Department of Social Security should introduce mobile offices.**

Findings in Benoni showed that the recipients staying in town encounter difficulties in rectifying problems they face with the grant because the SASSA office is far from Benoni. The office is located some miles away from town (Tebah) which is a long distance for people without transport. They often find difficulties reaching there. The introduction of a mobile office in Benoni town will ease movements for the recipients staying in town.

### **5.2.2 Recommendation 2**

- **Introduction of an interim grant to recipients**

An interim grant should be given to recipients who face problems in accessing the grant. In the event where the grant is suspended and there is a delay in rectification, the recipient who is able to prove that there is delay in rectification should be given an interim grant to help protect the rights of children in need.

### **5.2.3 Recommendation 3**

- **Cash should not be given directly to the recipients**

The recipient should state the purpose for which he/she is receiving the grant. This purpose must fall amongst the uses of CSGs as stated by SASSA. The need stated by the recipient will be fulfilled every month in that if the recipient, for instance, wants to pay crèche fees for the child the money will be deposited directly to the school account. If

another recipient prefers to buy groceries for the child then she can shop at a pay point like Boxer Supermarket or Shoprite Supermarket, which can provide the grocery equivalent of R310. This will solve the problem of inappropriate and wasteful expenditure by some parents in Benoni.

#### **5.2.4 Recommendation 4**

- **Formal in-service training to state officials**

State officials working with SASSA should be given in-service training. This will solve the problem of administrative inefficiencies common amongst state officials.

Respondents listed a number of recommendations as follows:

#### **5.2.5 Recommendation 5**

- **SASSA should ensure the effectiveness of empowerment programmes in Benoni**

Empowerment programmes such as flagship programmes, training programme on grant eligibility, school nutrition programme, poverty alleviation programme and social development poverty relief programme should be created and enforced. The availability of empowerment programmes will create some awareness to grant recipients about the functioning of the grant and other advantages that might result from the programmes like workshops.

#### **5.2.6 Recommendation 6**

- **In-service training should be offered to state officials and more skilled workers employed in SASSA Benoni.**

There are a lot of administrative deficiencies in the public service. Most state officials lack the skills that are needed to deal with the public like communication, information and technological skills. In-service training in communication and information and technology should be offered in order to improve administrative efficiency.

### **5.2.7 Recommendation 7**

- **The grant should be increased from R310 to R500 as of 2015**

The amount, though increased to R310 monthly, is still too small to take care of the child's needs. It cannot even pay crèche fees for the child because of an increase in the standard of living in Benoni.

### **5.2.8 Recommendation 8**

- **The Department of Social Security should limit the minimum criteria for grant eligibility**

The recipient is expected to be able to meet the minimum criteria for eligibility before he/she can access the CSG. The Department of Social Security states that for a person to qualify for a grant, both the child and the parent should be resident in South Africa. This criterion will not favor a parent who in the event of financial difficulties decides to send the child to stay with the relatives abroad. As far as the child is under the age of 18 and is schooling, the mother who leaves in South Africa should still be given the opportunity to collect grant to send to the child.

### **Recommendations for future research**

This treatise investigated the productive utilisation of CSGs, especially in Benoni. As a result, the findings affect only Benoni and might not necessarily reflect those of other communities and any other SASSA office, given that it is a case study. Against this background, it is suggested that similar investigations as the Benoni one, in the future should target the below areas.

### **5.2.9 Recommendation 9**

- **A comparative analysis of the amount payable as grants every month (R310) and the child's monthly basic needs to see if they correspond**

This will enable future researchers to find out if the grant of R310 is sufficient for the monthly needs of the child.

#### **5.2.10 Recommendation 10**

- **The role played by CSG recipients in fostering economic growth and development in Benoni is needed.**

The government should ensure that CSG recipients especially women are given the opportunity to engage in economic activities which will serve as an exit strategy after the grant is suspended. The government can support business schemes organised by a group of women in the form of cooperative societies. This will help them take care of the children after the grant is suspended.

### **5.3 CONCLUSION**

In summary, this research has examined the productive utilisation of CSGs in Benoni. The research question on how CSGs are productively and efficiently utilised by parents has been answered through relevant literature and through findings. Government's efforts in providing CSGs to vulnerable children can only be appreciated through effective and efficient implementation by the recipients of this grant. Literature and research findings have proven that a majority of recipients of CSGs use the grant to enrol children at school and to buy grocery for them. Some recipients use the money to buy alcohol and beauty products for themselves instead of attending to the child's needs, making the implementation of CSGs ineffective and inefficient.

It can be said that CSGs have greatly changed the lives of many vulnerable children in South Africa, and Benoni in particular, thus showing that the grant is productive. Notwithstanding this, the Department of Social Security on its side, in order to increase effectiveness and efficiency in implementation and utilisation, should ensure administrative efficiency through state officials working with CSGs not ignoring the above recommendations



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## ANNEXURES

### ANNEXURE A: Child support grant



South Africa Government Services  
[www.services.gov.za](http://www.services.gov.za)

REPUBLIC OF SOUTH AFRICA

Child support grant

#### **About the child support grant**

If you are needy, you can get a grant to help you raise the child you look after.

