

**AN ANALYSIS OF RURAL DEVELOPMENT IN THE EASTERN CAPE: A CASE
STUDY OF INTSIKA MUNICIPALITY.**

BY

SIVIWE AUBREY MACANDA

Student No: 2044591

A Mini-Thesis submitted in partial fulfilment of the requirements for the Master's Degree of Public Administration at the School of Government, Faculty of Economic and Management Sciences, University of the Western Cape.



Supervisor: Dr. GJ Davids

DECLARATION

I declare that an analysis of rural development in the Eastern Cape: A case study of Intsika Municipality is my own work. All reference sources quoted have been and acknowledged, and this document has not been submitted to any academic institution or university to obtain an academic qualification.

S.A Macanda



Date

DEDICATION

I dedicate this mini-thesis to God, Jesus Christ and the Holy Spirit for the strength and faith I got to compile this document. I believe that without the Lord nothing was to be a success.



ACKNOWLEDGEMENTS

I am grateful to my parents and maternal grandmother who strengthened me and giving hope even during the difficult times that nearly forced me to drop this project.

I am grateful to all people who contributed to this study. I am grateful for the guidance and encouragement of my supervisor, Dr GJ Davids and the Intsika Yethu Municipal Manager for allowing me to conduct this research.

To the School of Government lecturers and administrative staff, I appreciate their support and words of encouragement even when I thought it will not be possible but were always lifting my strength and making sure my submissions were successful as I was on long distance learning.

A special thanks to my family and friends for their support, especially my parents for taking a responsibility to guide and provide education while they never had that opportunity. I might not be able to mention everyone but my daughter, Asivile, my wife, Asiyolise, my brother Athenkosi, my friends, S. Nqaphi, N. Magula, T. Mjacu, B. Nkatsha, D. Volofu and Mr. Ntsila, I appreciate your encouragement. Without you guys I do not think I would have been able to do this mini thesis research. It was hard to compile this study because of health challenges but when God is available no one can be against us.

MAY GOD THROUGH HIS SON JESUS CHRIST LEAD SUCCESS IN DEVELOPMENT OF ALL RURAL AREAS IN SOUTH AFRICA AND OTHER AFRICAN NATIONS.

KEY WORDS

Rural Development

Socio-economic development

Millennium Development Goals

Integrated Development Planning

Communities

Service Provision

Implementation

Pace

Programme

Access



LIST OF ABBREVIATIONS

| | |
|----------------------------------|------|
| Millennium Development Goals | MDGs |
| Integrated Development Plan | IDP |
| Intsika Yethu Local Municipality | IYLM |
| Rural Development Programme | RDP |
| Employee Public Works Programme | EPWP |



Abstract

In South Africa, since 1994 when democratic government came into power, the issue of development was raised as one of the priorities of government. Government promised to transform the citizen's livelihoods through quality, effective and efficient services. Rural development was identified as one of the priorities of government to ensure better life for all the citizens. Local government have been mandated to ensure quality service delivery to the citizens especially to the rural areas. The issue of rural development was still a challenge in South Africa especially in Eastern Cape Province. There was a need to improve service delivery to the rural communities at Intsika Yethu Municipal area as the pace of rural development has been slowly. An infrastructure service is still a challenge to the rural areas at this municipal area as the sanitation is yet to improve. Service delivery has been far less compared to the urban areas. There were signs of improvement but the process has been very slow. The study has determined and analysed the issues that contribute to the slow pace in rural development and reveal some recommendations that might assist to improve the pace of rolling out services at Intsika Yethu municipal rural communities.

The findings of the study show that unemployment and poverty to the people residing in rural communities has been one of the major challenges that need serious consideration. The infrastructural situation of the rural communities pushed people of Intsika Yethu to the level of poor socio-economic development which might be contributed by the pace rural development has been approached.

The research found that the slow pace in development of rural communities has an impact on the situation they found themselves and therefore intervention strategies to improve the pace of service delivery in rural communities with the intentions of enforcing the local municipality to be accountable and responsible.

Table of Contents

| | |
|--|-----|
| Declaration..... | ii |
| Dedication..... | iii |
| Acknowledgements..... | iv |
| Key Words..... | v |
| List of Abbreviations..... | vi |
| Abstract..... | vii |
| CHAPTER ONE: Introduction and Background..... | 1 |
| 1.1 Introduction..... | 1 |
| 1.2 Background/ Rationale..... | 2 |
| 1.2.1 Problem Statement..... | 6 |
| 1.2.2 Research Assumption..... | 6 |
| 1.3 Preliminary Literature Review..... | 7 |
| 1.4 Purpose of the study..... | 11 |
| 1.5 Objectives..... | 11 |
| 1.6 Significance of the study..... | 11 |
| 1.7 Research Methodology..... | 12 |
| 1.7.1 Research Design..... | 12 |
| 1.7.2 Sampling..... | 12 |
| 1.7.3 Data Collection tools and process..... | 13 |
| 1.7.4 Data Analysis..... | 14 |
| 1.7.5 Ethical Considerations..... | 15 |
| 1.8 Limitation of the study..... | 15 |
| 1.9 Self-reflexivity..... | 15 |
| 1.10 Framework..... | 16 |
| 1.11 Chapter Summary..... | 16 |
| CHAPTER TWO: Rural development and public participation: A Literature Review.... | 17 |
| 2.1 Introduction..... | 18 |



| | |
|---|----|
| 2.2 Legislative mandate and Literature on rural development..... | 18 |
| 2.2.2 Local government as sphere for change..... | 23 |
| 2.2.3 Rural Society’s Participation in public administration..... | 33 |
| 2.2.4 Rural Development and Poverty Reduction..... | 37 |
| 2.3 Chapter Summary..... | 41 |
| CHAPTER THREE: Descriptive Background and Context..... | 43 |
| 3.1 Introduction..... | 43 |
| 3.2 Background and profile of Intsika Yethu Municipal Area..... | 43 |
| 3.3 Context and Development issues at Intsika Yethu Municipal Area..... | 44 |
| 3.3.1 Household and Population nature..... | 44 |
| 3.3.2 Poverty and Unemployment..... | 48 |
| 3.3.3 Socio-economic situation..... | 50 |
| 3.4 Chapter Summary..... | 54 |
| CHAPTER FOUR: Research Methodology..... | 55 |
| 4.1 Introduction..... | 55 |
| 4.2 Research Design..... | 55 |
| 4.2.1 Qualitative Approach..... | 56 |
| 4.2.2 Case Study..... | 57 |
| 4.2.3 Sampling Strategy..... | 58 |
| 4.2.4 Data Collection..... | 59 |
| 4.2.5 Data Analysis..... | 62 |
| 4.2.6 Validity..... | 63 |
| 4.2.7 Reliability..... | 64 |
| 4.2.8 Ethical Considerations..... | 65 |
| 4.2.9 Significance of the study..... | 66 |
| 4.2.10 Self-reflexivity..... | 66 |
| 4.3 Chapter Summary..... | 67 |



CHAPTER FIVE: Findings, Recommendation and Concluding Remarks.....68

5.1 Introduction.....68

5.2 Analysing data collection strategy.....69

5.3 Recommendations and Conclusion.....92-95

Reference list.....105

ANNEXURE A: Voluntary interview schedule with the respondents.....110

ANNEXURE B: Research Questionnaire.....112

ANNEXURE C: Permission to conduct research.....116

ANNEXURE D: Request for permission to conduct research.....117



CHAPTER ONE: INTRODUCTION AND BACKGROUND

1.1 Introduction

The chapter analyses service delivery in rural communities of Intsika Yethu Municipal Area in the Eastern Cape Province. In this study, the research problem is described as the slow pace of development of rural communities which contributes to lack of sustainable livelihoods and poor infrastructure as well as lack of sanitation.

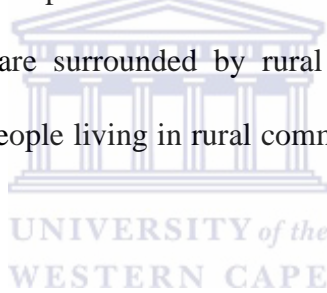
The main research question that this research explores is: whether the slow pace of rural development has anything to do with the poor understanding of policies or poor administration and management at local municipal level. The research seek to establish and analyse the issue of distributing services to rural communities at local municipal level which contributes to underdevelopment results to lack of proper facilities compared to urban areas.

Since the era of apartheid, rural communities were neglected and even during the period of democracy, the rural areas are not getting much attention for efficient development. With South Africa having good policies and one of the best constitutions around the world, but poor people living in rural areas are getting poorer every day. South Africa is one of the well-recognized nations among the world that is able to host major events and its economy has been growing much better while people living in rural areas are losing hope daily to their local government because of the slow pace rural development has been approached.

1.2 Background/ Rationale

Eastern Cape is one of the provinces in South Africa with the highest rural population. The people in rural areas live in poor conditions which are exacerbated by the poor levels of service provisions. Rural development is very slow. The area is characterised by a high incidence of poverty, unemployment especially amongst the youth, lack of quality education, poor infrastructural services and high rate of crime. Rural area's challenges have been identified in post 1994 and policy formulation had taken place but the situation for the rural communities has not changed much.

Intsika Yethu Municipality is in Eastern Cape and it falls under Chris Hani District Municipality. Intsika Yethu Municipal area covers small towns such as Cofimvaba and Tsomo. All these small towns are surrounded by rural areas and displays typical rural characteristics. The majority of people living in rural communities fetch water from the river to drink.



The study focused on rural development at Intsika Yethu local municipality and the main targeted areas were the rural areas falls under a small town called Cofimvaba. Rural development in Cofimvaba is improving but the pace has been slow. Disparity in service provision is evident that those who are living closer to town receive better services in comparison to people living further away.

This study is relevant to Public Administration as discipline and public administration as administration. Public administration has six important functions that regulates public sector.

Thornhill and Hanekom (1995:21-243) describe these functions as follows:

1. Policy development:- set the tone for public administration and regulates strategies to be followed in delivering good governance to the society; this regulates activities that should aim at public goal;
2. Organising: - this is about establishing of structures that are utilized for allocation of authority, responsibility and accountability in performing decided functions to achieve mission and goals of an organization;
3. Exercise control: - to ensure labour force, finance and physical resources are in place and implemented well. It also ensures complete joint actions to achieve the common goal;
4. Development of work procedures:- this is about carrying out executive action to honour the requirement of transparency and accountability;
5. Financial management and administration: - this based on management and exercises of responsibilities in ensuring public finances are utilized effective and efficient for the needs of the citizens. Also regulates procedures to be followed when managing public funds and ensuring the implementation of compliance to the public financial policies and administrations; and
6. Human resource management or staffing: -is about management of employees and ensuring implementation of fairly treatment in terms of labour policies and public service regulations as well as compensation of employees.

The study will contribute to public administration as this has analysed the pace that services were provided to the rural areas. This has analysed implementation of policies and legislatives procedures in terms of rural development at Intsika Yethu municipal area, while it has further provides innovative to improve the pace of rural development. This study relates to policy implementation therefore it was relevant to analyse the challenges encountered in

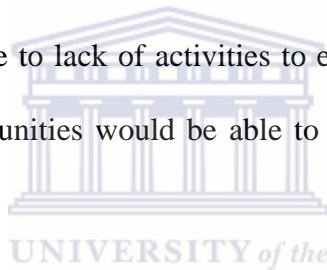
delivering quality and effective services to rural communities of Cofimvaba. Several policies have been designed in South Africa to improve service provision but practical implementation has been a challenge with poor outcomes when it comes to improving rural dwellers situation.

Rural development was not the challenge to local government only, but to all government spheres as they have a role to play. Number of people migrates from the Eastern Cape Province to seek better living conditions and quality education in other provinces. Transformation has been very slow when it comes to the implementation of policies and distribution of resources, especial in local municipal areas such as Intsika Yethu. People still travel long distances to access public services whereas services such as health has improved compared to the apartheid era government. With the current financial issues, rural dwellers suffer a lot as progress has been very slow in economic development especial at Intsika Yethu. National and provincial government has addressed the identified challenges but implementation was slow at local level. Promises have been made but the actual implementation is still wanting.

The Department of Rural Development and Local government were established to speed up service provision in rural areas. Rural areas were vulnerable and need immediate attention instead of being considered during elections. The pace of rural development has been slow and the local government do not prioritise it in the same as the urban areas when it comes to the pace and efficient service delivery. The lack of infrastructure forced private investors to seek environment with better resources for economic development and profit making interest unlike in rural communities of Intsika Yethu. Slow infrastructure progress has not been attracting economic investors and the local government sphere has not been utilizing much of the history of the area to ensure rural development. For example, many businesses in rural areas (tuck-shops and stores) were owned by foreigners because the communities were

unable to get profit in their businesses. The urban dwellers receive free house from government at Intsika Yethu, the programme of building houses for the poor was yet to be implemented even in two decades of democracy. The people reside in mud houses with some of them were falling during the heavy rains.

Government have been allocating money for rural development and giving grant to local municipalities but very little impact has been achieved at Intsika Yethu. Few programmes were available to empower the communities and these were situated in town and some rural areas close to town. These services were not accessible to the communities and currently there was nothing happening to ensure community development programmes were implemented to the deep rural areas. The unemployed youth turn to immoral behaviours such as substance abuse and crime due to lack of activities to empower them. With the speed-up on rural development, the communities would be able to access resources and establish an income generating activities.



In rural communities of Cofimvaba, when government has been rolling-out services, they were not consulting much people from deep rural areas. For example, recently toilets were built in some communities while people need clean water for hygienic and better roads. Rural communities need close health, welfare and educational services in order to reduce cost as they travel long distances for services. Toilets were never been a first priority in rural areas but the lack of communication and poor leadership skills failed the poor people. The issue of leadership (especially in election of Councillors) need serious consideration as education and lack of skills affect implementation of services to rural communities. Accountability and transparency need to be prioritised in service delivery while rural participation should be encouraged in order to fast-track service delivery and empower the rural dwellers.

1.2.1 Problem Statement

The slow pace of delivering services to rural communities in South African local municipalities has been challenged by the poor people through strike to demand the roll-out of public services. Many rural dwellers have lost trust and hope to the democratic government because of local government's delay in rendering services and implementing policies into practice. Since the inception of democratic government, many rural communities were unable to access infrastructure and sanitation at Intsika Yethu local municipal area and the lack of good governance contributes to the slow pace of service roll-out. Inequality in rolling-out services contributes to the migration of rural dwellers to the cities. The study has critically analysed the pace of rolling-out services to rural communities at Intsika Yethu local municipal area in order to determine the challenges encountered. The study evaluated the progress that has been achieved in delivering services to the rural communities of this local municipality and also suggested some innovations that might assist to improve the pace of rolling-out services through findings.

1.2.2 Research Assumption

The assumptions were that the slow pace of rolling services to rural communities was caused by the lack of skilled and knowledgeable people at local government. The lack of effective administration and mismanagement of the public funds contribute to the slow pace of rendering quality services to the rural areas. The focus was on urban more than the rural areas, and with the inefficient participation of rural dwellers to local government issues and decision making, their needs were not treated as main priorities by those who have responsibility to roll-out services.

1.3 Preliminary Literature Review

Since 1994, there has been a little change in the plight of rural dwellers on the ground. Several government policies that have been echoed the important of targeting state transfers to rural communities, but this commitment has lapsed when it comes to funding allocations at local levels. Rural development encompassing improvement in provision of services, hence it enhances opportunities for local economic development and income generating, social cohesion and physical security within the rural communities, improvement of infrastructure, active representation in local political process and effective provision to the disadvantaged people. Rural development emphasizes the facilitation of change in rural environments to permit vulnerable people to invest in themselves and their communities while also contributing towards maintenance of the infrastructure key to their livelihoods (The Integrated Sustainable Rural Development Strategy, 2000:9-19).



Rural development has emerged as national policy priority. The population of South Africa was increasing in urban areas with the large number still resides in rural areas. Underdevelopment remains as a structural feature especially to the Eastern Cape Province. Since the democratic government take control, government has developed and implemented policies, programmes and laws that aimed at addressing apartheid's legacy but there was still growing inequality in rural areas as many programmes and interventions have not desired any effect. In 2008, the Eastern Cape Provincial government embarked on a process of developing a Rural Development Strategy (RDS) that was to give effect to the national and provincial political mandate and Provincial Growth and Development Plan and the Medium-Term Expenditure Framework for 2009-2014. The RDS was to align all policy interventions in order to ensure that the strategy was aligned to the main policy frameworks from across all

the government spheres. The purpose of the strategy was to address macro policy issues, structures and systems of government and table out the different ways of doing development. The main responsibility of government was to delivery services and meets the constitutional obligations as well as the legislative prescripts. Rural development need to be the process that involves people in creating different society, an inclusive process of animating self-organization. Rural development should plan to organize and mobilize people within the communities. Government systems and structures need to support these forms of organization while creating an environment where people's own development and organization can thrive. Government cannot implement any strategy alone, therefore the successful strategy required participation of social partners and rural people for whom the strategy in intended (IlimaLabantu, 2010:10).

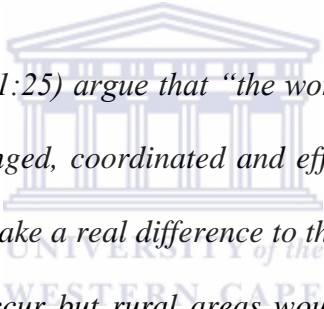


Shortall and Shucksmith (1998) emphasizes that development was not about increasing goods and services provided and consumed by society. It also involves enabling communities to take control of their environment through being empowered, capacity building, carefully designed social animation and the provision of suitable training and development institution through central policies. Picchi (1994) states that certain political institutional arrangements can help in development patterns such as rich network services provided by local administrations for economic sectors, planning mechanisms that aimed at strengthening development. Endogenous approach represents a significant change from investment on physical capital to investment in developing the knowledge, the skills and entrepreneurial abilities of the local people. Endogenous development approach has been criticised as having a weakness as Brugger (1986) states that it has gaps in theory of endogenous development that could be overcome through systematic analysis of practical experiences and could be useful for policy makers. Lowe et al argue that social theory has been successful in providing

the important models to inform endogenous approaches. Slee (1999) emphasizes that endogenous development was more on rural development by underpinning the value judgements about the desired forms of development. Slee criticism based on state policies argues that local areas remain dependent under the endogenous approach. Developmental agencies realized that rural areas may possess a growth potential of their own but are just waited to be unlocked. Bottom-up approach need to be promoted in delivering services (Nemes, 2005:3-4).

IlimaLabantu (2010:13-19) states that “in South Africa, agriculture was valuable to the local livelihoods but large amount of people migrate to the urban areas to find work. The population density in rural areas was high with the lack of infrastructure and arable land. Rural households in these areas have markedly lower cash incomes than urban households, with many falling below the minimum poverty line. People were forced to seek employment opportunities in towns and cities. Service delivery has been frustrated by insufficient integration and coordination across government departments and between different tiers of government and the lack of institutional readiness to implement programmes. The absence of clear strategic planning frameworks, institutional arrangements and problems of implementation capacity at the service delivery point contribute to the poor development of rural areas. Municipal Systems Act mandates municipalities to undertake Integrated Development Planning that does not bind the spheres of government to participate in, or abide by the municipal plan. The spheres of government were not obliged to align their planning with that of municipalities. Rural development is defined in a manner that addresses the improvement of living and welfare but it also consider the past injustice and skewed patterns of distribution and ownership of wealth and assets”.

Kilkenny (1998:293-310) argue that “improving transport and communication innovations may help to overcome rural remoteness. Rural development was about economic diversification as well as increase in population and welfare. The classic location theory emphasizes that diminishing transport costs was important as fixed facility cost minimization drives location strategies. Classic location theory suggests that there will no more than one firm in each region because of economic scale. Rural locations might be attractive to firms when combined costs of supporting a rural workforce and transporting output were lower than the cost of supporting an urban workforce”.



Delius and Schirmer (2001:25) argue that “the workable rural development strategy should base on multi-pronged, coordinated and effective government initiatives that were decisive enough to make a real difference to the capacity of disadvantaged rural people. Changes could occur but rural areas would remain relatively deprived for years to come. The high priority should be given on effective delivery of services to the rural people and enhance their interest. These interventions would allow the rural people to be more productive members of society and give them a better chance of using the quality of such opportunities whereas it remains a difficult challenge for effective transformation. The high rate of economic growth and investment in labour-intensive production needs to be achieved in order to expand the employment and accumulation opportunities available to rural people”.