*How do you know if you qualify?*

You must:

- Be the child's primary caregiver (e.g. parent, grandparent or a child over 16 heading a family). Note: If you are not the child's parent, you must provide proof that you are the child's primary caregiver through an affidavit from a police official, a social worker's report, an affidavit from the biological parent or a letter from the principal of the school attended by the child.
- Be a South African citizen or permanent resident.
- Not earn more than R34 800 per year if you are single. If you are married, your combined income should not be above R 69 600 per year.

The child must:

- be under the age of 18 years
- not be cared for in a state institution
- live with the primary caregiver who is not paid to look after the child.

Both you and the child must live in South Africa.

Note: You cannot get this grant for more than six children who are not your biological or legally adopted children.

*How much will you get?*

You will get R310 a month per child.

*How will you be paid?*

The South African Social Security Agency (SASSA) will pay the grant to you through one of the following methods:

- cash at a specific pay point on a particular day
- electronic deposit into your bank or Postbank account (the bank may charge you for the service)
- an institution acting as administrator of the grant.

Note: If you are unable to collect the money yourself, you can appoint a procurator at the SASSA office, or give someone power of attorney to collect the grant on your behalf.

*When may the child's grant be reviewed?*

SASSA can decide if the child's grant must be reviewed. Your income as declared when you apply for the grant will form the basis for this decision. You will be notified three months in advance of the date on which the review will take place or the date on which the life certificate (proof that you are still alive) is due. If you receive your money through the bank, an institution

or procurator, you are required to fill in a life certificate for the child at the SASSA offices every year.

*When may the child's grant be suspended?*

The following may result in the suspension of the child's grant:

- a change in your circumstances change
- the outcome of a review
- if you fail to co-operate when the child's grant is reviewed
- when you commit fraud or misrepresent the child
- if there was a mistake when the child's grant was approved
- if the child is no longer in your care.

*When will the child's grant lapse?*

The grant will lapse:

- if the child passes away
- if the child is admitted to a state institution
- if the caregiver doesn't claim it for three consecutive months
- if the child is absent from the country
- at the end of the month in which the child turns 18.

### **What you should do**

1. Go to the South African Social Security Agency (SASSA) office nearest to where you live and bring the following:
  - your 13 digit-bar-coded identity document (ID) and the child's birth certificate. If you don't have an ID or the child's birth certificate:

- you must complete an affidavit on a standard SASSA format in the presence of a Commissioner of Oaths who is not a SASSA official.
  - Bring the following documents:
    - a sworn statement by a reputable person (e.g. councillor, traditional leader, social worker, minister of religion) who knows the applicant and child
    - proof that you have applied for an ID and/or birth certificate at the Department of Home Affairs
    - a temporary ID issued by the Department of Home Affairs (if applicable)
    - baptismal certificate if available
    - road to health clinic card if available
    - school report if available.
  - Proof of any maintenance you receive for the child.
  - Proof of your earnings.
  - Your marriage certificate (if applicable).
  - If you are divorced, the court order saying that you have custody of the child.
  - If one or both parents are dead or missing, the death certificate of the deceased or proof that the parent is missing, e.g. a missing person's report from the police.
2. Complete the application form in the presence of the SASSA officer (note that only you as the applicant or a SASSA official may complete the application form).
  3. You will be given a receipt. Keep it as proof that you applied.

*What if your application is not approved?*

If your application is not approved, SASSA will inform you in writing why your application was unsuccessful.

If you disagree with the decision, you can appeal to the Minister of Social Development at the national office of the Department of Social Development. You must appeal within 90 days of being notified that your application was unsuccessful.

## ANNEXURE B: Questionnaire with state officials

### Section A: Demographic profile of state official

1. Gender	Male	1
	Female	2
2. Age	20-29	1
	30-39	2
	40-49	3
	50-59	4
	60-69	5
	70-plus	6
3. Marital Status	Single	1
	Married	2
	Divorced	3
	Widowed	4
	Cohabiting	5
4. Religion	Christian	1
	Hinduism	2
	Muslim	3
	Jews	4
	Other:	5
5. Educational Level	No Formal Education	1
	Primary School	2
	High School	3
	College	4
	University	5
6. How long have you been working with SASSA?	Less than a year	1
	1-2 years	2
	3-4 years	3
	5-9 years	4
	10-14 years	5
	15 years plus	6
7. Are you working full time or part time?	Full time	1
	Part time	2



**Section B: Child support grants**

1. Below are statements related to the dealings you have had with CSG recipients. Please indicate your level of agreement for each statement by circling the appropriate option.