1.4 Purpose of the study

The study analyses the pace of rural development at Intsika Yethu Municipal Area in Eastern Cape Province. The study look at the pace of rolling-out services to rural dwellers and identify trends in development of rural communities while provides innovative to fast-track service provision.

1.5 Objectives

The study analyses the pace of implementing services to rural communities. It also evaluated the implementation of policies into practice when it comes to developing rural communities. The aim is to determine the progress that has been achieved in improving rural communities and to also demonstrate the impact of the slow pace of rolling out services to the rural dwellers. The study suggested strategies to improve the pace of rolling out services in order to implement effective rural development at Intsika Yethu Municipal communities.

1.6 Significance of the study

The study is significant to local government and communities at Intsika Yethu Municipal area. Poor people living in rural areas were the one who experienced the challenge of lack of services. The resources were scarce and this forced them to travel long distances to access services such as welfare whereas government has promised to bring services. The situation of rural is different compared to the urban dwellers. Policies are in place and strategies have been developed to improve the livelihoods of the rural communities but it is still a challenge to implement these policies. The study would assist local municipality to form a strong

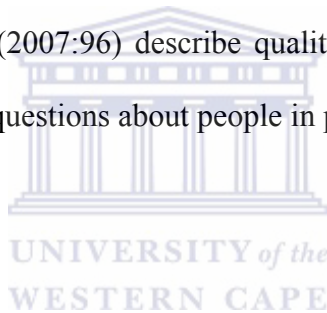
partnership with the rural community's service providers and implement the strategies that would improve service provision in rural communities.

1.7 Research Methodology

1.7.1 Research Design

Qualitative research design has been used in the study. The qualitative design helps in understanding the problem. This helps in generating information from the people as this assists in determining what causes the pace of rural development to be slow.

Locke, Spirduso and Silverman (2007:96) describe qualitative research as the “systematic, empirical strategy for answering questions about people in particular social context”.



1.7.2 Sampling

Sampling was used to collect information in order to avoid time consuming and focusing on the whole population residing in rural areas. Sampling assists the researcher to understand how much information was required to compile the study. Random sampling was used to select respondents for interviews when collecting information. Using random sampling limit bias and give equal possibility to all people irrespective of their status or gender to participate in the study and avoid bias.

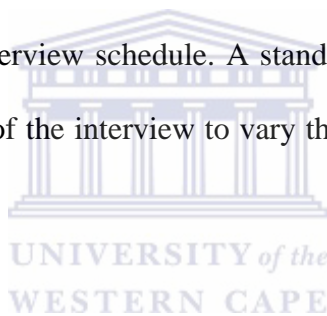
Sapsford and Jupp (1996:24-30) describe sampling as “a set of elements in some way from a population. The aim of sampling was to save time and effort, but also to obtain consistent and unbiased estimates of the population status in terms of whatever was being researched.

Random sampling means that every element in the population of interest has an equal and independent chance of being chosen”.

Welman, Kruger and Mitchell (2005:59) emphasizes that random sampling allows an opportunity for each person in the community to be included in the sampling irrespective of race, sex, age and religion.

1.7.3 Data Collection tools and process

The researcher used face to face interviews. Sapsford and Jupp (1996:95) state that “in face to face interviews employing an interview schedule. A standard was schedule have to be used for each respondent. The ability of the interview to vary the wording of questions asked was strictly limited”.



The interview questions were structured in English in order to allow the respondents express themselves. A questionnaire with open ended was used to give respondents an opportunity to respond freely.

Triangulation method was used in order for the researcher to explore in different areas. The method allows flexibility in the study. The researcher was not much limited in this method as Maxwell (1996:75-76) state that triangulation was about “collecting information from different range of individuals and settings, using a variety of methods. This reduces the risk that your conclusions would reflect only systematic biases or limitations of a specific method, and it allows you to gain a better assessment of the validity and generality of the explanations that you develop”.

During the data collection process, the semi-structured questionnaire was used. Few respondents were given questionnaire to compile while the rest was interviewed during face to face contact. The researcher collected the information within a period of two months. A requesting proposal was be submitted to the public institutions such as Intsika Yethu municipality in Cofimvaba and ward committees were consulted for assistance in their communities.

1.7.4 Data Analysis

De Vos et al., (2005:333-334) describe data analysis as the process of bringing order, structure and meaning to the mass of collected data. Patton (2002) in de Vos et al emphasizes that the analyst have to observe their process, analyse and report on the analytic process.

Data analysis in qualitative research was seen as a way of distinguishing from experimental and survey research. The researcher should read the transcripts of interviews, observational notes and documents that need to be analysed. If tapes were used, the researcher should listen to it before transcription in order to analyse and he should be able to write notes (Maxwell, 1996: 78).

To analyse the data, planning of the structure is important in order to be able to reduce the volume of the information collected and bring it in an understandable order that will to assist in compiling the study and producing findings. The data was organized and coded in numbering and colouring in order to assist the researcher to understand and manage the data in a way that gives an insight.

1.7.5 Ethical Considerations

According to Locke, Spirduso and Silverman (2007:29) every human being has a right to be used by other people. That means the investigator's need for a human source of data was always subordinate to the other person's right to decide whether to provide it or not. The right not to be used applies with equal force to fifth graders. People who were asked to participate in the study have a right to know what were they getting into and the right to give or not to cooperate on the basis of the information.

1.8 Limitation of the study

The questionnaire was translated to the common language at Intsika Yethu as most people speak Xhosa. Another limitation was on the time frame to collect data because the researcher was forced to spend most of his time travelling in poor gravel roads to reach deep rural areas. The study was privately funded, therefore the researcher was unable to reach all the villages as this required a lot of funds.

The biasness of some ward committee who wanted other respondents to respond to the interviews as they briefed them delayed the researcher in meeting time frame. Lastly, struggling to get cooperation from stakeholders when scheduled for interview resulted to several postponed meetings as they were committed to their work.

1.9 Self-reflexivity

It is important for the researcher to be aware about him and understand his feeling and attitudes. This create good environment for the people when communicating with the researcher during the interview. The researcher needs to be able to deal with his emotions as some of the responses from the respondents might be personnel.

1.10 Framework

Chapter One: Introduction and Background

Chapter Two: Literature Review

Chapter Three: Research Methodology

Chapter Four: Descriptive Background and Context

Chapter Five: Findings, Conclusion and Recommendations

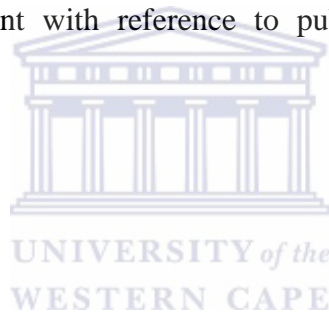
1.11 Chapter Summary

Since the democratic government came into power in 1994, many South Africans were expected to receive equal quality of services on time. With the promise of the ruling party during the election manifesto, it gave hope to the poor people living in rural areas as they were moving away from apartheid government systems. The issue of rolling-out services to rural communities has little improvement with the poor remain in poverty and unhealthy social conditions while urban areas receive better services. Rural dwellers at Intsika Yethu municipal area might be enjoying democracy when it comes to abolishing of the apartheid laws but the rolling-out of public services at local government is still a challenge that needs improvement.

The lack of knowledge and skills at municipalities was identified as contributing to the failure in delivering quality services on time to the rural communities. Public administration and financial management when it comes to rural development delays the process of rolling services due to the lack of qualified personnel's to emphasize effective decision making regarding performance of services.

Speeding-up rural development will improve the lives of all citizens' especially rural dwellers and local government have the mandate to facilitate citizen's participation in decision making processes about service provision. With the lack of transparency and openness, poor people in rural communities do not trust government when it comes to rural development because of the pace services are rolled-out. People are forced to remain poor and struggle to make their living while resources are available but need to be equally distributed to all the communities. Development of rural communities should be attached with the creation of employment opportunities and society's empowerment to alleviate poverty.

The next chapter is the first chapter of the literature review, explaining a legislative framework for rural development with reference to public participation in determining service delivery measures.



CHAPTER 2: RURAL DEVELOPMENT AND PUBLIC PARTICIPATION: A LITERATURE REVIEW

2.1 Introduction

Eastern Cape Province has been under the leadership of democratically elected government for more than eighteen years. When government of the people come into power, rural communities were expected changes and improvement in distribution of services. Local government as the sphere close to the people was expected to play a major role to ensure effective and efficient service delivery for rural development.

This chapter focuses on literature review with the purpose of analysing and identifying gaps in the issue of rural development. This also critically analyse policy implementation at local government level and try to identify strategic capabilities that have been lacking in rural development process.



2.2 Legislative mandate and literature on rural development

2.2.1 Challenging Socio-economic Development in rural areas

The new South African government gave priority to rural development policies that address economic inequalities in May 2009. With the fast growing and emerging economy, the newly-elected South African government wanted to ensure that all South Africans including rural dwellers benefit from economic growth. To achieve that objective, many rural development policies have been developed. But implementing successful rural development has been challenging, it requires time to build consensus and prioritise policies for piloting and scaling up programs. Seeking to improve the capacity to plan and implement rural development policies, South Africa looked across the world for successful rural development

and poverty reduction cases. South African government policies were established to address inequalities that were created by apartheid history. Rural development programs were seen as important in addressing social and economic inequalities among the poorest citizens living in rural communities (<http://wbi.worldbank.org/sske/result-story/2129>) [Online].

As part of rural development, South Africa learned from the developed countries with the purpose of establishing effective policies. Governments' intentions were to address inequality and reduce poverty through rural development and ensuring implementation of programmes to address economic and social challenges.

Service delivery remains a pressing issue in rural areas particular at Intsika Yethu Municipal area in Eastern Cape Government policy focus on meeting the Millennium Development Goals (MDGs) has increased attention on the provision of services in rural communities. At present, services lag behind those of the urban areas and were considerable more expensive. The factors affecting service delivery impact on economic and social development of rural areas. Local government has been expanding services much slower than in urban areas and this has been setting the stage for an ever increasing gap unless changes can be initiated. Power poses the biggest challenge as the rural communities face regular power cuts and premiums for emergency power were high. Most rural communities have no access to water sources and no access to sanitation. Improving service delivery through investment in rural development was necessary to achieve the Millennium Development Goals (MDGs) of halving the number of people without sustainable access to sanitation and clean water as well as other services. In order for government to achieve its economic potential, increase growth and progress in rural development, service delivery must improve. Most public service enterprises have been unsuccessful in providing reliable services. Government monopoly in service provision has resulted in lack of accountability and community ownership in the planning and implementation of infrastructure projects, poor management and sustainability,

low quality and limited options. The challenge for the provision of services at local government level was capacity constraints experienced with respect to planning, management and implementation. Measures such as restructuring of leadership and matching of resource allocation with policy commitments and establishing of monitoring and evaluation were introduced to improve the pace of service provision in rural communities. Some of the contributing factors in the failure to provide public services could be attributed to the low accountability, in which politicians were able to misallocate public funds and division among voters on ideological and social grounds. Corruption have been a problem in privatized service delivery as it results in input shortages, price increases, decreased spending on maintenance, and reduce government revenue (Odaro, 2012:34-38).

South African government have a responsibility to facilitate implementation of Millennium Development Goals to ensure rural dwellers receives better and quality services, but due to challenges faced by local government such as ineffective planning, increase of corruption, poor distribution of resources to rural communities as well as lack of monitoring and evaluation contributes to the slow pace of service delivery for rural development. Development has been hindered by unreliable and poor management as well as lack of sustainability in rural communities.

The Integrated Sustainable Rural Development Strategy (2000:6-24) describe South Africa as having a high rate of poverty especially in rural communities. It was estimated that 70% of people living in rural areas were poor. The economy is insufficient and people were not provided with remuneratively job opportunities. The cost of living is high because the people spend more on basic social services. The natural resources cannot be provided to rural people with the means of subsistence. Local government have little tax base and weak human capacity. The rural household's income provides another perspective on the nature of poverty as it was estimated that 4.3% of rural households were marginalized and with no income. As

the Integrated Sustainable Development Strategy (2000:6-24) state that 11.4% depends on government pensions while 16.2% depends on unreliable remittances. It was clear that government's efforts have made little changes in the plight of rural people. Various government policies have been reiterated the importance of targeting state transfers to rural areas. Rural development is multi-dimensional in nature, includes the improvement of service provision as well as increasing income generating opportunities to the people. The improvement of infrastructure, social cohesion and physical security within the rural areas as well as active political representatives was still a challenge. The concepts of rural development emphasizing the facilitation of change in rural environment to enable the poor people to invest on themselves and their communities, to contribute towards the maintenance of infrastructure key to their livelihoods. A strategy was needed to make people less poor than being comfortable in their poverty. The strategy would increase local growth for the rural people to access resources while would ensure effective participation to be undertaken to articulate priorities at the local level. A sustainable strategy would need to increase the revenue base of local government and the role of local government in coordinating the participation of people in decision making as well as mobilizing available resources. The institutionalization of rural development at local government level means that they were accountable to their constituents to serve overtime and insulate the interventions from becoming politicized. Economic growth does not benefit the poor people, therefore some strategies were needed for the disadvantaged to improve their situation. In order to ensure that the safety net was sustainable for the poor people in rural areas, the efficiency of outreach capacity of social services need to be enhanced. Government should strike a balance between focussing on taking advantage of economic potential and attending to those that were vulnerable and in need of care. The success and strength of programmes would depends on well coordination of bottom-up approach in rural local economic development that

underpinned by well thought-out local institutional basis within and outside government. The strategy would assist in delivering results very quickly and rural communities need to be empowered to undertake integration for the purpose of development planning in terms of section 21 of the Municipal Systems Act of 1998.

The Integrated Sustainable Rural Development Strategy (2000) emphasize that the majority of poor people lives in rural areas. It was clear that most rural dwellers survive with insufficient economy, and are government's welfare grants dependant. High incident of elderly people and child-headed households characterises rural communities and they lives below the poverty line. Young people were unable to further their education in order to acquire skills and knowledge because of the rural situation. This has also been confirmed at Intsika Yethu municipal area census 2011 (see subprogram 4.3.2 for further explanation). Rural development needs integration of private and public institutions to ensure services were quickly rendered to rural communities. Poor people need to be capacitated and provided with income generating programmes that would assist in economic development. The pace of developing rural areas needs to improve through roll-out of quality services and efficient as well as effective distribution of resources. Importantly the principles of accountability must be adhere to during the provision of services.

Galvin (2009:5) echoes the above sentiment and state that “service delivery would enhanced greatly when the municipality was clear about what it wants to achieve and how to get there, and where it holds service providers accountable against clearly defined performance objectives and service provision standards. Close monitoring of performance against defined and agreed objectives was essential, regardless of whether the service provider was internal or external to the municipality”.

2.2.2 Local government as a sphere for change

Section 152 (1) of the Constitution of South Africa shaped local government as the epicentre for government service delivery. The democratic elections of local government heralded a new era for the local sphere of government informed by the essential of fast-tracking service delivery in rural areas, enhancing financial performance of municipalities, broad consolidation of institutional capacity of municipalities and strengthening of human resource capacity. Mogale (2003) argue that for municipalities to meet developmental requirements and speed up service delivery to the poor, there was a need for extensive resource acquisition through funding, human resources, appropriate and adoption of key and enabling legislative measures that were vital for realising developmental local government objectives. The performance of municipalities demonstrated huge deficiencies in the fulfilment of their constitutional and legislative obligations. South Africa is regarded as a developmental state, therefore it have a responsibility to excel in public administration and intervenes in economy that promote social development. Local government constitutes an integral part of public administration that ought to excel in the provision of public services. The state capacity was important to distinguish feature of developmental state and was done through the creation of an inexpensive, efficient and effective public service, staffed by the nation's brightest and best officials functioning without constraints, and capable of being innovative in addressing the economic and social needs of the citizens. In terms of section 153 (a) of the South African Constitution, 1996 a developmental state means that a municipality plays a significant role in social and economic development of that area. Local government was the sphere of government located within the communities and well placed to respond to local needs, interests and expectations of communities such as rural areas. A core function of municipalities is the rendering of a variety of basic and essential services to the communities

within its area of jurisdiction. Services have to be provided based on the constitutional obligations (Koma, 2010: 111-113).

According to Galvin (2009:8-16) “since its transition to democracy in 1994, South Africa has embraced the challenge of remedying the injustice of apartheid by ensuring access to basic services for all. The need to scale up service delivery and ensure local level accountability resulted in local government structures being established across the length and breadth of South Africa. In the face of the huge challenges, municipalities made remarkable gains in the access of some basic services for millions who were previously deprived thereof. However, fledgling and under-capacitated municipalities (such as those with rural communities) have struggle to meet the demands whilst operating and maintaining the schemes. Even capacitated municipalities struggled to provide for the increasing demand of growing populations, influx of job seekers and refugees expanding informal settlements and to provide for the growing economy. The burning need now was to assist municipalities to address nuts and bolt issues. This has to be done through addressing the systematic dysfunction of many municipalities, which has been given top priority by the newly-elected government. Rural communities has persistently experiences conflicts around service delivery which manifested in almost daily protests, irregular cholera outbreaks and numerous localised crises of delivery relating to failed infrastructure, management and oversight. Clearly, despite significant progress around a long range of delivery goals in the post-democratic era, considerable challenges remain, including those related to people who were still unserved. Having struggled through the years of unequal apartheid, the new government embedded consultation and participation through its legislation and policies. The on-going two way communication about tariffs, billing systems, repairs and maintenance, and the rights of users was important. But effective participation means that all participants must be informed and must hear and respect the viewpoints of others, so that together they could make decisions that meet the specific needs,

within the realities and constraints of the situation. Participation is the cornerstone of accountability in which officials, politicians and users all have a responsibility to ensure the decisions were sound, workable and abided by. A new style and approach to managing services was needed and it should be a style that draws on the experiences, expertise and perspectives of stakeholders, and be driven by agreed governance values, making it possible to take into account the rights, economic realities and location of users”.

The National Framework for Local Economic Development in South Africa (2006-2011:20-23) state that “infrastructure development, service delivery, municipal financial viability and local development were not mutual exclusive concepts. Municipalities should develop strategies and management practices that take on holistic and integrated approach. Coordinated structural planning within the context of the IDP process offers the potential to link local economies and accelerate growth directly by public-private sector investment and through facilitating the strategic development of competitive advantage. To facilitate more rigorous long term planning through cooperative governance and in accordance with national spatial planning, guidelines were required. Long range planning and research should be the basis for understanding local economies, aligning economic strategies across government and build competitive to municipalities. For government to bring local economic development (LED) into operation it must partner with citizens in programmes that confer rights to pursue community goals under programme rules and with programme resources that were in advance. The programmes should mobilize the citizens and organize opportunities to engage them directly and enabling them to become major players in local economic development and service delivery as partners of government. Improving confidence in municipalities was critical in attracting investment and building loyalty to local areas. The way local areas were governed by municipalities was a key determinant of local economic development. Municipalities should focus on providing good local governance, reliable and effective

services and sound administration. The requirements for this were clearly spelt out in policy and legislation, and the local government system was evolving in practice”.

The White Paper on Local Government (1998) emphasizes the need to provide basic services in order to enhance the quality of life of citizens and increase their economic and social opportunities by promoting safety and health, facilitating access to work, education, to stimulating and recreating new productive activities. In terms of the Report on the state of Local Government in South Africa, (2009) 36 municipalities’ country-wide did not have a sanitation backlog. It was imperative to note that these backlogs do not take into account population growth, new households and limited infrastructure facilities facing numerous municipalities. The extent of service delivery challenges saddling municipalities remains daunting. The performance of municipalities should be located within the context of the unique challenges faced by weaker and more vulnerable municipalities characterized by complex rural development problems, including massive infrastructure backlogs that require extraordinary measures to address funding and delivery capacity requirements. Capacity refers to the availability of and access or tangible resources and having the knowledge to implement policies and the delivery of public services. Capacity also refers to the tangible resources such as commitment to, and leadership for the implementation of policies and delivery of public services. Few municipal managers have qualifications that relate to finance, legal, public administration, planning and development while many chief financial officers do not hold financial related qualifications. This state of affairs clearly impact on the performance of municipalities in question as these senior municipal executives were expected to provide expert views and opinions to the political structures and political office bearers operating within municipalities such as mayoral committees, the executive mayors and mayors. Kanyane (2006) also state that weak leadership in strategic management including corporate governance, shortage of skills to implement financial management, legislation,

misplacement of skills within municipalities, political considerations in appointments of senior managers without required qualifications, had tremendously weakened the performance of municipalities. The National Treasury reported in 2009 that 56 local municipalities and eight district municipalities were on financial distress list. Most of these municipalities were in the Eastern Cape. It is clear that local sphere of government currently is faced with critical challenges and problems pertaining to the effective and sustainable provision of basic services, administrative capacity and institutional performance to drive service delivery and effective implementation of government policies and programmes. The efficiency of local government should be achieved through implementation of sound and appropriate strategies (Koma, 2010:114-116).

Local government is closest to the people in rural communities. Ljeoma (2013: 389-397) argue that in terms of the Constitution of South Africa, section 151-164 stipulates the structure of local government was created with the purpose of promoting socio-economic development through the length and breadth of South Africa. Municipalities faced with challenges were failing in delivering services. Local government faced countless challenges, ranging from lack of skills that contribute to financial mismanagement, fraud, corruption, political interference, nepotism, while the level of poverty continues to increase. The increasing number of service delivery protests which had gripped urban and rural communities signifies the complete frustrations of the citizens as a consequence of lack of proper service delivery in their respective municipal councils. Municipalities have a responsibility to govern their local affairs of its communities, but subject to national and provincial legislation. In terms of the Constitution of South Africa, section 153, municipality have to structure and manage its administration and budgeting and planning processes to give priority to the basic needs of the community, and to promote economic and social development of the community as well as participating in national and provincial

programmes. This ensures that government was taken closer to the people for improved consultation and enabling that service delivery was tailor-made to suit the specific needs of the target communities. Local government has got the authority to exercise legislative and executive power in a municipal area demarcated by law of higher authority and was an independent body within the limits of the constitution and national legislation. Local government has functions and powers to provide services and social facilities to the communities in its municipal area and maintain their well-being. The developmental role of local government deals with maximizing economic and social development through improvement of rural development with service provision.

South Africa faces a challenge of dealing with its rural areas as they were neglected by apartheid government. The socio-political differences among and within provinces made it difficult for consideration of rural local government models across the country. The White Paper on Local Government (1998) was expected to respond to the confusion on rural local government system by specifying changes in the model for rural areas. Instead of bringing changes, the White Paper leaves questions open to the locality. It states that the structure should accommodate the settlement type and the approach to service delivery. Local government should be judged according to the difference it makes to the lives of people. It was clear that local government in rural areas was in flux. Councillors were not focusing their energies on consolidating the new structures, but were struggling to overcome its structural limitations so that they could do their job. Rural local government were in a vulnerable position as services were not reaching communities and until a viable structure was in place, then rural areas would be developed (Galvin, 1999:87-94).

Koma (2010:116-119) emphasizes a need for “strong, coherent and transformative political and executive leadership to steer implementation process in the right direction to achieve the organisational objectives, supported and coordinated by committed administrative support

services whose actions do not have contradictory results on service delivery. Municipal leaders should have a clear vision of what they envisage in their cities, towns and localities to develop. The effective and strategic leadership was needed to take bold and decisive actions against poor performance and lack of accountability. The political and administrative component of the municipality should have skills, competences and knowledge that benefit the imperatives of a developmental system of local government. Skills and knowledge acquisition should top the agenda of municipalities in an attempt to achieve municipal strategic vision and objectives. Provincial government especially the department of local government as well as treasuries should assume a more strategic and focused role with a view to provide support and resources to low capacity municipalities. But provincial government themselves are confronted with capacity challenges which in turn impact on their effectiveness to provide guidance to local government. Municipalities should be capacitated in various areas such as the ability to fill management posts with skilled and qualified individuals, establishment of effective municipal policies, systems and controls as required by law, implementation of continuous management reform and performance management. The ability of municipalities to put in place and enforce anti-corruption and good governance mechanisms and critical similar financial viability and adequate financial management systems were important prerequisites for effective municipal service delivery. Services to local communities need to be provided in a sustainable manner. In order to fulfil the constitutional obligations, the municipalities should ensure that institutional capacity is continuously strengthened. Systems and structures were in place and periodically reviewed with a view to adapt to changing conditions and circumstances and more fundamentally resources were allocated to effectively and efficiently deliver public services. Municipalities should explore share and apply best practices in areas such as service delivery, human resources, institutional systems and policies applicable to the local sphere of government. The

improvement of performance of municipalities requires the national government to increasingly assume a significant role to ensure that adequate financial and non-financial resources, differentiation of capacity levels of municipalities and targeted interventions were channelled and considered in order to effectively and progressively assist the local sphere of government achieve its constitutional imperatives”.

Ljeoma (2013) describes local government as the vehicle of delivering services and achieving of sustainable socio-economic development. The fact that local government has embrace development and committed to work with citizens, group and other stakeholders to find sustainable ways of meeting their socio-economic needs and improve the quality of lives. This means that local government have to adopt strategies and programmes that could promote socio-economic development in rural communities. Those methods could create employment opportunities for local inhabitants and reduce unemployment as well as boosting the morale of citizens through rural communities’ participation. Rural communities have huge backlogs of service delivery which were inhibiting the advancement of socio-economic development and the improvement of the quality of lives for the citizens. Local government could attain service delivery through a paradigm shift to embrace the new sustainable development-oriented concept in local government development. Community members need to make demands on their municipality if they feel that they were neglected when it comes to rural development. Through service delivery and regulation, local government could exercise a great influence over the economic and social well-being of local communities. The provision of basic household infrastructure should be central to local government’s contribution on economic and social development especial in rural communities. Changes to the existing procedures such as affirmative procurement policies, linking municipal contracts to social responsibilities, speeding up approval procedures or proactive identification and releasing land for development could have significant impact with less or no additional cost.

New policies and programmes aimed at poverty alleviation and enhancement of job creations can be initiated. Local government could assist with the provision of support services such as capacity building to small businesses and community development programmes or organisations. Social development could be promoted through functions such as arts and culture, the provision of recreational and community facilities as well as the delivery aspects of social welfare services. The marginalized and disadvantaged groups could be empowered through social development. Municipalities need to be able to provide accessible environment for the people living with disability in order to facilitate their independence. This would make great strides in improving the pace of rural development through addressing and redressing the disparities of service delivery at local government level (Ljeoma, 2013:398-402).

According to Van der Westhuizen and Dollery (2009:164-165) the intentions of having “local municipalities was to share responsibilities for local government in their given areas to ensure that all communities, particularly the historical disadvantage communities have equal access to resources and services. Local municipalities cover both relatively affluent and relatively poor concentrations of people, consequent upon the apartheid legacy, this facilitates cross-subsidisation, enabling local municipalities without adequate administrative, financial and technical capacity to provide basic services to the disadvantaged communities. On-going local government has led to increasing attempts to measure the effects of reform programs. Several features of local government service delivery have made it difficult to develop accurate measures of productive efficiency especially for benchmarking and comparative performance measurement”.

South African local government need competent and skilled employees, especial at management levels in order to understand strategic issues and make sound decisions for development of rural communities. As Mafunisa (2001:324-334) state that municipal managers were responsible for setting an example, not only in terms of methods and use of

resources, but for sound judgement and respect for social values. Internal and external controls need to be in place in municipalities. The transfer of responsibility to different municipalities must be undertaken within a framework of national norms and standards that would ensure that the municipal service remains unified. These norms and standards include loyalty to an occupation and municipal objectives as well as functions and not to party politics and private. Coetzee (1992) describe leadership as the ability to persuade others to seek the defined objectives enthusiastically. The municipal manager as a leader must have moral attributes such as sound judgement, endurance and tactfulness. Sound judgement implies that municipal manager must have the ability to muster all influences, macro and micro, all the varied restraints and checks on leadership and to come to rational conclusion.

Galvin (2009:19-25) mentioned that “many municipalities lack a revenue base that enables them to recover costs as the sole and sometimes even the primary means of financing services. Poor people’s ability to pay for services in a sustainable manner was severely limited. The focus of municipalities was on providing the RDP-standard of services. Municipalities either provide services at this level or lack motivation for moving past this or they provide infrastructure in areas where they could most easily achieve this level of service. Leaving areas where the challenge of provision was more acute and costly. They operate within complex financial and socio-political parameters influenced by national and local dynamics. Although different circumstances clearly dictate the level of service to be installed, there was a tendency not to move certain areas or households past this level. Municipalities were aware that rural areas need a decent service level to be provided in a sustainable way, but little progress has been made. Short-term fixes usually result in higher costs and ever end up proceeding fully since other unexpected problems arise. It was important that any decision requiring institutional change or reform be based on the evidence of realities on the ground. When municipalities were well resourced and capacitated they were able to deliver services

effectively. Many municipalities were dysfunctional which results in weak problem-solving and an inability to fulfil their competencies”.

In the Eastern Cape Province municipalities faced the challenge of managing and ensuring environmental sustainable urban and rural systems. The White Paper on Local Government (1998) listed several challenges that faced municipalities and that need to be prioritized to ensure fast-tracking of services especial to rural communities for development. In terms of the entire challenges listed on the White Paper on Local Government, most municipalities experienced common challenges, some were more deep-rooted into some municipalities as compared to others. However those challenges should not be used as excuses for the non-delivery of services to the people. As an urgent call to fast-track the pace of development through service delivery, municipalities need to find sustainable ways to meet the needs of their communities and improve the quality of their lives. Section 139 (1) of the Constitution of South Africa required the provincial government to intervene by taking appropriate steps to ensure fulfilment of obligations when municipality fails to execute their executive obligations in terms of the legislation. Of all the municipalities in South Africa, Eastern Cape Province was at the top in having the largest number of ailing municipalities. This contributed to the mismanagement that characterises most municipalities in the province. The financial viability has crippled the ability of the public sector in this region to be able to attract and retain competent civil servants because most well qualified human capital was lost to bigger and reach provinces (Ljeoma 2013:410-413).

2.2.3 Rural Societies' Participation in public administration

Public participation and engagement was vital in governance and administration of local government. As Ljeoma (2013:406-407) argues the public have a role to play in ensuring

accountability. Public servants have a responsibility to provide explanations that justify positive or negative results achieved in performing of services to the communities. Participation was the process that allows participants to take initiatives and action inspired by their opinions and consideration over which they can exercise effective control. Public participation and engagement could be illustrated as involvement of all the people in extensive range of administrative policy making activities, which include the purpose of service levels, budget priorities and acceptance of physical construction projects in order to direct government programmes towards community needs, building public support and encouraging a sense of cohesiveness within society. Public participation was essential in order to promote good governance and promote a sustain democracy. If participation was extensive, it would keep the people accountable to those they serve and could prevent politicians from establishing policies damaging to the general welfare of the society. Public participation was vital to ensure that the voices of all people, either rich or poor were heard and their needs were considered. Mzimakwe (2010) described participation as a complex and on-going process through which people were unable to exercise varying degrees of influence over governance and development issues as well as activities that affect lives of the people.

Participation of citizens at any government level was timeless. The dynamics and relationship of the people's participation in all government levels were unique because of many problems and solutions that have their roots in public administration. The extension of democracy to all societies' spheres and all administrative hierarchy levels has been a central theme of democratic society. It has been government's notion of bringing governance to the people and strengthening civil society while mobilising the population to implement the programmes of reconstruction and development necessary to transform the civil society. Citizens' participation need to be improved in order to achieve rural development. Democracy rests on the understanding between citizens and government and its administration. The activities of

the authorities should be observed and ensure that individuals were able to participate in government in a constructive manner. If participation was neglected the abuse of power may easily take place. The greatest possibility of public participation in public policy and decision making requires acceptance of ethical principle that each citizen of the country has a democratic right to participate in decision making in all the areas that directly influence on the individuals life. The responsibility of public administration was to make citizens aware of their role in public participation through support and mentorship. There was an increasing need for citizens to work along with local government to ensure successful governance (Fourie, 2001:216-231).

According to Ljeoma (2013:420-421) “the white paper suggest ways in which municipalities could engage citizens and community groups in the affairs of municipal governance in their capacities as voters, citizens affected by municipal policy, consumers and end-users of municipal services, and partners in resource mobilisation for the development of municipal area. These strategies include ward committees, budget consultations and integrated development planning forums. In terms of Ljeoma the white paper specifies a number of implications for organisational change such as the opportunity for local government system to build on what was positive in the past while addressing its weaknesses; local government must be more developmental in its outlook, and must not only deliver services and regulate activities, but also spearhead socio-economic development. Local government have to realise its status as a sphere rather than a level of government, therefore municipalities need to prove that they were viable institution. Financial management have to consider non-traditional methods of operation, especially the involvement of the private sector and communities financing services. The need exists to develop a democratic government system based on accountability, responsiveness and sound management. Local government, though autonomous, cannot work in isolation from other national and provincial legal frameworks. It

was necessary to draw in elements of the civil society in the development of the local government system. Local government have to function as the delivery point of most governmental programmes formulated on national and provincial spheres of government”.

Public participation was about growing recognition of the need to involve stakeholders in development interventions. Ambert (2000) and Theron and Ceaser (2008) view public participation as corresponding to different visions of development and participation. In terms of the one that sees development as process that the public remain the recipients of resources allocated in a top-down approach while in terms of participation, the public are enabled to determine and control the allocated development resources, not merely influence its direction. Mogale (2003) believes that development planners and practitioners have undermined the need for decentralisation and participation of the public in their own development, therefore in that the conception and operationalization of public participation have not been matched by practical methods and sound theoretical underpinnings. Public participation need to be understood against a larger, holistic point of departure which includes issues such as the practical implications for the difference between the concepts of government and governance, local government, poverty reduction and the relationship between stakeholders. The frustration on the delivery side of public participation provoke sceptical response as for example, the lack of resources force and involvement in decision making regarding rural development results to the people viewing government as failing them. The society’s participation was important for human growth, pride, initiative, responsibility, self-confidence and cooperation. Without such development within the people, all the efforts of developing their rural communities would be difficult, if not impossible. This was a process whereby people learn to take charge of their own lives and solve their own problems, as the essence of development (Davids, Theron and Maphunye, 2009:112-121).

2.2.4. Rural Developmental and Poverty Reduction

Rural development and poverty reduction goes hand in hand because in order to ensure sustainability in rural communities, the level of poverty need to be reduced. People need to enjoy their democratic government and governance through effective and efficient distribution of resources. The Comprehensive Rural Development Programme Framework (2009:4-15) state that “rural development was about enabling rural people to take control of their destiny, by dealing effectively with rural poverty through the use and management of natural resources. Rural development has been described as the process that rural people learn over time, through their own experiences and initiatives and how to adapt their knowledge to the changing world. In order to improve the situation and reduce poverty level, rural communities, especially women and youth need to be empowered through facilitating and mediating strong organisational and institutional capabilities as well as the abilities to take full charge of their collective destiny. The South African Constitution (Act 108 of 1996) protects human rights, enshrines democratic principles such as equality and freedom and guarantees all citizens the right to access to basic needs goods and services such as health care, water, food and social security as well as the right to access land on an equitable basis, subject to the state’s capacity to realise these rights. The Constitution regards rural development as a concurrent national and provincial competence. In terms of section 227(1) of the Constitution, local government was entitled to the share of income which was raised by national government. Equitable development rural areas were about using the principle of fairness to create healthy, vibrant and sustainable communities of opportunity. Equitable outcomes could be achieved when targeted strategies were put in place to ensure that rural communities participate in and benefit from decisions that shape their communities and regions. Rural development could be achieved through self-help initiatives as well as through coordination and integrated broad-based entire rural transformation, through strategic

investment in economic and social infrastructure that benefits entire rural communities and those involve. Backlogs infrastructure deliveries were very high and were particularly severe in rural areas that still receive less attention despite efforts to self-finance their infrastructure in the past”.

In terms of the White Paper on the Transformation of Public Services, the transformed public service should be judged on its effectiveness in delivering services that meet the basic needs of the citizens. Public services were not a privilege in a civilised and democratic society as there were legitimate expectations. That’s why meeting the basic needs of the rural people were introduced as one of the key programmes of Reconstruction and Development Programme (RDP). The South African Constitution emphasizes the need for public administration to adhere to a number of principles such as provision of fairly, equitable and without bias; it emphasizes the maintenance and promotion of high standard of professional ethics; the need to respond to the needs of people; that the public should be encouraged to participate in policy-making; resources be used effectively, efficiently and economically; and accountability, development-oriented and transparent must be available and implemented in order to ensure sustainability in rural development process. To improve rural development through service delivery, a shift away from inward-looking, bureaucratic systems, processes and attitudes as well as search for new ways of working which put the needs. It also means a better, faster and more responsive to the citizens’ needs. It means a complete change in the way that services were delivered. Improving pace of service delivery means redressing the imbalances of the past while maintaining continuity of services to all levels of society, focusing on meeting the needs of the people especial those living below the poverty line such as rural dwellers, disabled people, and women living in rural areas. The introduction of service delivery improvement programme could not be achieved in isolation with fundamental management changes from public sector. Improving services was about

effective administrative activities and it was a dynamic process out of which completely new relationships have to be developed between the public service and clients. Public service managers need new management tools to implement sustainable rural development. The public service were currently characterised by inequitable distribution of services in rural areas, lack of access to services, lack of openness and transparency as well as consultation on the required standard, lack of responsive and insensitive towards the citizens' complaint and discourteous staff (Draft White Paper on Transforming Public Service Delivery, 1997:1-3).

International Fund for Agricultural Development, describe the situation in rural communities as rising the rates of unemployment and poverty that was coupled with a unique risk factors caused by rural life which has been created by the need for human services. The current rural economic and social conditions have been increased by isolation, scarcity of services, extreme weather conditions and behavioural problems such as substance abuse, gender-based violence, which led to higher need for safety net programs and human services such as employment training, direct financial assistance and food support. In order to reduce the issue of poverty through development, clear criteria for assessing service delivery and governance results as well as livelihood outcomes of the poor to which they contribute, need to be established. The process which these criteria were developed was critical, therefore it should draw on the aspirations of poor people themselves and recognized their well-being standards, the satisfaction of basic needs and recognition of human rights. The livelihoods of the people cannot be understood if poor people were not involved in the process of analysing and bringing development. This was important when it comes to identifying avenues for change to make institutional structures and processes more supportive of poor people (www.ifad.org) [Online].

According to the Draft White Paper on Transforming Public Service Delivery (1997:4-13) “improving service delivery in rural areas was a matter of urgency, and there was a need to

tackle both internal management and service delivery reform simultaneously. An approach that puts pressure on system procedures, attitudes and behaviour within the public sector and reorients them in customer favour as well as to puts people first was needed to achieve rural transformation. Knowing what the people want and providing it quicker, better and cheaper than other competitors was essential to development success. It was not only the rural people that would like to see improvement in service delivery as many dedicated public servants were also frustrated by systems and procedures which often were barriers to good service rather than a support for it. It was essential that energy and skills of public servants were harnessed to tackle inefficient out-dated and bureaucratic practices to simplify complex procedures as well as to identify new and better ways of delivering services. It was important that efforts of staff that performs well in providing customer services should be recognized and appropriately rewarded”.

It was not enough to note that rural people live in different kinds of rural environment. The constraints and opportunities were markedly different and require different strategies. It may be helpful to distinguish between peri-urban zones the standard countryside and remote rural areas. Rural circumstances were changing; development thinking was changing; and rural development policy needs to keep up to date. Different government organisation and donor agencies have different perspectives and pursue different combinations of rural development policies. If aid for rural development was to be re-established on a growth path, it would be within the wider aid context, dominated by ideas about comprehensive rural development. Rural poor people face new risks due to increasing disasters and rapid economic changes. External support for risk mitigation and coping strategies was generally insufficient. Public and private roles in supporting insurance and risk-coping should be strengthened, which in turn depends on the fiscal burden that should be addressed. Many recommended measures for rural development cannot be effective without capacity building and institutional support. In

some areas, decentralisation should be promoted to reinforce positive trends for increased accountability. In some areas governance was dysfunctional or crippled by corrupt activities, therefore effective solutions should be introduced to ensure improvement of the pace of rural development. Rural development strategies should take account of the urban links and context (Maxwell, Urey and Ashley, 2001:5-9).