<b>Your experiences in dealing with CSG recipients:</b>	disagree	Strongly	Disagree	Neither	Agree	Agree	Strongly
1.1 They are co-operative	1		2	3	4	5	
1.2 They know the minimum criteria for eligibility	1		2	3	4	5	
1.3 They respond positively to empowerment programmes	1		2	3	4	5	
1.4 Some of them become very arrogant and aggressive	1		2	3	4	5	
1.5 Many of them are illiterates	1		2	3	4	5	
1.6 They do not follow instructions	1		2	3	4	5	

2. Please rate the effectiveness of the following empowerment programmes for CSGs recipients

<b>Empowerment programmes</b>	Poor	←————→			Excellent
2.1 Flagship programme	1	2	3	4	5
2.2 Training programme on grant eligibility	1	2	3	4	5
2.3 Primary school nutrition programme	1	2	3	4	5
2.4 Poverty alleviation programme	1	2	3	4	5
2.5 Social development poverty relief programme	1	2	3	4	5
2.6 Other (please specify)	1	2	3	4	5

3. The statements below relate to the challenges you may have faced working with CSGs recipients. Please indicate to what extent you agree or disagree.

<b>Challenges</b>	Disagree	Strongly	Disagree	Neither	Agree	agree	Strongly
3.1 Recipients do not follow instructions	1		2	3	4	5	
3.2 Some still do not know the minimum requirements for eligibility	1		2	3	4	5	
3.3 Overcrowded pay points causing heavy work loads	1		2	3	4	5	
3.4 Some recipients are arrogant and aggressive	1		2	3	4	5	
3.5 Some come to collect for children that do not exist	1		2	3	4	5	
3.6 Other (please specify)	1		2	3	4	5	

4. Below is a list of possible problems that you may be facing with regard to the CSGs systems? Please indicate to what extent you agree or disagree.

<b>Problems</b>	Disagree	Strongly	Disagree	Neither	Agree	agree	Strongly
4.1 Heavy workload	1		2	3	4	5	
4.2 No sick leave	1		2	3	4	5	
4.3 Salary is too small	1		2	3	4	5	
4.4 Lack of funds to run empowerment programmes	1		2	3	4	5	
4.5 Out-dated equipment	1		2	3	4	5	
4.6 Other (please specify)	1		2	3	4	5	

5. Please indicate to what extent you agree or disagree that an improvement of the following measures will contribute towards solving the problems that you are facing with regard to the CSGs systems.

<b>Measures</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither</b>	<b>Agree</b>	<b>Strongly agree</b>
3.1 In-service training	1	2	3	4	5
3.2 Transport	1	2	3	4	5
3.3 Work leave	1	2	3	4	5
3.4 Salary increase	1	2	3	4	5
3.5.Funds for the empowerment programmes	1	2	3	4	5
3.6. Employment of more skilled personnel	1	2	3	4	5
3.7. Sponsor workers for further studies abroad	1	2	3	4	5
3.8 Other (please specify)	1	2	3	4	5

***THE END***

I kindly plead with you to email this questionnaire after filling the information to this address: [achasengeyettes@yahoo.com](mailto:achasengeyettes@yahoo.com)

**THANKS FOR YOUR COOPERATION.**

## **ANNEXURE C: Interview with CSG recipients**

### **Interview guide**

1. How many children do you have and how many of them receive child support grants?
2. What is the main source of income in your household?
3. How do you use the money you get from the child support grants?
4. Do the grants you receive cover your household needs?
5. What positive impact has the child support grants have on your household?
6. What are some of the challenges that you are facing with regards to the child support grants systems?
7. What measures do you think the government can take in order to solve problems associated with child support grants?

***THE END.***

**THANKS FOR YOUR COOPERATION**

**ANNEXURE D: Proof of language editing**

25 November 2014

To Whom It May Concern:

**Editing of treatise: Ms Y Njingti S213443090**

This serves to confirm that I edited the treatise of the above-mentioned student.

Yours faithfully,

Ms L. Kemp

**Communications Lecturer**

**Nelson Mandela Metropolitan University**

**B.A. Hons (English); MBA (Cum Laude).**

**ANNEXURE E: Permission to submit form**



**PERMISSION TO SUBMIT FINAL COPIES**  
**OF TREATISE/DISSERTATION/THESIS TO THE EXAMINATION OFFICE**

*Please type or complete in black ink*

**FACULTY: BUSINESS AND ECONOMIC SCIENCES**

**SCHOOL/DEPARTMENT: DEVELOPMENT STUDIES**

I, (surname and initials of supervisor) IW FERREIRA

and (surname and initials of co-supervisor) N/A

the supervisor and co-supervisor respectively for (surname and initials of

candidate) YVONNE SENGE NJINGTI

(student number) 213443090\_\_\_\_\_a candidate for the (full description of qualification)

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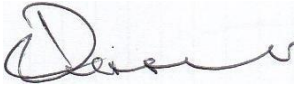
with a treatise/dissertation/thesis entitled (full title of treatise/dissertation/thesis):

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**THE PRODUCTIVE UTILISATION OF CHILD SUPPORT GRANTS IN BENONI**

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It is hereby certified that the proposed amendments to the treatise/dissertation/thesis have been effected and that **permission is granted to the candidate to submit** the final bound copies of his/her treatise/dissertation/thesis to the examination office.



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**SUPERVISOR**

19 March 2015

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**DATE**

*And*

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**CO-SUPERVISOR**

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**DATE**