Roux (2002:435) state that “South Africa is characterised by extensive political constitutional reform and changes with concomitant policy changes. In this day and age, transformation and change do not take place in isolation and government is obliged to constantly measure its policies and programmes against international or global best practices and requirements. Demands placed on political office bearers and public officials is exceptionally high, and would be a better understanding of the process of policy formulation and the necessity for rational analysis or assessment of such policies should be of paramount importance. An understanding of the policy process and the roles and responsibilities of the policy analyst could further contribute to the generation of feasible, realistic and affordable policy options, which could be implemented to the benefit of the public as well as implemented to the benefit of the country”.

2.3 Chapter Summary

Service delivery was a fundamental requirement for local government to improve the pace of rural development. The chapter began with the explanation and analysis of rural development process at local government level. The chapter analysis the issue of distribution of services to rural communities while also consider effectiveness and efficiency when compared to the urban areas.

Local government as the sphere close to the people has been explained as having a major role to play in socio-economic development of rural communities. The issue of poor governance has been identified as one of the contributing factors that negatively impacts in ascending service delivery due to the lack of accountability, poor citizen's participation and lack of knowledge as well as skilled people to manage public resources at local municipal levels directed for rural communities. For development to be effective, public participation and consultation should be emphasized and monitored.

The next chapter covered the descriptive background and context of Intsika Yethu municipal area. It has critically looked at rural development progress while also briefly analyse socio-economic nature, leadership or governance and population dwelling of rural areas.



CHAPTER 3: DESCRIPTIVE BACKGROUND AND CONTEXT

3.1 Introduction

The chapter looked at the brief descriptive background and context of Intsika Yethu Local Municipality. The chapter describe the population nature, the socio-economic situation, the implementation of rural development and the issue of poverty and unemployment in sustaining rural population at Intsika Yethu Local Municipality. Through this organization, the chapter critically analysed the progress of this municipality in ensuring development of rural communities through the pace of service provision in the democratic era of South Africa. It ends with brief chapter summary.

3.2 Background and profile of Intsika Yethu Municipal Area

Intsika Yethu local municipality is in Eastern Cape Province, South Africa. Intsika Yethu is one of the eight local municipalities under Chris Hani District Municipality. This local municipality is situated 80 kilometres outside Queenstown where the district municipal offices are located. The municipality has two small towns called Tsomo and Cofimvaba (where the local office is located). In terms of these small towns, Cofimvaba is a better developed town compared to Tsomo which looks very poor and lack with public and private services to minimized distance for people resources.

Intsika Yethu local municipality consists of rural areas that surrounded the small towns and few urban areas in town with semi-urban houses. The majority of the population of this municipality resides in rural areas with some have to travel around 50 kilometres to reach the municipal offices and other services such as banks, quality stores and better government services such as hospital as well as travelling transport to the major cities. The majority of

educated people from this municipality are working in other provinces such as Western Cape, Gauteng, KwaZulu Natal, Free State and Mpumalanga because of development challenges which enforced them to leave their native lands.

3.3 Context and Development issues at Intsika Yethu Municipal Area

3.3.1 Household and Population nature

Intsika Yethu local municipality consist of the majority of black Africans with Xhosa as the major language. The majority lives in tribal rural communities and these areas are nucleated with few RDP (Reconstruction and Development Programme) houses built in only those communities living closer to town.



Census 2011, revealed that Intsika Yethu Local Municipality has a population of 145 372 and most people were black Africans (99, 4%) while other groups were making 0, 6 %. In terms of gender, the majority of the population dwellers are females with 52, 7 % and males with 47, 3 %. Census 2011 also shows that people from the age of twenty and older that have completed primary education were 8,1% while those have some secondary education were 33,3 % and those completed matric were 10, 1 per cent as well as those with higher education were 5,1%. Urban areas only consist of 9, 6 percent while tribal/traditional rural settlement type makes 90, 4 percent (www.statssa.gov.za) [Online]. This shows that the majority of people living in this municipality are blacks while other groups are very few. With the number of population, few people completed higher education to obtain skills and knowledge for employment opportunity which was to contribute a lot in socio-economic development of this local municipality. Many young people in at rural communities of local municipality

have drop out of school, some without completing matric. It has not been clear whether they were forced by developmental challenges of rural communities or lack of motivation and encouragement in ensuring they have vision about their communities for future.

According to Census 2011, Intsika Yethu local municipality has 40 448 households with the average household size of 3, 5 person per household (www.statssa.gov.za) [Online]. This shows that the number of people per household at this municipality were not much. Based on observation during data collection, the local municipality has been unable to deliver government subsidized houses. In comparing with other local municipalities in the same district municipality (Chris Hani District Municipality), houses has been delivered to some rural communities while at Intsika Yethu there has been no progress even in twenty years of democracy. Rural communities that are far to town seems not getting much attention when it comes to rural development. Whereas the number of population was not much and the number of person per household seems less in terms of Census 2011 statistics, but some families share single and poor house. If this local municipality was concerned about development of rural communities, Intsika Yethu as it's one of the small local municipalities should not be a problem in ensuring development.

Padayachee (2006:257) state that “municipalities were constitutionally declared to be co-equal generators of development with the central government and this indicate that they have a critical role to play in the provision of urgently delivery imperatives. This democratic rule has been running slowly (in some local municipalities such as Intsika Yethu) with the unused provincial budget building a further pressure for effective action. This has been a major negative challenge in development of rural areas as basic service provision and management of development projects on the ground has been either ineffective or very slowly”.

Improving housing issue at Intsika Yethu remains as one of the major challenged that hinder rural and urban development because even the houses for poor people in town were not the government subsidy. They were built in mud and the situation was reported as very difficult during rainy days. Some houses were in poor condition and could fall, therefore this poses serious risk to the poor people as this indicates that in this local municipality not only rural communities suffered with poor development when it comes to housing and sustaining the population through improving provision of services. The worst part was of the district municipality ensuring Queenstown (where district municipal offices are) get better services while Intsika Yethu does not show much progress in improving the pace of developing rural communities. With the number of dwellers in this municipality opted to migrate to other provinces due to poor development of rural communities, this put much pressure to government to improve governance in local municipalities such as Intsika Yethu. For example, in the town of Cofimvaba people with better income resides in middle class house while those without or less income resides in poor conditions. Inequality in this municipality has been contributed by the lack of speeding-up the provision of services people were entitled to receive same as the urban areas.

According to Census 2011, 49, 9 percent of households have access to pipe water inside dwelling/institution and 23, 2 per cent have water in their yard. Only 2, 6 per cent of the households do not have access to piped water (www.statssa.gov.za) [Online].

In analysing the situation of households in rural communities of Intsika Yethu local municipality, whereas it was not clear how this percentage was reach but the current situation does not say that. Even the rural dwellers as well as some communities close to town attested

on this matter as no truth. The majority of people (especial women) still fetch water from the rivers. Even the communities with water pipes like taps, most were not in the yards as the whole community you found them sharing one tap for water. People have to queue for water and still walk longer distances carrying buckets with water in their heads. Only families with water tanks survive this unfair treatment by local municipality whereas during dry seasons everyone in rural communities has been forced to share water with animals due to lack of water pipes in rural communities. The rural dwellers did claim that there was no truth in the finding reported by Census 2011 that only 2, 6 per cent of households without access to pipe water. In the past three years, in few rural communities the local municipality attempted to install water pipes but projects were rendering the service failed to finish. This shows that the municipality implementation effective monitoring and evaluation because the projects never reached some deep rural communities in their attempts to install the pipes. Much still need to be improved in household implementation of services at Intsika Yethu local municipality as well as ensuring improvement of the population situation through fast-tracking service provision for rural development.

The current improvement that has been recognised at Intsika Yethu was the installation of electricity. Almost all households in rural communities access electricity for lighting. Even the toilets as part of sanitation has been built whereas there was still a room for improvement as some communities were still waited to receive the service. The majority of rural communities received toilets from the local municipality. As Census 2011 also confirm the improvement in electricity for lighting that “64, 3 per cent households have” it (www.statssa.gov.za) [Online].

3.3.2 Poverty and Unemployment

Eastern Cape has been described as one of the provinces with the high rate of poverty and unemployment. The high rate of unemployment and poverty has been experienced by the people residing in rural communities. Some people have given up on getting employment due to the lack of employment opportunities. Even the people that have been recently retrenched in mines, the majority were from Eastern Cape and that forced them to reside in rural communities without hope of meeting the basic needs of their families. With the education level of people at Intsika Yethu local municipality, the lack of skills and educational knowledge contributed to the increase in rate of unemployment which also contributes to poverty. Majority of families in rural communities of Intsika Yethu survive through government grants but has not been enough to meet the basic needs of the families especial if we could consider the increase in petrol price which affects food price and transportation.

Census 2011 statistics revealed that at Intsika Yethu local municipality there were 10 740 employed people. The unemployed people were estimated at 46, 6 percent and this percentage does not include the 8 159 people that have been discouraged and has given up on seeing employment. The employed youth was reported as 4 274 while the unemployed youth was estimated at 56, 4 percent and this does not include the 4 550 youth that has been discouraged and given up on seeking employment (www.statssa.gov.za) [Online]. This shows that many people that were unemployed at this municipality and with the population of 145 372, some were older people such as women who does not have any formal employment as were house wives. Where a rate of unemployment has been high with a number of youth lost hope in being employed this shows that development of that municipality is in critical situation, therefore programmes and projects to mitigate on the situation need integration of government and private sectors especial to ensure sustainability in rural communities.

In describing the issue of unemployment and poverty, Borhat and Kanbur (2006:366) argue that “the social partners such as government, business and labour have committed themselves to halving unemployment as emphasized in Millennium Development Goals (MDGs). The target year for meeting these goals was 2015, and one of the targets in terms of MDGs was to half poverty through economic development, comprehensive social security and improves household and community assets”.

Poverty has been described as a multidimensional phenomenon that need effective measures to address and it also requires conceptualising not only the lack of income or shortfall in expenditure to achieve a certain minimally living standard, but a lack of capabilities that individuals require to live valuable and meaningful lives in their communities. The effective measures should be those geared at reducing human poverty in order to create a society with the people that are psychologically and physically well while be able to live without the fear of social exclusion. A society that is predicated on access to food and other basic amenities, access to essential services as well as to care and protection from abuse. The society should have access to income and assets, to information, knowledge and development of skills and be able to participate in decision making, which could be treated as means to end or reduce poverty and unemployment. Poverty has particularly widespread in rural areas whereas there have been some progress made in the fight against it since the democratic government come into power, but it has been clear that poverty remains a persistent problem in rural areas of Intsika Yethu local municipality. The high levels of unemployment and underemployment limits the people’s ability to acquire an adequate income. The economy in rural areas has been heavily dependent on agriculture, which provides employment for 80% of the labour force. The lack of comprehensive social security system to protect incomes represents

another treat of being vulnerable and reduces the effectiveness of efforts to reduce poverty. Whereas there have been some efforts to fight poverty and deprivation continue, but the poor linkages between macro-economic achievements and poverty reductions has remained as a challenge that limits the faster progress. There has been modest progress achieved in enhancing accountability and governance. In terms of good governance to ensure effective poverty reduction initiatives, must still need to be done especial in rural areas. Good governance has been recognized as having a direct bearing on the effectiveness of efforts undertaken in poverty and unemployment reduction. Efforts to improve governance has been geared towards improving the legal and judicial system, enhancing service delivery and the efficiency of public expenditure management system, controlling of corruption, and facilitating the role of local government in economic development through local government reforms, as well as through various initiatives to encourage the role of civil society in policy making process. Improvement needs the linking of budget and poverty reduction strategy with monitoring system, especial with defining and establishing indicators as well in ensuring the quality of data (Kessy and Tostensen, 2008:11-30).

3.3.3 Socio-economic situation

Intsika Yethu local municipality consist of rural areas. The majority of people in this municipality reside in rural communities. With the nature of the environment of rural communities, the municipality has been unable to collect much revenue. If it can be compared to Queenstown where the majority of households were middle and upper class (urban area), the revenue collection of Intsika Yethu has been regarded as much less and this affects the municipality in economic development. Much of the people resides in rural communities are poor with less income to afford payment of revenues. With rural areas not receiving all the municipal services such as collection of dirty and water not rented as

compared to the cities, this affect socio-economic development. Whereas one of the towns (Cofimvaba) under Intsika Yethu local municipality has been developing slowly with the number of private services such as shops has increased, but the economic development has been a challenge. The local municipality has not been generating a lot of funds with the available services due to the underdevelopment of the town and surrounding areas which are rural communities. Whereas local government have to integrate with private sectors and other government spheres, they have a responsibility to ensure economic and social development of the local municipalities (such as Intsika Yethu) for sustainable development which also includes rural communities.

Local government has undergone transformation with the aim of redistribution of services and efficient use of scare resources to promote accountability and development. They have to move away from service delivery on a limited basis and focused on broader socio-economic development and service delivery to wider range of communities in rural areas where many people lives poverty and unemployment. To ensure development of rural communities at local municipalities such as Intsika Yethu, there should be a shift from basic service function to decentralization. Decentralized governance could be effective means of achieving the improvement of service distribution while increasing rural people's participation in decisions affecting their lives and enhanced the responsiveness of government. Decentralization has been described as the transfer of responsibility for decision making, planning, resource allocation, management from any government level to its administrative unit or other levels of government such as functional authorities' or semi-autonomous public units. The purpose of decentralizing was to promote developmental local governance, therefore local municipality should be fully responsible for development of rural areas whereas it has been understandable that some services depend to the provincial level. In terms of Integrated

Sustainable Development (2000), successful rural development need to be implemented in a decentralized and participatory way that would be able to respond to the priorities and opportunities observed at local government level (Hemson, Meyer and Maphunye, 2004:43).

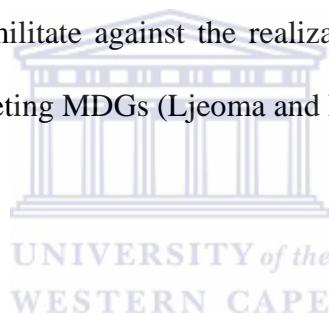
With the slow pace that local government provide services and resources to the rural communities, this affect socio-economic development. When democracy was well received in 1994, the rural people expected to be treated equal with urban areas. They expected economic development that was to be boosted by effective and efficient service delivery through reducing poverty and demolishing of apartheid laws that were influencing inequality. People in rural communities of Intsika Yethu were expecting to develop their economy through local government support with resources to implement programmes such as agriculture for ploughing and farming, improvement of rural shops in order to minimize the distance when they need basic needs. The expected to get better roads, close welfare services, high educational facilities for the future of the youth and crime prevention services to protect vulnerable groups that were discriminated such as women and children. Policies has been established in South Africa which enforce the acceleration of the pace that service were supposed to be rendered to all the civil society, but it seems rural communities has always been either neglected or put behind. Local government does not facilitate quality delivery of services and distribution of resources on time especial at local municipality of Intsika Yethu. With the period on democracy reaching twenty year, it could be agreed that there have been improvement compared to the apartheid era when it comes to development but the gap between rural communities and urban dwellers still too large to ensure equal socio-economic development. The rights of rural people seem not much respected compared to the cities whereas development of rural social and economic situation could improve the economic and human development of all the citizens.

According to Population Policy for South Africa (1998:1) states that there have been some obstacles that contribute “to redressing inequalities and improving the quality of life in rural communities. The Population Policy emphasizes the need to resolve the obstacles through comprehensive and multi-sectoral support at government spheres. The rural community trends need to be redressed with immediately effect through sustainable socio-economic and environmental development. For example, the Reconstruction and Development Programme (RDP) central objective was to improve the quality of life for all South Africans. The major focus of the programme was on meeting the basic needs, developing human resources, democratising the state and society as well as building the economy. Even the Growth, Employment and Redistribution (GEAR) strategy, the focus was on overall Macro-economic environment. The objective was to accelerate economic growth while focusing on the challenges of meeting the basic needs of people including the rural communities such as those at Intsika Yethu local municipality. It was to increase participation in democratic institutions of civil society and implement the RDP in all facets. The Bill of Rights in the Constitution of the Republic of South Africa also emphasizes the addresses of social and human development which affect the quality of life of people. It also specifies the rights of people to live in a protected environment for the benefit of present and future generation through measures that secure ecologically sustainable development and use of natural resources while promoting justifiable economic and social development”.

The Eastern Cape Province has been characterised by diverse, uncoordinated and inefficient spatial development in response to dispersed resources and an access to perceived economic opportunities. In order to prevent the continuation of these current patterns and fragmentation of limited resources, the need to foster spatial development in such a way that resources should be invested optimally and rural areas should be promoted in a sustainable manner.

Economic development investment should be created to enable an environment for private sector investment and social spin-off benefits, employment and improvement to the quality of life. Development interventions (in rural areas such as at Intsika Yethu local municipality) need to concentrate on meeting the basic needs for access to a minimum level of services while also requiring concentrated efforts to realise economic development potential (Province of the Eastern Cape Spatial Development Plan, 2003:1-22).

With the Millennium Development Goals (MDGs) not likely to be achieved in spite of the high hope and optimism, the prevailing socio-economic condition has been a far cry as high incidence of unemployment, poverty and sustainable development becoming scary in rural areas. The real challenges that militate against the realization of the MDGs were the poor coordination of programmes targeting MDGs (Ljeoma and Nwaodu, 2013:165-179).



3.4 Chapter Summary

The chapter covered the background and profile of Intsika Yethu local municipality. A brief description about towns falls under this municipality and the kind of environment the majority of people resides has been explained.

The chapter further looked at the context and development whereby issues such as household and population nature; poverty and unemployment; and socio-economic development has been critically analysed. In analysing these issues, some theoretical perspectives has been consulted to support this analysis and with the intentions of demonstrating developmental concerns on the pace rural development has known and approached.

The next chapter explains the methodology that was used to collect data in order to analyse the pace rural development at municipal level.

CHAPTER 4: RESEARCH METHODOLOGY

4.1 Introduction

This chapter introduces and clarify appropriateness of the qualitative method to answer the research question that has been put forward. This chapter also describe and discusses the data collection process, analysis, sampling method, validity and reliability. It ends by highlighting ethical consideration, self-reflexivity and limitations of the study.

4.2 Research Design

Creswell (1998) in de Vos et al., (2005:268-269) describe design in qualitative perspective as the “entire process of research from conceptualizing a problem, to writing the narrative”. It is an approach that helps the researcher to choose a strategy that is suitable for the whole research project around the selected design. As Babbie (2001) in de Vos et al., (2005:268) when he talks about design, referred to it as “paradigm or an approach a researcher makes in planning the study”.

Crotty (1998) in Conrad and Serlin (2011:148) illustrates four key features that a researcher should contemplate in research design, these are the “epistemology that informs the research; the philosophical stance underlying the methodology in question; the methodology itself; and the techniques and procedures used in the research design to collect data”. This shows that the researcher should have clear understanding of the approach using when selecting a research design.

Research design is an essential part of the research process. Design assist to plan how the information will be collected. Sarantakos (2013:129) also emphasizes the necessity of technical constructing instead of focusing, the degree of engagement and emancipation as

well as the purpose especial in the process and results. Research design helps to introduce a systematic approach for research operation and this also guarantees that the aspects of the study will be addressed and executed in the right sequence.

4.2.1 Qualitative Approach

A qualitative approach was used to analyse the pace of rural development at local municipalities. It was contemplated as relevant because of its flexibility which “involves an interpretive and naturalistic approach to the world. This means that qualitative researchers study things in their natural settings, attempting to make sense of, or interpret phenomena in terms of the meanings people bring to them” (Sarantakos, 2013:37). Creswell (1998) also mentioned that qualitative researchers approach their studies with a certain paradigm that guides their inquiries. Babbie (2004) state that each paradigm offers a different way of looking in human life, therefore each makes certain assumptions about the nature of social reality. Each paradigm opens new understanding and inspires different kinds of research (de Vos et al., 2005:262).

Qualitative research was important in investigating social issues as it was not limiting the researcher and participants to express their opinions on the research question. It demonstrate the understanding and intellectual ability of the researcher in reading the problem and be able to construct reality.

Qualitative method was diverse and was evident in the variety of paradigms that were associated with the research strategy. It also contains epistemological and ontological principles. Qualitative researchers based the explanation and understanding of people’s lives not on science only, but in common sense, which make it possible to understand the

meanings people use to make sense of their lives. Knowledge was not derived through sense experiences only, but to the understanding of meanings and interpretations (Sarantakos, 2013:42). This means that this method allows the researcher to get the opinions of people about their lives and experience when they were subject of research.

4.2.2 Case Study

A case study was used to analyse the pace rural development services has been provided since the inception of democratic era in South Africa. To justify the use of this approach was based on Creswell (1998) in de Vos et al., (2005:272) which regards case study as an exploration or in-depth analysis of a bounded system or single or multiple case over a period of time.

According to Cohen, Manion and Morris (2011:289-296) “a case study was a specific instance that was frequently designed to illustrate a more general principle. A case study provides a unique example of real people in real situations and it enables the researcher to understand ideas more clear than simply by presenting them with principles. Case study helps to portray, analyse and interpret the uniqueness of the real individuals and situations through accessible accounts. It was used to catch the complexity and situations of behaviour and to contribute to action as well as intervention while also present and represent reality in order to give sense. A case study requires in-depth data, a researcher’s ability to gather data that address fitness for purpose, and a researcher’s skills in probing beneath the surface of phenomena. The researcher needs to be an effective questioner, listener, probe, able to make informed inferences”.

Yin (1991) in his description of case study, referred as an empirical inquiry that investigates a contemporary phenomenon within the real life context when the boundaries between phenomenon and context were not clearly evident as well as in multiple sources of evidence that were used (Sarantakos, 2013:222).

4.2.3 Sampling Strategy

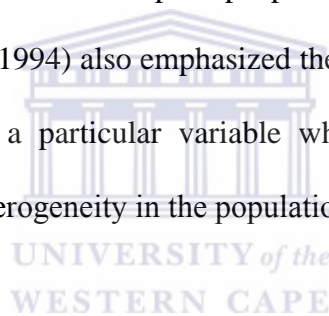
In describing the important of sampling, according to Cohen, Manion and Morrison (2011:143-144) “the quality of a piece of research not only stands or falls by the appropriateness of methodology and instrumentation but also by the sampling strategy that has been adopted. Questions of sampling arise directly out of the issue of defining the population on which the research would focus. Factors such as expense, time and accessibility frequently prevent researchers from gaining information from the whole population. The correct sample size depends on the purpose of the study, the nature of population under scrutiny, the level of accuracy required, and the anticipated response rate as well as the type of research”.

This means that in order to avoid spending much time to the whole population, sampling was important and for example in this research, voluntary sampling was conducted at rural areas and at municipal offices to participate in data collection. The participants were in management positions.

Sampling enables the researcher to study a relatively small part of the targeted communities, and obtain data that were representative of the whole communities (Sarantakos, 2013:167).

Simple random sampling strategy was used to ensure all the community members were represented and given equal opportunity to participate in the study. The targeted people were those living in communities that were too far in town and hardly receive local municipal services.

According to Cohen, Manion and Morrison (2011:153) in simple random sampling “each member of the communities under study has an equal chance of being selected and the probability of a member of the community being selected was unaffected by the selection of other members of the communities. Because of probability and chance, the sample contained subjects with characteristics similar to other community members as a whole, some were old people, some were young people as well as poor people in terms of wealth and those have something to survive on. Bailey (1994) also emphasized the use of sample size that needed to reflect the population value of a particular variable which depends on the size of the population and the amount of heterogeneity in the population of the communities”.



4.2.4 Data Collection

The data has been collected from the people living in rural communities at Intsika Yethu municipal area and also to the employees of this municipality. Data has been collected using semi-structured questionnaires. Open-ended questions have been used regarding service delivery by local municipality. Cohen, Manion and Morris (2011:382) state that semi-structured questionnaire enable the participants to express their views on a question in their own way. A series of questions were presented and the respondents were asked to answer, respond or comment on them in a way that they think was best. There was a clear structure, sequence and focus, but the format was open-ended which enabled the respondents to reply on their own terms. The semi-structured questionnaire sets the agenda but does not

presuppose the nature of the response. Open-ended questions were useful as the possible answers were unknown or the questionnaire was exploratory. For example in collecting the data, the questionnaire allowed the responded to explain and elaborate on their opinions and experiences. The questions were open-ended as the answers were unknown and this made people feel free to express them knowing that their views were considered and respected. The researcher used face to face interviews with the people as that allows assessing and analysing their feelings while expressing themselves to respond to the questions. The researcher was also collecting notes when a person responds to a question as this gave an opportunity to explore well and keep in track with some of the identified issues such as non-verbal expression and being observant and understanding how people feels about the pace services were provided in their communities.

Unstructured interviews were used to collect the information. Sarantakos (2013:278) state that the “unstructured interviews contained a number of open-ended questions, whose wording and order could be changed at will. The interviewer acts freely in this context on the basis of certain research points, reformulating questions as required and employing neutral probing. The structure of the interview was flexible and the restrictions were minimal”.

Triangulation has been used in collecting data in this study. Cohen, Manion and Morris (2011:194) describe triangulation as the use of two or more methods of data collection. They describe triangulation as a technique of physical measurement and as a powerful way of demonstrating concurrent validity. In collecting data about the pace of rural development at Intsika Yethu local municipality, this technique helps in developing the confidence of the researcher because the outcomes of the questionnaire were corresponding to the observational study. Policies were also analysed as part of collecting data and this gave the researcher more insight on how the municipality operates when delivering services to rural communities. It also gave an understanding of why the people in rural towns demonstrate their frustrations

through strike actions as they lost confidence to their local government as well as their provincial government. This frustration also affects their trust to the national sphere of government because they do not receive much attention compared to urban areas. The rural dwellers seem treated as foreigners in their country when it comes to development and have been recognized during national and local government elections.

Crasswell (1994) describe triangulation as based on assumption that any bias received in data sources, investigator and method as need to be neutralised when in conjunction with other data sources, investigators and methods. Padgett (1998) state that triangulation in qualitative research as the convergence of multiple perspectives that could provide greater confidence of what was targeted as being accurately captured (de Vos et al., 2005:360).

Observation has been used in collecting data. As the data was collected through interviewing people residing in the identified areas and interviewing local municipal employees, different views in responding to the questionnaire were expected, therefore observation also assisted the researcher. Marshall and Rossman (1995), and Simpson and Tuson (2003) mentioned that observation should be more than just looking. Observation has to be looking and noting systematically people, events, behaviour or settings as it offers the researcher to gather live data from natural occurring social situation. For example, as a person have understanding about resource distribution at rural areas of Intsika Yethu local municipal area in Eastern Cape Province, observation was to assist studying if the information given (during interviews with municipal employees) means what the people experience. The municipality was expected to cover for the image of their institution but people who have been waited for these services for two decades understand the treatment they receive and have been easily observable through the conditions of the environment. Robson (2002) mentioned that what people do might be differ to what they say they do and observation provides a reality check. Observation enables the researcher to look afresh at everyday behaviour that might be taken

for granted. Bailey (1994) mentioned that observational data might be useful for recording non-verbal behaviour. While Patton (1990) elaborate by suggesting that observation should enable the researcher to enter and understand the situation that has been described (Cohen, Manion and Morris, 2011:194).

4.2.5 Data Analysis

The purpose of conducting qualitative research study was to generate findings. As Patton (2002) mentioned that qualitative analysis transform data into findings, this means that the analysis of data should be able to produce findings. Patton emphasizes the reducing of the volume of raw information, sifting significance from details, identifying significant patterns and constructing a framework for communicating the essence of what the data reveal. Analysing was whereby data should be brought in order, be structured and be in a meaning to the mass of collected data. Marshall and Rossman (1999) describe qualitative data analysis as a search for statements about relationships among categories of data. Patton further mentioned that analysts should be able to observe their processes, analyse and report on the analytical process (de Vos et al., 2005:333-334).

In this study a combination of collection and analysis was used whereby the researcher was collecting information, recording it through taking notes and conducting basic analysis whereas much focus was at the end of data collection. Each interview was summarised and analyse during data collection process to avoid the pile of information. The data was coded, organized and evaluated so that it would be simple for sampling and analysis. For example, the questionnaire findings were compared to assess and analysed if there were any similarities. A form of spiral process was used in analysis whereby the researcher was analysing and reducing data through organizing it to be manageable and be able to interpret

while also going back to the collection of data, interpreting and analysis until reaching the stage of satisfaction. The researcher utilized colleagues with background on research issues to read his notes in order to get second opinion on his analysis and to check if they were in line with the topic. As Sarantakos (2013:367) state that “analysis during data collection was vital and the most consistent principle of qualitative research. Data should be collected, coded, conceptually organized, interrelated, analysed, evaluated and then used as a spring-board for further sampling, data collection, processing and analysis until saturation has been achieved. During the process, the researcher refine, confirm and test the validity of the conclusion draw so far, establish commonalities and eliminate negative cases that were leading to inconsistency and to a small-scale generalization. The actual analysis was conducted after data gathering was completed”.

During the analysis, the researcher was also linking with literature review and to the purpose of the research as he believed that in order for the data analysis to be complete, it should link with the whole study as at the end findings should also be answering the research question.

Qualitative data analysis involve organizing, accounting for and explaining the data; making sense of data in terms of the participants’ explanations of the situation, noting patterns, themes, categories and regularities. It was distinguished by its merging of analysis and interpretation as well as merging of the collected data with analysis in an iterative, back and forth process (Cohen, Manion and Morris, 2011:537).

4.2.6 Validity

Validity has been described as the property of a research instrument that measures its relevance, precision and accuracy. It tells the researcher whether an instrument measures

what it was supposed to measure and whether the measurement was accurate and precise. In qualitative research, the aim of achieving validity has been recognized as the strength of the research as it frees data from interference and fault or manipulation. The study was valid if its findings were supported by other studies; validation could entail the involvement of participants through checking the accuracy of the data and evaluation of the research process and also by using triangulation to achieve multiple perspectives and to confirm authenticity (Sarantakos, 2013:99-102).

Validity in the study was measured to test the accuracy of the findings through checking if the researcher was seeing what he thought he was seeing on his observation. The questionnaire was used to interview the people living in rural communities to attest the validity of the study about the pace services have been rendered. Findings were linked with reviewed literature to check the accuracy of the information and also were verified through the use of triangulation in order to confirm authenticity. The findings of the interviews were also tested through interviewing municipality employees to attest if similar results were to be found.

4.2.7 Reliability

The reliability has been described as the capacity of measurement to produce consistent results. Reliability was equivalent to consistency. A method was reliable if it produces the same results whenever it was repeated and was not sensitive to the researcher, the research conditions or the respondents. Reliability was also characterized by precision and objectivity. The purpose of reliability testing was to ensure that the instruments in question were robust and not sensitive to changes of the researcher, the respondent or the research condition.

Qualitative researchers do consider reliability as an important parameter of research but have to adhere to it (Sarantakos, 2013:104-105).

Reliability of the study was tested in order to measure the objective and consistency of the information. For example, during the interviews the researcher found the results which were compared to those of previous studies as well as municipal responses about the pace rural development services has been rendered. The intentions were to produce the same findings when using the same questionnaire to interview municipal employees after collection of data from the rural people that have experience of rural development challenges. The researcher also used the study to assess the issue of being bias about the pace of rural development as the intentions were to produce effective results that were the same as previous findings.

4.2.8 Ethical Considerations



Locke, Spirduso and Silverman (2007:29) state that every human being has a right to decision to be used or not by other people. That means the investigator's need for a human source of data was always subordinate to the other person's right to decide whether to provide it or not. People who were asked to participate in the study have a right to know what were they getting into and the right to give or not to co-operate on the basis of the information. Sarantakos (2013:16) emphasized that ethics should focus on "physical and mental harm to the respondents as well as to the violation of anonymity and confidentiality".

Ethics were considered in the study. For example, the participants were protected through being ensured with confidentiality of their names and also allowed to decide if they were willing to participate on the study. They were assured that nothing was to harm them by participating on the study and the intention of the research was to assist the society through

improving the pace rural development has been approached at local municipal level. The researcher ensure to get a clear point of entry through consulting relevant stakeholders at municipality and to the communities but the issue of bias was also considered in order not to interview people that were briefed on how to respond to the research questions.

4.2.9 Significance of the study

The study would be significant to the municipality of Intsika Yethu and the people living in rural communities. The study would also be significant to other researchers attempting to research the issue of rural development service distribution at local municipal level. It might have positive impact in improving development of rural areas through ensuring speed-up of services. The study would be able to influence policy implementation on rural development issues so that local government should consider the important of tasking skilled and knowledgeable employees to ensure effective and quality delivery of services on time while ensuring the preservation of accountability.

The study might assist local municipality to understand the feelings of people living in disadvantaged environment so that they would be able to explore intervention strategies to mitigate in rural development situation at Intsika Yethu municipal areas.

4.2.10 Self reflexivity

The researcher was aware about him and understands his feeling as well as attitudes. This created a good environment for the people when participating in the study during the interviews. The researcher was able to deal with his emotions while analysing the feelings of the participants when responding to the questions about the situation they found themselves

even after decades of democracy in the country. Some were affected by the imbalance of the past apartheid government, therefore were expected to be receive quick and quality services that should be similar to urban areas as were promised during election manifestos. The researcher begin to understand that the majority of people living in rural communities still lives below poverty line with few developmental programmes attempted to be established but were unsuccessful due to lack of support and capacity building. Little or less money has been channelled to rural development especial in communities that were far to the city (more than 30 kilometres travelling distance to town in a gravel road) during the democratic government era.

4.3 Chapter Summary

The chapter discussed the research methodology that has been employed. The used design and data analysis were included. The qualitative approach has been used as the method to analyse the pace rural development services has been distributed and further-on discussed the case study to justify the approach that has been used in the study. Sampling strategy has been explained including the validity of the study and reliability as the means of measuring and testing the data collected to ensure quality of the research. The chapter ends by looking at ethical consideration, the significance of the study and self-reflexivity that the researcher was carefully concerned and ensure for the success of the study were effectively realised.

The next chapter cover findings, conclusion and recommendations.

CHAPTER 5: FINDINGS, RECOMMENDATIONS AND CONCLUDING REMARKS

5.1 Introduction

Intsika Yethu Municipality is situated in the Eastern Cape Province and forms part of Chris Hani District Municipality. The municipality is classified as rural and has been regarded as one of the poorest areas in Eastern Cape Province. Development of rural areas is very slow and residents preferred to migrate to seek better services in other provinces. Intsika Yethu consists of 123 villages and few semi-urban houses situated in town. Development in rural areas is the major concern as most of the Eastern Cape Province population is classified as rural and poor. Intsika Yethu municipality is a rural one and pressure is being exerted by the community to fast-track development. This chapter is a presentation of the data collected and a discussion thereof.

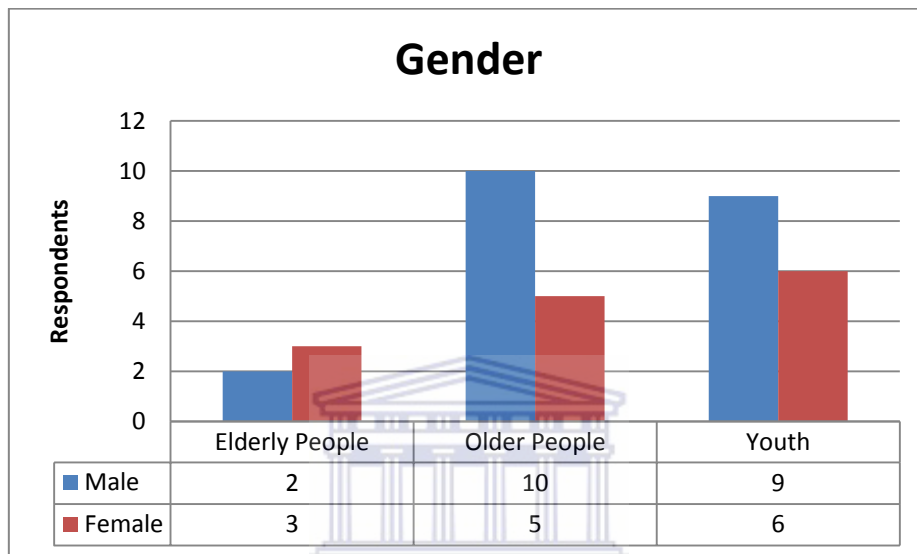
The researcher provided some recommendations which might assist in improving the pace of rural development in rural areas at Intsika Yethu municipal area.

5.2 Analysing data collection strategy

The sample consists of 35 respondents from the rural communities of Intsika Yethu local Municipal area. The sample comprises of all gender groups. The males were the majority while females were minority. This was not by design but the officials in the municipality as well as the political leaders are predominantly males. The respondents were categorised in terms of ages and the chart below reflects the age groups of the sample. In this regard the elderly, middle age and youth were represented. The sample also included four respondents with physical disability. As mentioned in chapter one, the specific focus was on rural

communities of the small town called Cofimvaba, where the local municipal offices were located.

Chart 1 indicates that 60% of respondents were Males and 40% were Females. This is an indication that males were in the majority.



UNIVERSITY of the
WESTERN CAPE

DATA ANALYSIS: RESPONSES TO QUESTIONS

Question 1: Are you a community member or municipal employee?

This question was asked with a follow-up question to establish the period a person has been residing at Intsika Yethu municipal area and for employees, it was to establish the employment period.

29 of the respondents indicated that they were from the rural communities of Intsika Yethu while 5 respondents stated that they were employed by the municipality. In terms of the municipal representatives, 2 were holding management position while 5 were holding junior positions. There were 14 respondents reported that they have been residing in rural communities for years between 0-30 years while 21 respondents reported that they were

living in the area more than 30 years. The respondents mentioned that “since I was born, I never reside in other area. The only exception was when the respondents were employed elsewhere in the Eastern Cape Province. I am more than 65 years old now and life is better than during the apartheid government”. Another respondent mentioned that “the reason why the majority of them in this community never reside in other areas because their grandparents used to reside in these villages and we were raised here”. This is an indication that the respondents were very familiar with the area. Another respondent mentioned that “I have been residing in this municipal area all my life. When I was working outside the province, I always come home during holidays but since I have been unemployed and residing at home, I participate in community engagements to enhance development. I am one of the people working together with municipality and other relevant stakeholders to facilitate resource allocation in this ward”. The last remark indicated that the community members are place bounded and has a strong affiliation to the municipality.

Below is the indication of the respondents from the community and from municipality as well as the years of experience at the municipal area.

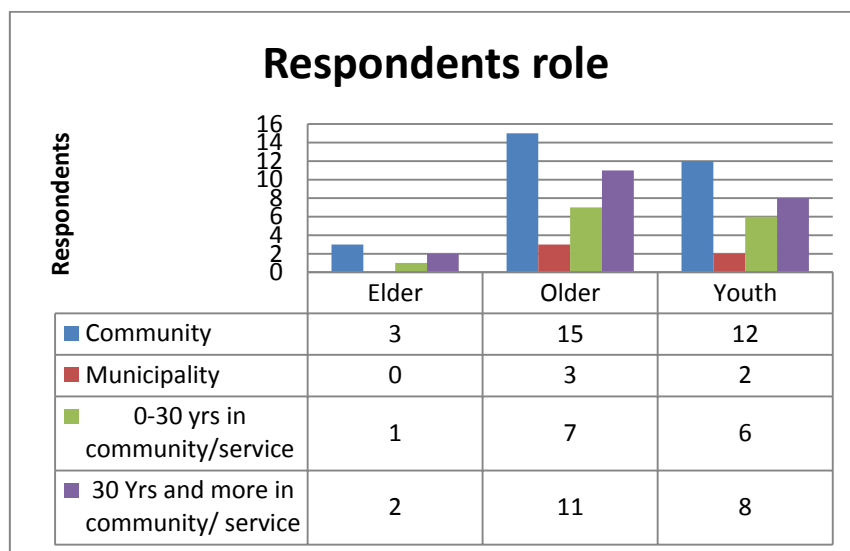


Chart 2: indicates respondent’s role at Intsika Yethu Local Municipal Area.

Question 2: Do you know your local municipality?

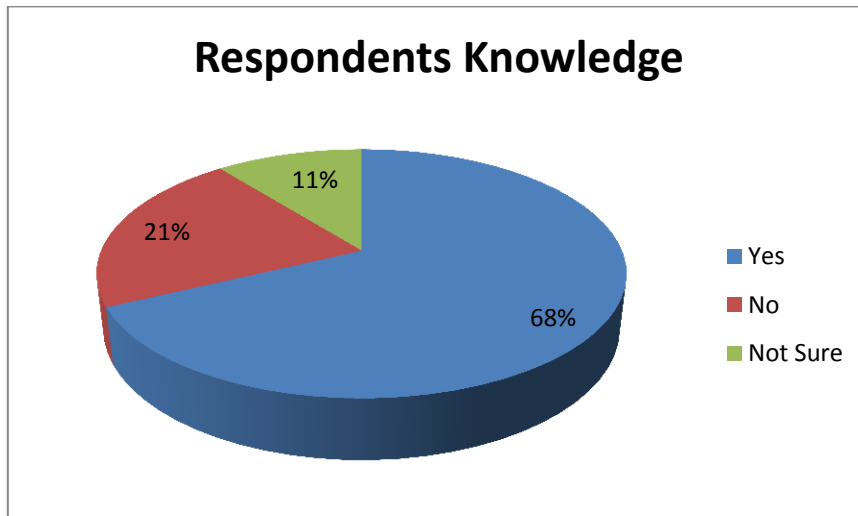


Chart 3 indicate respondents with knowledge of municipality

68 % of the respondents indicated that they are familiar with the municipality, 21 % of the respondents indicated that they unfamiliar with the municipality, while 11% were not sure about knowing the municipality.

The respondents who seem to be knowledgeable of the municipality mentioned that “they are active in development of rural areas and attend important municipal meetings. The municipality is fairly accessible to the community and is situated in the main road in Cofimvaba town. The municipality do have satellite office in other parts of the town. This increases the municipality accessibility to community members. Other respondents reported that “we are employees of the local municipality, therefore we know and understand its operations”

Those respondents who indicated that they do not know mentioned that “since they are not getting support from government, we do not bother to know the municipality. We only saw their buildings but that does not mean we know because most of us are unemployed and as you can see, our areas are not receiving services and we do not know who to blame because

you hear about government and municipality when things are not going well. We never been to the municipal building and we do not know how the municipality operates”.

The respondents who are not sure about municipality mentioned that “we know the municipal building in town but since most of us are uneducated, we are unable to differentiate municipality and government. We do not follow municipality and its operations, therefore we are not sure”. This demonstrated that some people in rural area do not visit the municipal offices, therefore even if they see the structure of the municipal offices they do not have an understanding of how municipality operates at Intsika Yethu. The failure of people to attend municipal planning meetings was also identified as contributing factor to the lack of knowledge to some respondents on how about their municipality and on how operations are carried.



Question 3: What is your view about rural development?

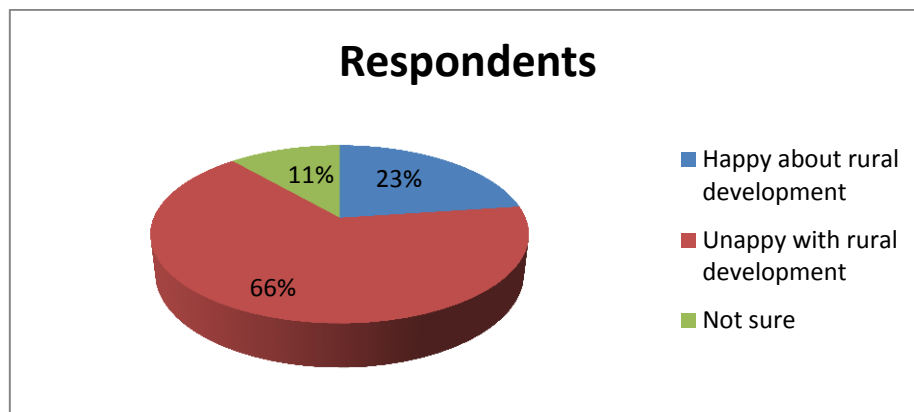


Chart 4: demonstrate respondent’s views on rural development

This question was asked to explore the views of the respondents regarding rural development. Of the respondents, 66 % of respondents were unhappy about rural development, 23 % of respondents were happy about rural development while 11 % reported as not sure. The

respondents indicated that “rural development cannot be expected to be successful within a short period in democracy. It is understandable that the local municipality should have achieved a lot by this time if we can compare to other municipal areas, but rural development is slow. Rural areas lack basic infra-structure and still have poor roads and people still fetch water from the river to drink. Development of rural areas at Intsika Yethu municipal area is moving slow but almost all the households have electricity”. Other respondents mentioned that “development consists of many services but in twenty years of democracy and better economy in South Africa, we still have gravel roads. The economic development initiatives to create employment opportunities are lacking in many rural communities. The majority of people residing in rural communities lives below poverty line and are unemployed especial the youth”. A respondent mentioned that “in my village I do not see any development because were without sanitation and running water. My village was neglected when the municipality was building of toilets, whilst construction took place in other villages. The roads are poor and only electricity can be identified as progress whereas there are rural communities with almost everything needed in this municipality”.

There were respondents who were happy about the current progress in development of rural villages at Intsika Yethu municipal area as they reported that “there’s development in rural communities. For example, in villages of Ncorha, Mtyamde, Ngonyameni, Qamata and other surroundings were funded by government in partnership with local municipality to improve agriculture. Agriculture projects have been receiving much support as part of developing rural areas and creating employment. For development to be a success we need to utilize what we have but the people especial the youth are not interested in using the land for agriculture, instead they expect the municipality to do that for them. Development is for the people and in our villages we get much support from the municipality to empower people to be self-sustainable through improving agriculture”.

A respondent reported that “rural development plays a huge economic impact in rural areas, especially in making the lives of community members better. With the slow development, people cannot be expected to fully participate at municipal level as they lose confidence which is also motivated by the media on how they portray administration at municipalities servicing rural areas”.

The respondent’s is of the views that the focus of development has been in urban areas but rural hinterland is being ignored. There had been improvement in developing the town of Cofimvaba, development is still lagging behind and this affects economic and social development which is supposed to empower the population of this municipality to sustain them and reduce poverty.



Question 4: How do you feel about services rendered in rural community?

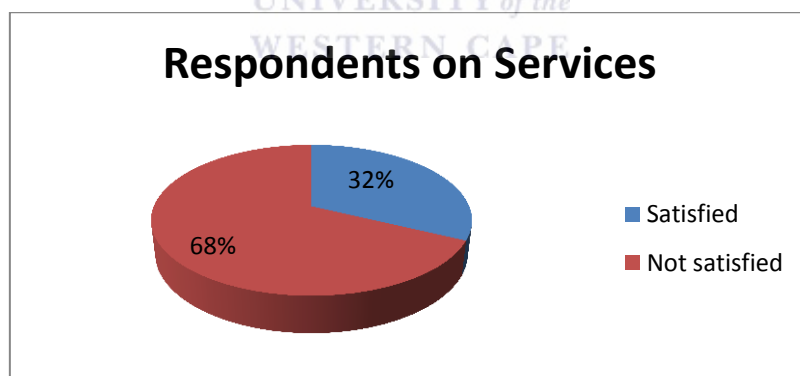


Chart 5: demonstrate percentage of respondents understanding service delivery

The question was asked to explore the feeling of respondents regarding services rendered in rural communities. 68 % of respondents were not satisfied about services that have been rendered in rural communities while 32 % of respondents were satisfied. The respondents mentioned that “poor rural roads limit investor’s and tourist to their areas. We are not satisfied about services and also believe that the municipality need to consult us directly

about services that need to be prioritised in our communities. Water is one of the key challenges as many people suffer with diseases such as diarrhoea because of unhygienic water. The lack of visible security like police services also contributes to increased crime rate and use of substance while elderly people remain the victims of crime. For example, elder people and young girls were raped and killed at Ndungwane village (Intsika Yethu municipal area) in Cofimvaba”. Respondents mentioned that “whereas the rural communities have electricity but the water we use is unhygienic and our houses are of poor quality.

The municipal leaders who are supposed to render services to the rural communities seem not to prioritise rural areas. The service delivery of this municipality is slow and if you look at the houses of the informal settlement in town (Joe Slovo in Cofimvaba), most houses are constructed with mud and during rainy days it’s difficult to travel there. People live in poor conditions because service delivery to rural is slow”. The respondent reported that “in our ward, the services rendered are poor and the ward councillor is unable to meet and clarify the reasons for the delays in service delivery. Ward committee and community development facilitate development of our village but they seems not have much power to influence the municipality to take serious of our area”. The respondents mentioned that “the municipality and government departments have turned their focus to the rural areas. In deep rural communities such as Sijula village (at Intsika Yethu area), the municipality in partnership with government departments assist people to improve farming. For example, as part of improving farming and agriculture, the people recently received tractors for ploughing the land and we are in the process of re-establishing all the fields that have not been used. In Qamata villages, people are ploughing vegetables and maize meal and with the assistance of the local municipality are generating income through selling to the ‘supermarkets’ within surrounding areas and in the town of Cofimvaba”. Another respondent reported that “there are projects that were established in some villages for income generating activities but due to

lack of financial support and capacity building, those projects were unsuccessful. There is a plan to re-establish these projects but the challenge is lack of cooperation especial to the youth as they do not want to take a lead in ensuring success through working on the fields. In South Africa people expect government to do things for them. For example, with this proposed unemployed wage subsidy, it will encourage more people to be dependant and this result to most of them not seeing as having responsibility to participate in development initiatives of rural areas”.

Some respondents reported that “Intsika Yethu municipality has started to build sewerages in informal settlements. The plan is to strengthen the project to the rural communities. The housing development project will be started whereby people will have two roomed houses. In terms of the IDP, the people who were affected by disaster in rural communities will be assisted and some has received Wendy house as temporary structure, therefore services rendered to rural communities has improved”. Another respondent mentioned that “even if the services are lagging behind at this municipality but we never had community strike like other municipalities because the people can see that we strive to meet their needs. The rural community needs cannot be met at the same time due to the nature of the rural environment and the imbalance created by apartheid government. Intsika Yethu is striving to develop rural communities, for example between Qamata village and Oathey farms RDP houses had been built. This indicates that there is development but it is true that development is slow as many rural communities struggle with water and have poor gravel roads. Even the process of building houses is slow but that does not mean there is lack of development”.

The researcher observed that there were RDP houses on the way to Cofimvaba town and these houses were constructed a while ago. It cannot be the only projects that should be regarded as progress in housing development at rural communities.

Other respondents are positive about improvement in services rendered by Intsika Yethu municipality. The respondents mentioned “the municipality has done much better in rendering rural services. It should be understandable that the municipality is trying its best to address imbalance of the apartheid government because in that era it was difficult for people of Intsika Yethu to visit nearest towns such as Queenstown without passport. The imbalance of the past cannot be rectified within a short period of time of democracy whereas it could be confirmed that the municipality should have achieved more had rural areas were prioritised. There are plans in place to fast-track rural service delivery and these plans will be implemented. The current municipal leaders have learnt from past mistakes and are trying to address that to ensure implementation of an effective strategy as have already started in villages such as Hoiter, Lubisi, Qamata and Sabalele”.

Other respondents reported that “even if the municipality has not yet reached a peak point when it comes to development in rural areas, there has been better progress which can be identified if people are honest enough. The rural areas have high schools while in the past people were forced to seek senior education in areas that were too far. The rural areas have health clinics and social welfare services are visiting them to their houses. Majority of people in rural areas are in recipient of government grant and this is part of development whereas it also increased dependence as the people are not taking serious about using their land to reduce poverty and unemployment as they do in the past”. Another respondent mentioned that “the services are still slow and poor as most communities are still not adequately accessible. Gravel roads are very popular and this makes transportation poor for rural people as even ambulances are unable to visit other villages when people need emergency services”.

A respondent reported that “the services are poor in rural areas as in some communities there are lack of basic services while children walk long distances to schools even on rainy days. Services are not distributed equal and if you look at rural school, they are still behind with

quality which forces teachers to leave or failing to deliver quality education that will prepare children for tertiary education”.

The researcher observed that municipality is implementing development programs to improve the rural situation in villages there are economic development initiatives benefiting local people through employment. Even if the municipality is improving but rendering of services to rural communities are lagging behind because with the current global issues affecting economic development, people expected to get services close instead of travelling long distances to access services such as banks, retail stores, welfare services and health institutions.

Question 5: Is the municipality meeting the needs of your community?

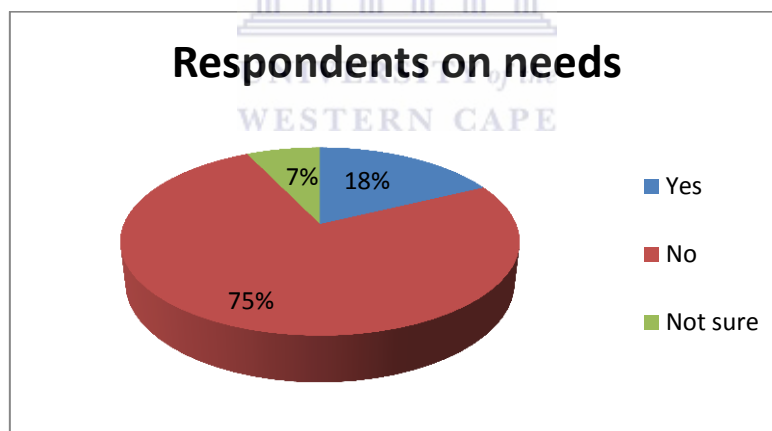


Chart 6: demonstrate percentage of respondents on needs.

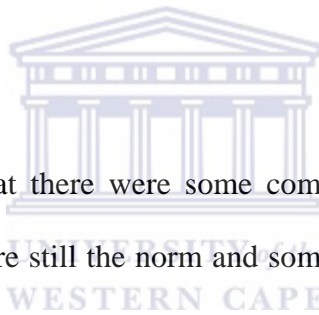
The question objective was to establish if the municipality was meeting the needs of their communities. The majority of the respondents were of the view that the municipality was not meeting their community needs. Another respondent reported that “we do not have health facility like clinic in our village, therefore our needs are not met because people still walk longer distance to access services which are supposed to be available in all the rural

communities”. The respondents mentioned that “municipality is not meeting our needs because services in rural communities are lagging behind. Our communities lack with programmes to empower the youth for employment opportunities and most of the people lives in poverty”. Other respondents mentioned that “we understand that the municipality is not generating much revenue compared to neighbouring areas like Lukhanji municipality (in Queenstown) and not all the services need to be implemented by them. The needs of the communities are not prioritized because we are not engaged in decision making about the key services needed such as water and roads but as rural dwellers we blame ward councillors for failing us. They do not put much pressure to ensure development in our communities through rendering of services and even the project of building toilets was not finished as some households are still waiting for the toilets. As for water, you see communities close to town with tap water but rural communities far to town still fetch water from the river”. The respondents mentioned that “at least we have better schools and transport to assist children to school but it is not enough as many services are needed to ensure rural development is a success”.

The respondent reported that “the municipality in our ward meet the needs of the people because services that we are currently receiving are those we requested it. In the area of Ncorha and surrounding villages, the municipality play a role in renovation of water tanks that will supply the villages with clean tap water. All the houses have electricity and the dipping tanks for animals have been renovates whereas the project will be finished soon. Supplying of water to rural communities is improving but we have a challenge of drought which is affecting the whole Eastern Cape Province”. Another respondent mentioned that “the municipality meet the needs of the communities because rural people requested sheep sharing equipment, the requested fencing of the grazing fields. These services were rendered and the department of agriculture also assisted with the provision of ramp sheep to enhance

rural farming”. A majority of the respondents state that “substance abuse and crime has increased in rural areas. The lack of satellite police stations in rural areas and lack of rural forums to combat crime results to criminals walking free as people are also failing to report them”.

According to the respondent “the municipality is struggling to cope with implementation of its IDP and budget goals”. The respondent mentioned that “the municipality is not meeting community needs because of lack of finance and human resources”. A respondent reported that “the municipality is trying but are still struggling to respond in addressing the needs of the people. The entire legislative system in local government need to be reviewed and a focus should be on community development”.



The researcher also observed that there were some communities without tap water while others have it. Communal taps are still the norm and some people walk a distance to access it. Transportation to town is expensive for the poor because of the poor roads and transportation cost is linked to the rising fuel cost.

Question 6: What do you think need to be done to improve service provision in rural communities?

Services to rural communities at Intsika Yethu municipal area are lagging behind with the pace to improve rural development not being prioritized. This question was asked to establish the views of the respondents on strategies to improve the pace services are rendered to rural communities. The respondents mentioned that “more funding need to be allocated for rural development. People lives in rural communities should be provided with resources and be

empowered through capacity building to utilize these resources”. Other respondents felt that “the municipal manager need to attend meetings with the communities as the ward councillors are failing to account on the slow delivery of services to rural communities. The municipal manager will be able to address the people and this will make the rural dwellers feel relevant.

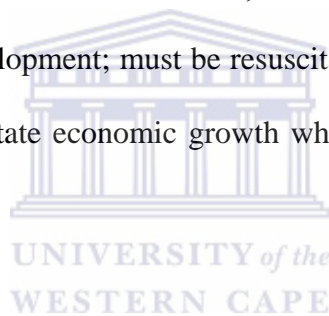
The traditional leaders have been trying to engage ward councillors to address them about the delays in services but they do not honour the community meetings”. Respondents reported that in order to improve rural service provision, local municipality should “promote rural people’s participation in service delivery and improve their participation. Participation must not rely on being informed by the ward councillors or committees, instead the municipality must come to the people and bring a strategy that will ensure their participation through taking a lead in implementation of development initiatives”.

The respondent reported that “the municipality must improve rural roads to improve accessibility. If you go to the villages like Ngxabangu, you struggle to drive especial small cars because the roads are poor and it cost a lot to the poor people as the rural transport charge more money in order to get profit and be able to fix their cars. As part of shifting the focus and blaming the municipality, department of public works need to be held responsible for rendering services to rural areas. Resources should be allocated to rural communities as the municipality do not have much equipment to develop villages. For rural development to improved areas such as Intsika Yethu partnership between private and public sector must be explored”. Respondents mentioned that “service providers rendering services to rural areas are expensive compared to those in urban areas. If there could be strategy to ensure quality services rendered in rural areas at a cheaper price, then rural development will be able to improve while service providers need to be held accountable when delivering service”.

According to the respondents “the IDP must be implemented into practice and even when it is reviewed, rural people must be involved as this is happening in some wards. If the municipality can embark on the project of reviewing rural services to all the communities instead of targeting villages with progress, services will be able to be channelled equal”.

One of the respondents feels that “there is still a lot that can be done in the area and much improvement is needed. Engagement and allowing local people to participate in development initiatives will help to improve the current situation. There should be cooperation with people when developing their livelihoods and must be assisted to understand municipal processes”.

There were respondents who think that in order to improve service provision there should be “establishment of economic centres in rural areas; the municipality must establish post-apartheid towns to facilitate development; must be resuscitation of rural agricultural schemes in order to create jobs and facilitate economic growth which will ease the burden from the state”.



Question 7: Are the ward structures working in your municipal area?

The respondents mentioned that “there were ward structures in Intsika Yethu municipal area led by ward councillors. It was not easy to say they were functioning because of the fact that our rural communities were lagging behind with basic services, this indicates that these ward structures were under performing”. The respondent believed that “if the ward structures were functioning well, the councillors with the support of the committees were supposed to know the needs of the poor people in the communities. For example, they supposed to know the houses that are without electricity, they should know people without identity documents in the villages and the families with child headed households are supposed to be assisted. Here at Intsika Yethu, these structures exist but not functioning well”. The respondents reported

that “some people were affected by disaster during heavy rain in 2013 but the ward councillors failed to ensure their houses are rebuild and instead the stakeholders visited them, left unfulfilled promises”.

Intsika Yethu has been identified as one of the municipalities with poor services delivery in Eastern Cape Province, especial to rural communities. The researcher observed that whereas there was electricity in rural communities, community continue with the practice of collecting fire wood. The respondent mentioned that “we fetch this wood because we do not have enough funds for electricity as we survive with a social grant which is not enough to meet our family needs. We have been house wives and never been employed. Many households are headed by females without husband, therefore with the lack of support to sustain us, we are forced to survive through the old tradition of collecting fire from the bush and water from the river banks”. The researcher observed that there were people washing clothes in the river banks because of lack of tap water. Another respondent mentioned that “I do know the ward structure but what I know is that when the elections are about to take place, you found many visible structures and the active political participants visit people to convince for their votes”.

According to the respondents “the ward structures are working whereas there are villages led by the councillors that are not active when it comes to development issues. These communities are lagging behind and the people think the ward structures are not functioning. If all the ward councillors together with ward committees can always facilitate community meetings to ensure people are updated about services that will be implemented and ensure that ward structures failing to render community services are held accountable, this will improve the situation and will encourage people to participate in municipal activity planning’s”. A respondent reported that “the ward committees in some villages are dysfunctional despite having ward councillors. As society we ned to go back to basic and appreciate what it means to be a leader in a particular community so that leadership will be

demonstrated by effective outcomes”. The respondents feel that “if the ward leaders such as councillors and committee cannot be politically motivated, they will be able to hold municipality and government accountable in fast-tracking rural development”.

Question 8: Does the Ward Councillor providing feedback?

The respondents mentioned that “not all the ward councillors give feedback when they attended municipal meetings. Since we elected them, they never take us serious. We are not receiving feedback on municipal plans whereas we are aware that they attend meetings such as (IDP) Integrated Development Plan and budgeting”. Another respondent mentioned that “as community, we invite the councillors to the meetings but they do not honour our invitations and most of the times are not sending apologies. Only committees attend our meetings but are unable to account or give feedback on municipal engagements because they are not attending municipal meetings”. Some respondents mentioned that “we don’t know our ward councillor except to hear his name”. The other respondents mentioned that the “failure of councillors to give feedback contributes to the slow service delivery in rural communities”. Few respondents mentioned that “in my ward, the councillor gives feedback and attends meetings whereas not regular. The councillor engages and discusses municipal plans with villagers but that does not mean rural development has improved as implementation is slow whereas there are positive signs because the roads are better and we have water, electricity and toilets”. According to other respondent “maybe in other wards there might be feedback meetings but as for this ward, there has never been any meeting since the ward councillors were elected. Even the municipality does not come to hold meetings and listen to our concerns. I know that in other wards which cover villages such as Ncorha and Qamata, the councillor and committees are active and they invite give feedback to the people. The

councillors and committees there are passionate about development and facilitate resource distribution to their villages”.

According to the respondent “our councillor gives feedback. The councillor is the one initiating meetings to brief the people about outcomes of the municipal meeting. Whereas I’m not clear about other councillors but in our areas we ensure that all the villages are represented in a meeting and if people are late on a meeting, we adjourn to ensure all are available and our preparations are important as we invite people on time. There are communities you hear that people do not even know their ward councillor but in our area we ensure community engagement as we believe that development is for the people by them, therefore they need to be updated about all the planned activities”.

A respondent reported that “community participation in budget meetings is one of the legislative mandates however there has been non-compliance as not all the time people are involved”. The respondents think that “bottom-up approach that will include people on the ground in development issues can assist in fast-tracking service delivery”.

Question 9: Does Intsika Yethu Municipality hold budget meetings with local people in rural communities?

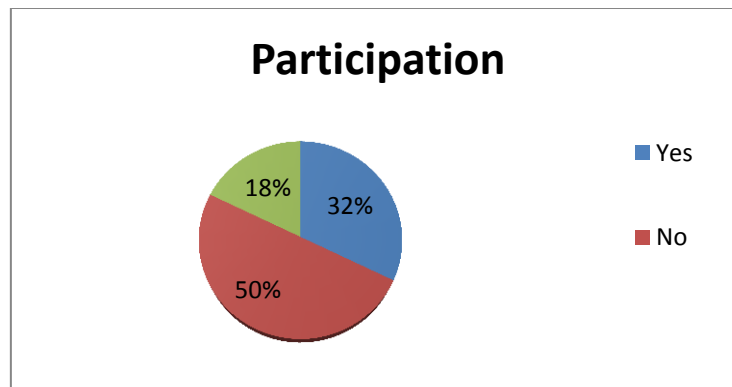


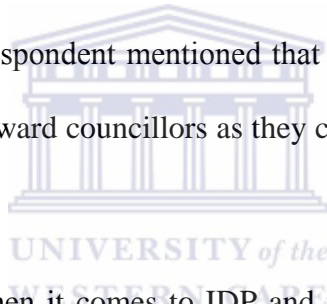
Chart 6: This demonstrates participation on municipal budget engagements.

Majority of the respondents seems never been part of the municipal budget meetings at Intsika Yethu as 50% mentioned that budget meetings were not held with rural communities. 32% of respondents reported that budget meetings were held with rural communities while the other 18% of respondents were not sure about budget meetings with rural community people. The respondents who were not sure mentioned that “in my community, not even a single day we hear about municipal budget meeting” Another community member mentioned that “ I never heard about such a meeting”. The respondents who reported that rural people were involved mentioned that “the ward councillors inform people but few attend, therefore they represent others”. The respondents who mentioned that the municipality was not holding these meetings mentioned that “budget meeting is an internal matter at municipality. It is attended by structures within the municipality and does not involve the rural communities.

The budget meeting involves plans about projects that the municipality will implement and human resource issues, therefore it is treated as an internal matter. Another respondent mentioned that “one of the reasons the budget meeting is not involving the community is because its political mandated and need to have people with understanding of municipal

processes. The challenge is that many ward councillors does not understand budget processes and this results to their wards missing on the opportunity to be allocated much funding for the roll-out of services”.

There were respondents who mentioned that “the community representatives attend the budget meetings and they clarify to their people when they give feedback. It is not always that people are involved in this kind of a meeting but in our wards we ensure that they understand how the finances are spent. For example, the municipality facilitated recruitment of rural people on EPWP (Employee Public Works Programme) and the funds utilised were explained to the councillors. When the councillors report to the municipality, there has never been a report that they were not engaging the people and this means that people are involved in municipal budget”. Another respondent mentioned that “people must attend on their own instead of being informed by the ward councillors as they can be biased because they are also municipal employees.



Sometimes there is confusion when it comes to IDP and financial budgeting which lead to people thinking that they are informed whereas they only get feedback on IDP but not in terms of the funds utilised. If people can be capacitated on municipal budgeting, it will be easy to hold the municipality accountable and will reduce corruption”. The respondent reported that “whereas there are people in other villages who attend budget meetings but these meetings are not satisfactory to them as they want to see outcomes instead of promises”.

The researcher find that the majority of respondents were not having any knowledge about municipal budgeting while they do not know the period of municipal financial year start. They confused with the public service budget period and were of the opinion that their municipality was mismanaging funds. Some ward councillors were reported as without

higher education level like tertiary, therefore they lack financial management knowledge and skill which contributes to their misunderstanding about municipal budgeting processes.

Question 10: Is the municipality involving rural communities in Integrated Development Planning (IDP) meetings?

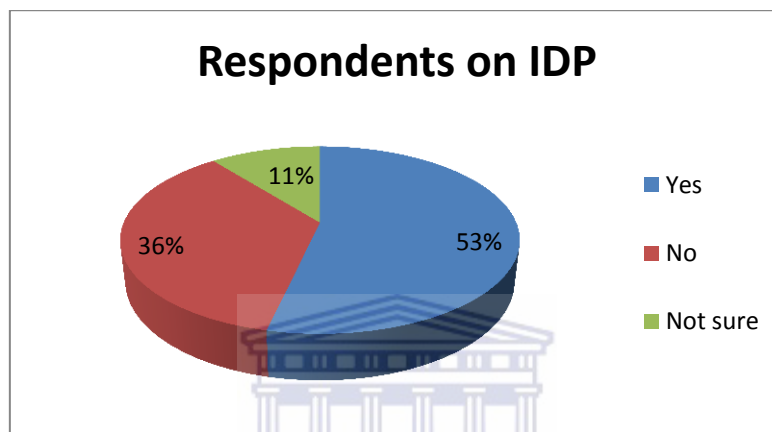


Chart 7: Response on Integrated Development Planning (IDP)

53% reported that the municipality involves the communities in Integrated Development Planning (IDP). 36% of respondents reported that the municipality was not involving rural communities while 11% were not sure if the municipality involves the community or not in IDP. The respondents mentioned that “the draft IDP has processes to follow within the municipality before it can reach ward councillors. The infrastructure section, the financial committee, the mayor committee have an input on it and then the ward councillors have to also adopt it. Intsika Yethu has the IDP Manager who is the champion of IDP, with the assistance of the ward councillors invite the people even in rural communities to attend IDP meeting”. Other respondents mentioned that “the community are involved in IDP meetings but people do not attend in numbers. In some villages, the ward councillors failed the people as they do not inform on time. The IDP Manager has been trying to embark on community

engagement (Imbizo) but due to lack of confidence to rural people when it comes to municipal issues, the attendance is poor”. Other respondents blame the “lack of knowledge to the ward councillors as the contributing factor to poor attendance in IDP meetings by people in deep rural communities. Some ward councillors struggle to separate the budget meeting with IDP and it is not clear if they know that the IDP is supposed to be championed by the people”. The respondents blame “short notice and lack of educational community engagement (Imbizo) at municipal level as contributing factor to the poor turnaround of rural people at IDP meetings”. Other respondents mentioned that “since our ward councillors were failing us, we are unable to get quality services in rural communities, we are not aware that we supposed to be involved in IDP meetings and it would be better if municipality can hold these meetings in our communities because travelling is expensive to town for meetings”.

The respondents mentioned that “the municipality is always planning but not delivery to the rural communities, therefore there is no need to be part of the meetings that will not implement outcomes to the rural villages. As for ward councillors, most are enjoying better salary and reputation by being involved at municipality but are not competent enough to represent villagers as they do not understand IDP. This results to most of wards missing out on development plans”. Another respondent reports as “not sure if the rural people are involved or not in IDP meetings but Intsika Yethu municipality is one of the municipalities with a good IDP. The current challenge is to transform plan into implantation and it is not clear whether is because of shortage of skilled employees at municipal level or not enough funds to execute all the plans on IDP”.

There were respondents who reported that “in our villages we involve the people on IDP meetings. Since we understand that many people are unable to attend meetings in town, IDP documents are distributed to them through the use of ward committees and during their

community meeting their concerns are clarification and discussion before the municipality's final draft on IDP".

The researcher found that the majority of respondents were involved in IDP meetings whereas some blame the ward councillors for failing the involvement of the communities. This indicates that people attend planning meetings but lack with knowledge, they were not being involved in the first draft of the IDP and with the lack of skilled representatives such as ward councillors, this results to them missing out of receiving poor services compared to areas with knowledgeable councillors who participate in IDP processes and engaged their people for input.



Question 11: How would you like rural communities' contribution at municipal services for development to be successful?

The respondents mentioned that "the municipality must create projects in rural communities and empower people especial the youth to take control of those projects for income generation and sustainable development. Other respondent mentioned that "the municipality must not rely on the ward councillors for community inputs regarding the services to be prioritized. Imbizo (community engagement) should be held to all the rural areas so that people will be able to directly inform about key services that are lagging behind and need to be delivered urgently".

The respondents express the view that "all ward councillors to give feedback after municipal meetings and must work together with community members including traditional leaders to ensure equal distribution of services to all villages. For example, in other villages of Intsika Yethu municipal area, there were projects for community development. These were

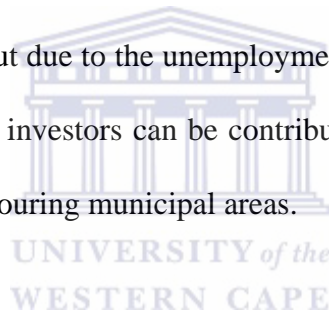
successfully established because of integration between municipality, traditional leaders, community members and key stakeholders such as NGOs and government departments”.

Other respondents felt that the youth involvement in development issues in their communities is lacking. They mentioned that “the youth need to be responsible and learn on how projects for development are conducted in other communities. They must not expect the municipality or government to do things for them instead must take a lead and challenge the local municipality in order to get support and develop their communities. The youth must be able to establish projects and utilise the land. For example, in the villages of Ncorha they share the land for development and people are not expecting government or municipality to lead them in rural development. They make use of the available resources as Intsika Yethu is one of the municipalities with a shortage of resources in Eastern Cape Province. Resources for farming are available and in some villages they were distributed but other villages complain about not benefiting whereas they do not want to collect and use the resources. People were informed in rural areas about the available developments that can assist to enhance development and that the land is one of the key development initiatives need to be taken serious because of the nature of the rural communities at Intsika Yethu area”.

As part of improving development in communities, the respondent reported that the “municipality planned to draw monthly report which will also assist in raising issues that can fast-track service delivery”. Vandalism and theft of agricultural equipment is a major concern the respondents indicated. Cofimvaba was one of the areas with a good development in the past and people were depending on agriculture and farming to survive. But vandalism of the infrastructure such as supply of water to the fields hampers development. The municipality was left with a challenge of rectifying while not generating much finance compared to urban areas. Intsika Yethu municipality is in the process of re-establishing the irrigation system and also providing fence to the rural areas for fencing of the fields and

grazing land for farming. These things take time and people need to be calm with the municipality while working in collaboration to ensure successive rural development”. A respondent feels that “the authority of Kings or Chiefs and Headman need to be involved in monitoring closely the projects implementation in rural areas and also the performance of municipality especially in implementation of IDP and utilization of budget”.

The researcher observed that in some villages there were socio-economic development services such as Sabalele Multipurpose Centre, Lubisi Tourism Development Centre, Hoiter Heritage, and Qamata Energy Sector which assists in employment creation. The municipality together with the department of public works also recruited unemployed poor people from deep rural communities to participate in Employee Public Works Programme system (EPWP) as part of employment creation but due to the unemployment rate in rural areas, not everyone can benefit until the time private investors can be contribute in rural development at Intsika Yethu as they did in some neighbouring municipal areas.



5.3 Recommendations

In sight of the findings and the intentions to contribute in improving the pace of rural development at Intsika Yethu local municipal area, the following recommendations are suggested.

- **Recommendation 1: Prioritise rural infrastructure development**

The current infrastructural situation in rural communities contributes to the lack of socio-economic development. The lack of quality infrastructure forces poor people to be much vulnerable on poverty. As mentioned in this research that many people in rural communities

at Intsika Yethu rural communities survive with minimal income which forced them to be vulnerable to poverty.

Infrastructure of rural communities must be prioritised for rural development to be successful. Rural roads need to be on top of rural development priorities as this will attract attention of investors and visitors such as tourist. It will improve economic development and social environment as small business opportunities will be created for sustainable rural development. The unemployed youth will be able to participate in rural economic development through empowerment on skills they will acquire to improve infrastructure. Employment opportunities will be created especial for the youth with less tertiary education as it has been reported earlier that they have lost hope in employment. Roads to rural communities are poor and it cost much time for people such as visitors to reach areas that are far to town, therefore if these roads can be improved it will be easy to speed-up the pace of rural development through distribution of resources on time. Even the rate of migration to the cities might be reduced as skilled young people will be motivated through entrepreneurship.

Transportation system for rural areas needs to be improved through bringing quality and cheap transport to transport people. For example, the transport services for rural areas at Intsika Yethu local municipal areas are expensive and not comfortable as most are poor vans with canopy. If local municipality can engage key stakeholders such as transport associations, private sector and government whereby they need to come with a strategy to ensure quality transportation service. The same transportation services should be ensured that it contributes to economic development through payment of municipal rates.

- **Recommendation 2: Improve Communication between municipality and rural dwellers**

Communication between municipality and rural dwellers has been identified as a challenge that needs to be improved. It is understandable that municipality has been engaging rural community members on service delivery issues through community dialogue and imbizo. The municipality at Intsika Yethu has also been engaging with community leaders such as traditional leaders and councillors to ensure reaching rural people.

Communication need to be improved through dissemination of information to all rural communities. The local municipality must not rely on councillors or community development workers for communication but community liaison officers should be recruited. For example, each councillor has a responsibility to look after several communities, but the support they receive from ward committee members has not been effective when it comes to communicating municipal plans. It is advisable to consider having satellite offices in rural communities whereby people will be able access municipal communication services because the majority of rural dwellers do not have access to technology.

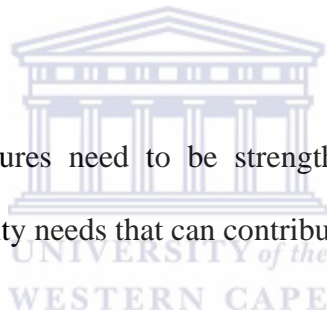
- **Recommendation 3: Encourage Community Ownership**

People living in rural communities are likely depending when it comes to service delivery. They always expect local municipality and public institutions to do things for them instead of being empowered to be self-reliant. People that are encouraged to own their community are able to lead on their own when they see that their government is unable to deliver the promised services. They do not result on strike actions but establishing structures that will engage government and ensure local municipality is accountable. Transparency and openness

in development is enforceable in that situation because the community knows that they have responsibility to ensure effective and quick development for the future of their families especial the young people. Economic and social development is able to be achieved through integration with other sectors such as private and also through empowerment of the community to utilize the available resources while waited for further assistance.

With the lack of ownership in rural communities, the traditional leaders seems in control of all the authority and this results to them in some rural areas at Intsika Yethu local municipal areas making decisions without consultation with the community. If the communities are encourage and they feel ownership, they cannot accept any decisions that might hinder development of their rural areas or will benefit certain individuals while living the majority of the people becoming very poor.

The available community structures need to be strengthened to ensure they take much responsibility for all the community needs that can contributes to rural development.



▪ **Recommendation 4: Educate rural communities about their Legal Rights and Constitutional mandate**

The legal rights and constitutional mandate to the people living in rural communities seems not much clear. It is not clear whether it is because of how the information has been disseminated. The people in rural areas of Intsika Yethu need to be educated on their rights and constitutional mandate so that they will be able to hold local government accountable should the promised needs are unmet. Understanding their rights will assists people to be able to follow proper procedures when they demand public services instead of engaging in strike actions that lead to vandalise of public services.

Understanding of the constitutional mandate will assist people living in rural communities to understand municipal procedures when it comes to distribution of resources. For example, local municipality has been accused of poor service delivery due to lack of knowledge by the people because not all the resources to develop rural communities are supposed to be provided by municipality. If the principle of openness and transparency can be considered to the people living in rural communities, it will encouraged them to know which approach they need to follow to ensure the pace rural development services is improving. Community members will be able to participate in socio-economic development initiatives because of the knowledge they receive which capacitate them to be fully effective in resource distribution in rural areas of Intsika Yethu municipal area.



- **Recommendation 5: Create rural conducive environment**

One of the major challenges that have been recently experienced in some rural communities of Intsika Yethu was the lack of security to the vulnerable groups such as women and children. These vulnerable groups have been the victims of crime to such extent that many women and children were killed. Whereas government has tried to ensure visibility of police but many people are still living in fear especial in the evening. Most of the elder people in rural areas at Intsika Yethu reside with grandchildren that cannot be able to protect them when criminals arrive. As many people survive with government state grant such as pension and child support, they have been victims of criminal due to insecurity.

To ensure effective and efficient development, the local municipality in partnership with all relevant stakeholders must create rural conducive environment. For example, if the environment of suburb houses in urban areas is created through ensuring proper security measures such as street lights and clear visibility of police, it is not understandable why the

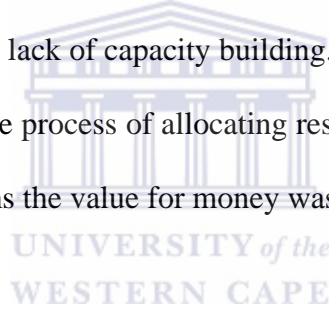
rural communities are not treated in the same way. Fairness to the people living in rural communities should be the same as those in urban areas irrespective of the infrastructural conditions.

- **Recommendation 6: Recruitment of skilled community leaders to partner with local municipality**

Recruitment of skilled community leaders need to be prioritised and it will be important to have minimum requirement when the councillors are recruited. Some of the councillors are unable to understand municipal procedures when it comes to rural development while others do not have secondary education. Having unskilled people to lead and represent the communities hinder the pace of service delivery because they are unable to influence or hold local municipality accountable when the pace of development is not meeting the expected standard. All the rural communities that are led by community leaders with lack of knowledge about financial management and programme implementation suffers when it comes to the delivery of services because the leaders take the positions for financial benefit and recognitions while not serving the mandate they are recruited for. Some are unable to differentiate the programmes of local municipality with the programmes of state departments and this lead them to inability to influence partnership between sectors that render rural development services in their communities.

- **Recommendation 7: Resource allocation and Capacity Building for key rural development projects**

The allocations of resources for rural development to the communities need to be prioritised in order to implement projects that will help to sustain community members. As it has been mentioned in this research that many young people are unemployed and some has lost hope in employment. It has been reported that many people lives below poverty line, therefore resources that will assist them to implement projects to reduce poverty and create employment opportunities especial for the youth will be useful. The people will need capacity building and guidance to use the allocated resources. For example, in some rural communities government provided them with tractors for agriculture purposes but this resources was not accessible to all the people due to lack of capacity building. Many people who were supposed to benefit were unable because the process of allocating resources was not transparency to all the rural communities and it seems the value for money was ignored.



- **Recommendation 8: Empowerment of rural people on marketing**

People in most rural communities of Intsika Yethu use ploughing for survival. Whereas this contributes in family support but it does not contribute to economic development. To develop economy of rural areas, the local municipality in partnership with relevant state organizations need to empower people on marketing. If marketing can improve, it will attract other neighbouring areas and visitors to use the services of the rural communities. Rural communities of Intsika Yethu are well known in farming but this is not much benefiting for economic and social development because many people depends on their livestock for survivors without any contribution to rural development.

Empowering people in rural communities such as the farming areas of Gwatyu location at Intsika Yethu will be able to assist them to be self-sustainable. For example, in this farming area the people have to walk around 12 kilometres to access services such as shops in a neighbouring community called Oauthey. It is not an interesting environment for the people in rural communities to suffer for services and it is expensive for them to reach Cofimvaba town as they have to pay a lot for transport while the majority are unemployed and survive with state grants. People need to be empowered to obtain skills and utilize the available resources on marketing for socio-economic benefit. Poverty can be reduced through ensuring that people are able to market their services for profit and that the local municipality assist in attraction of tourists as well as investors to the rural communities.



- **Recommendation 9: Curbing Corruption in rural development**

Service delivery in rural areas experiences a challenge of corruption which hinders the pace of rural development. Corruption violates the rights of the poor people and the constitutional mandate of government. Local municipality of Intsika Yethu need to thrive in ensuring that all the corrupt actions are curbed away and any public servant found must be accountable. It is understandable that municipality has policies which emphasize accountability and ethical responsibility but development in rural areas has been improving very slowly because of the chain of corruption. Whereas all the citizens have rights to fair trial and be represented in court irrespective of the seriousness of their actions but at municipal level it should be ensured that necessary steps are taken such as to cut all the corrupt actions. For example, during the election manifesto people are always promised about quality service delivery in rural areas but after the election the people in management position promote nepotism. Relatives and friends without proper qualifications for the positions are recruited and placed

in critical positions and this limit developmental chances as the skilled and qualifying personnel do not stand a chance to be recruited because of internal and external corrupt actions.

For development to be successful, the local municipality management should hold imbizo with the poor people in rural communities and allow them to report about corruption which sometimes involves councillors and traditional authorities. Even the state need to be serious when it comes to corruption because it cannot be identified as challenge at local level only while the national sphere of government promotes it and keep on appointing personnel's with corrupt records. This does not send a good message to the poor people, instead they lost hope because corrupt individuals especial those received tenders are always not prosecuted or their cases disappear with lack of evidence while the pace of rural development have to suffer. Public funds become unaccountable and with little or no action to recover the lost finances that were to develop rural communities for sustainability of the poor people. The principle of clean and good governance must be exercised through implementation of anti-corruption policies into practice.

▪ **Recommendation 10: Ensure quality Monitoring, Evaluation and Reporting**

Local municipality has been called upon to show result in development of rural communities. Local municipality is expected to improve the lives of citizens within their jurisdiction. It is on this note that they have to make the real difference which should constitute the value for money and quality service standards. People in rural communities are no longer interested in administration promises but need reality of services that will improve their living situation. Local municipality together with state departments are required to specify the measurable objectives that must demonstrate the required performance to ensure the pace of developing

rural areas is improving. With quality monitoring and evaluation, it will assist to improve development pace and hold appointed agencies accountable to deliver services in rural communities.

To evaluate results in delivering developmental services for rural needs to be done at the end of the project, the appointment of skilled monitors and evaluators that might assist to identify where gaps and prevent mismanagement of municipal funds. This will strengthen relationship between stakeholders and communities as through quality services, the service providers will gain trust and promote employment opportunities especial for the youth. For appropriateness and efficiency as well as effective pace to develop rural communities, the approach that are working well and those not must be periodically assessed to ensure the outcomes that will be achieved meet the expectations of the key stakeholders and is according to specifications provided to service provider.



5.4 Conclusion

The main objective of the study was to analyse the pace rural development has been implemented at Intsika Yethu local municipality. The study looked at the roll-out of services at rural areas and tried to identify what might be the challenges hindering development. The study looked at the progress that has been achieved while also considering the nature of rural communities at Intsika Yethu local municipal area. Intsika Yethu local municipality has not been generating much revenue compared to the cities because the nature of its surrounding is rural areas. The majority of people resides in rural communities, therefore were not contributing much in municipal collection revenues. Whereas this municipality experiences this challenge but it does not mean the pace of rural development should not improve especial if we consider the democratic period and constitutional framework of South Africa.

In subparagraph 2.2.2, it has been mentioned that in terms of section 152 (2) of the Constitution of the Republic of South Africa (Act 108 of 1996) emphasized that municipality should thrive with its administration and financial capacity in order to achieve the objectives mandated in the constitution. This demonstrate that in whatever challenges the municipality encountered financial and administrative, they have a responsibility to fulfil therefore rural communities need to be prioritized to ensure effective and efficient rural development. Section 153 (a) emphasizes that municipality have to structure and manage its administration and budget and planning process to give priority on the basic needs of the community. The municipality have responsibility to promote social and economic development of the community.

Rural communities were also included in prioritising of basic services, therefore with the current situation of rural development which includes roads, clean tap water and close welfare services. The distribution of services must be administered well and fast-tracked with quality resources to all rural communities in order to achieve rural development. Section 195 (b) of the Constitution of the Republic of South Africa (Act 108 of 1996) state that the basic values and principles that govern public administration was to ensure developmental-oriented public administration; and promotion of efficient economic and effective use of resources. These principles also applies to municipalities as they render public services, therefore rural development need to be implemented effectively while compliance and accountability must be ensured at local municipal level. Whereas it is understandable that Intsika Yethu local municipality has recently improved in rural development but the pace has been slowly when the researcher analyses the services that were still lacking compared with the current achievement. There's still much need to be done effectively and efficiently to ensure developmental oriented administration.

As mentioned in subparagraph 2.2 that South Africa was among the nations with high rate of poverty in rural communities. This puts an emphasis on municipalities such as Intsika Yethu to ensure socio-economic development. This could be achieved through fair and quality distribution of resources that would improve development in rural communities. Resources to empower participants of people and improve household income level would be achieved through infrastructure development that would encourage rural dwellers to implement programmes.

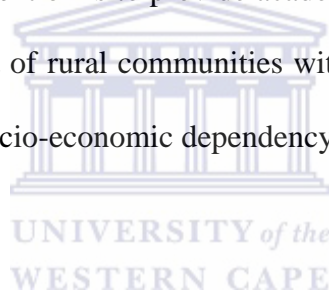
Majority of the unemployed people at Intsika Yethu resides in rural communities. The study found that some has lost confidence in seeking employment and this has been confirmed in Census 2011 (see subparagraph 4.3.2). With the slow pace of rural development, it contributes to high rate of poverty and unemployment, the situation in rural has not much improved as was expected. For example, the majority of people still walk a distance to fetch water and some survive with unhygienic water from the river or dams. This is not what people expected to get when they elected democratic government and also leaders to represent in resource distribution.

In comparing during the apartheid era, Intsika Yethu has tremendously improved especial the town of Cofimvaba. Even rural areas have improved because in the past they were neglected by the leadership and administration of the then government. Much improvement started to be seen in the second decade of democracy which allowed even the marginalized rural people to have access to the public and private services. With this in mind, Intsika Yethu could be regarded as one of the developing local municipalities but the challenge has been in the pace this development has been implemented when it comes to rural areas that are far to town.

5.5 Future Research

As mentioned in Chapter One, there was no academic research conducted regarding an analysis of the pace of rural development at Intsika Yethu municipal area. This shows that there was lack of research information to assist in strengthening rural development and to emphasise partnership with key stakeholders for development to be successful. Based on this, a future quantitative research is recommended for this study to gain further insight on the pace rural development has been implemented and also to track the progress that have been achieved.

This study is mainly focused on improving the pace of rural development for effective and efficient service delivery. The intention is to provide academic recommendation which might assist in prioritising development of rural communities with the aim of reducing issues such as poverty, unemployment and socio-economic dependency.



Reference list

Bhorat, H and Kanbur, R. (2006).Poverty and Policy in Post-Apartheid South Africa. Cape Town: Human Science Research Council.

Cohen, L., Manion, L and Morrison, K. (2011).Research Methods in Education. (7thed). New York: Routledge.

Conrad, F and Serlin, R.C. (2011).The Sage Handbook for Research in Education.(2nded). Chile: SAGE Publications, Inc.

Constitution of the Republic of South Africa, Act 108 of 1996.

Dauids, I, Theron, F and Maphunye, K.J. (2009). Participatory Development in South Africa. A development management perspective. (2nd ed). South Africa: Pretoria.

Delius, P and Schirmer, S. (2001). Towards a Workable Rural Development Strategy. University of the Witwatersrand: Trade and Industrial Policy Secretariat.

De Vos et al., (3rded).2005.Research at grass roots for the Social Sciences and Human Service Professions. Pretoria: Van Schaik Publishers.

Fourie, D. J. (2001). Mechanism to Improve Citizen Participation in Government and its Administration. University of Pretoria: School for Public Administration and Management. SAJEMS NS. 4(1):216-232.

Galvin, M. (2009). Straight Talk to Strengthen Delivery in the Water Service Sector. South Africa: Irish Aid.

Hemson, D. Meyer, M and Maphunye, K. (2004). Rural Development. The provision of basic infrastructure services. Cape Town: Human Science Research Council.

Kessy, F and Tostensen, A. (2008).Out of Poverty. Comparative Poverty Reduction Strategies in Eastern and Southern Africa. Tanzania: MkukinaNyota Publishers.

Koma, S.B. (2010). The State of Local Government in South Africa: Issues, Trends and Options. University of Pretoria: School of Public Management and Administration> Journal of Public Administration, 45 (1.1): 111-120.

Ljeoma, E. (2013). South Africa's Public Administration in context. Republic of South Africa: Pretoria.

Ljeoma, E and Nwaodu, N. (2013). Third World Development Strategies: Decades of Fascination and Frustrations. A Reader on African Vistas. Pretoria: Verity Publishers.

Locke, L.F., Spirduso, W.W and Silverman, S.J. (2007). Proposals that work: A guide for Planning Dissertations and Grant Proposals (5th ed). United Kingdom; Sage Publication.

Mafunisa, M. J. (2001). Professionalism: The ethical challenge for Municipal Employees. University of Pretoria: School of Public Management and Administration. Journal of Public Administration. 36(4):324-339.

Maxwell, J. A. (1996). Qualitative Research Design. An Interactive Approach. United Kingdom: Sage Publications, Inc.

Nemes, G. (2005). Integrated Rural Development: The concept and its operation. Budapest: Institute of Economics Hungarian Academy of Sciences.

Odaro, E.D. (2012). Causes of Poor Service Delivery in Africa and their impact of development. University of London: School of Oriental and African Studies. The journal of Sustainable Development. 7(1):34-45.

Padayachee, V. (2006). The Development Decade? Economic and Social Change in South Africa, 1994-2004. Cape Town: Human Science Research Council.

Population Policy for South Africa. (1998). Republic of South Africa: Social Development.

Roux, N. L. (2002). Public Policy-Making and Policy Analysis in South Africa amidst transformation, change and globalisation: Views on participants and role player in the policy analytic procedure. University of Pretoria: School of Public Management and Administration. *Journal of Public Administration*, 37(4):418-434.

Sapsford, R and Jupp, V. (1996). *Data collection and analysis*. London: Sage Publications Ltd.

Thornhill, C and Hanekom, S.X. (1995). *The Public Sector Manager*. Durban: Butterworths.

Sarantakos, S. (2013). *Social Research*. (4th ed). New York: Palgrave Macmillan.

Van der Westhuizen, G and Dollery, B. E. (2009). "Effective Measure of Basic Service Delivery at South African District and Local Municipalities", *Journal for Transdisciplinary Research in Southern Africa*. 5(2): 162-174.

Welman, C, Kruger, F and Mitchell, B. (2005). *Research Methodology*. (3rd ed). Cape Town: Oxford University Press.



Internet sources

Census 2011. Retrieved on February 13, 2014 from World Wide Web: www.statssa.gov.za.

Draft White Paper on Transforming Public Service. (1997). Retrieved on February 13, 2014 from the World Wide Web: www.gov.za.

Galvin, M. (1999). The Impact of Local government on Rural Development in South Africa. Retrieved on April 08, 2014 from the World Wide Web: <http://www.ukzn.ac.za>.

<http://wbi.worldbank.org/sske/result-story/2129>.

IlimaLabantu. (2010). Eastern Cape Rural Development Strategy. Republic of South Africa: Province of the Eastern Cape. Retrieved on March 05, 2011 from the World Wide Web: <http://www.dplg.ecprov.gov.za>.

International Fund for Agricultural Development. Retrieved on June 04, 2013 from World Wide Web: www.ifad.org.



Kilkenny, M. (1998). Transport cost and rural development. USA: Blackwell Publishers. *Journal of Regional Science*, 38(2):293-312. Retrieved on March 05, 2011 from the World Wide Web: <http://www.cabnr.unr.edu>.

Maxwell, S, Urey, I and Ashley, C. (2001). *Emerging Issues in Rural Development*. An Issue Paper. London: Overseas Development Institute. Retrieved on February 13, 2014 from the World Wide Web: www.odi.org.uk.

Province of the Eastern Cape Spatial Development Plan. (2003). Retrieved on May 02, 2013 from World Wide Web: www.ecprov.gov.za.

The Comprehensive Rural Development Programme Framework. (2009). Retrieved on February 13, 2014 from the World Wide Web: <http://drupal6dev15.econsultant.co.za>.

The Integrated Sustainable Rural Development Strategy. (2000). A strategic approach to rural development: An integrated sustainable rural development strategy. Retrieve on March 05, 2011 from the World Wide Web: <http://www.isrd.pdf>.

The National Framework for Local economic Development in South Africa. (2006). Retrieved on February 13, 2014 from World Wide Web: <https://www.capetown.gov.za>.

The White Paper on Local Government (1998). Retrieve on April 02, 2014 from the World Wide Web: www.info.gov.za.



ANNEXURES



ANNEXURE A: VOLUNTARY INTERVIEW SCHEDULE WITH THE RESPONDENTS

Research title: An analysis of the Pace of Rural Development at Intsika Yethu Municipal Area.

INTRODUCTION

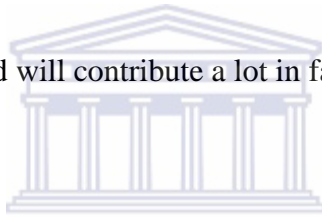
The researcher Mr S. Macanda is conducting academic research to analyse the pace of rural development at Intsika Yethu Municipal Area.

The research is important to establish the experience of rural people on rural development service delivery rendered by the local municipality and to establish progress achieved as well as challenges encountered in development of rural areas specifically those far to town.

The results obtained from this research will be used to identify shortfalls in the rural development service delivery at Intsika Yethu Municipal area.

The results obtain in this research will be used by Mr S. Macanda to fulfil the requirements of research at the University of the Western Cape in Cape Town in order to acquire his Master's degree in Public Administration.

Your participation is valuable and will contribute a lot in fast-tracking the pace in developing rural areas.



Please be advised that there is no right or wrong in answering the questions and feel free to express yourself as much as you can.

ANNEXURE B: RESEARCH QUESTIONNAIRE



**UNIVERSITY of the
WESTERN CAPE**

RESEARCH QUESTIONNAIRE

Name : Siviwe Macanda
Student Number : 2044591
Course : Masters in Public Administration (MPA)
Supervisor : Dr G Davids
Topic : An analysis of the Pace of Rural Development at Intsika Yethu
Municipal Area.

A. Background Information

1. Male Female

Ages

18-35 years 36-59 years 60 years and above

Disabled Not Disabled

2. Are you a community member or municipal employee?
.....

If a community member, for how long have you been residing here? How long have you been employed here?

0-10 years 11-20 years
21-30 years 31 years and above

If a local municipal employee, for how long have you been employed?

0-15 years 16-30 years
16 years and above

3. Do you know your local municipality?

Yes

No

4. Do you know the Municipal Manager of Intsika Yethu?

Yes

No

If 'yes' how do you know him or her?

.....
.....

B. Analysing development in rural communities.

5. What is your views regarding rural development?

.....
.....
.....



6. How do you feel about services rendered in rural community?

.....
.....
.....
.....

7. Is the municipality meeting the needs of your communities?

.....
.....
.....
.....

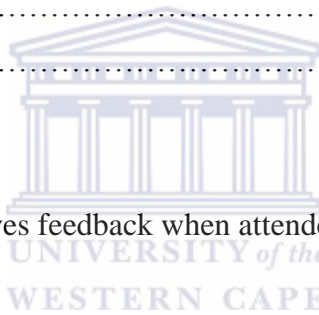
8. What do you think need to be done to improve service provision in rural communities?

.....
.....
.....
.....

C. Rural community participation in planning activities.

9. Are the ward structures working in your municipal area?

.....
.....
.....



10. Is the Ward Councillor gives feedback when attended municipal meetings?

.....
.....
.....
.....

11. Does Intsika Yethu Municipality hold budget meetings with local people in rural communities?

.....
.....
.....

12. Is the municipality involving rural communities in Integrated Development Planning (IDP) meetings?

Yes

No

Not Sure

If 'yes' how often are the community participate in the meetings?

.....
.....

13. How would you like rural communities' contribution at municipality services for development to be successful?

.....
.....
.....
.....



14. Would you like to add anything regarding development services in rural areas?

.....
.....
.....
.....

THANK YOU FOR YOUR PARTICIPATION

ANNEXURE C: PERMISSION TO CONDUCT RESEARCH

Office of the Municipal Manager
201 Main Street Cofimvaba 5380 | Private Bag 1251 Cofimvaba 5380
Tel: 047 874 8700 | Fax: 047 874 0010 | Email: info@intsikayethu.gov.za
customer care: 0860 042 281



20 June 2014

Enq. A. Bekebu

TO: MR S. MACANDA
PRIVATE BAG X 17
BELLVILLE
7535

Dear Sir

RE: REQUEST FOR PERMISSION TO CONDUCT RESEARCH AT INTSIKA YETHU

The above matter has reference.

This serves to acknowledge the receipt of your letter dated 5th June 2014.

The Intsika Yethu council permits you to conduct the educational research in the Intsika Yethu jurisdiction.

However the council would like you to also submit your findings to the municipality as the benefit for service delivery plan.

Hope you find the above in order.

Yours faithfully

.....
Z. SHASHA
MUNICIPAL MANAGER

**ANNEXURE D: REQUEST FOR PERMISSION TO CONDUCT
RESEARCH**



**UNIVERSITY of the
WESTERN CAPE**

Private Bag x 17, Bellville, 7535

Date: 25/03/2014

**The Manager
Intsika Yethu Local Municipality
Cofimvaba**

Dear Sir/Madam

RE: Request for permission to conduct research at Intsika Yethu Local Municipality in Cofimvaba.

I hereby request for the permission to conduct a research study at Intsika Yethu Local Municipality in Cofimvaba. I am currently enrolled at the University of the Western Cape for a Master's degree in Public Administration. My research topic is: AN ANALYSIS OF THE PACE OF RURAL DEVELOPMENT AT INTSIKA YETHU MUNICIPAL AREA.

The main objective of the research is to assess and analyse the pace services have been delivered in rural areas. This to also research the progress that have been achieved while also getting to know the views of people involved or affected by rural development.

The study will also explore how the people living in rural areas understand about their municipality and the services that are rendered by local municipality. The intention with the study is to contribute to the pace rural development has been rendered through the research findings and recommendations.

The study will include a structured questionnaire consisting of both closed and open ended questions which will be used to sample the participants from the targeted rural communities of Intsika Yethu Local Municipality. The study will employ qualitative interviews with the municipal employees and rural community members at Intsika Yethu.

Please be assured that the honest opinion of all the participants will not be used to their disadvantages. They will not be required to submit their names or surnames, their communities or any other form of identification on the questionnaire. All information will be handled in the strict confidence.

Thank you for the time and consideration. I am looking forward to your response.

Yours Faithfully

.....

S.A. Macanda (Mr.) - Researcher

