The Perceived Effects of Foreign Migration on Service Delivery in a South African Local Municipality: A Case of Musina Local Municipality

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Abstract: The current lack of deliverance is evident in the widespread protests, with community members showing their dissatisfaction with sub-standard service delivery and backlogs, which led to the attack of the foreign countries residents in South Africa (Xenophobia). The paper is based on a study on the impacts of foreign migration on service delivery in Musina Local Municipality, South Africa. The study was based on the hypothesis that Local government should be given a significant role to play to effectively manage migration and service delivery to migrants. In order to validate the hypothesis, empirically based questionnaires on the monitoring and evaluation, and service delivery were utilised. The study has revealed gaps in infrastructure delivery related to lack of capability mainly in primary resources such as financial, technical and human. The capabilities of Musina Local Municipality require effective utilisation of these primary resources, resulting in acceptable standards of service delivery to satisfy community needs. In this regard, the municipal performance to address community needs can be identified, reviewed, prioritized and strategized through the recommendations proposed.

Keywords: Foreign migration, Musina Local Municipality, Service delivery, Xenophobia

1. Introduction

The advent of democracy in South Africa in 1994 created expectations from its black citizens in terms of access to opportunities and services. But such hopes of improved livelihoods were also harbored by many other individuals beyond our borders, who saw South Africa as a land of opportunities of employment in pursuit of a better life. For many however, these dreams have remained only that, with analysts believing that the gap between the rich and the poor has actually increased considerably, and opportunities for the previously disadvantaged decreasing rather than increasing. The South African government has identified issues of unemployment, poverty and HIV and AIDS as its major challenges and local citizens have complained that the government's attempt at delivering free proper housing has been undermined by foreigners who bribe corrupt officials for papers and jump the queue in the allocation of houses and other benefits (New Africa, 2008).Over the last decade, South Africa has witnessed many social protests related to service delivery or, more appropriately, a lack thereof. In the past two years, the protests have been violent and at times accompanied by looting and the destruction of foreign nationals' shops and properties (Nleya, 2011; Salgado, 2013; Netswera & Kgalane, 2014; SALGA, 2009; Cogta, 2013). The Department of Co-operative Governance and Traditional Affairs (Cogta) conducted a research in 2013 on issues of urbanisation and migration which argues that urbanization is closely linked to modernisation, industrialisation, unemployment, social factors, political issues and other reasons of rationalisation. The uneven population densities in different spatial spaces have an effect on local government administration and its ability to deliver adequate services to the people that need them (Department of Co-operative Governance and Traditional Affairs, 2013:3).

Vermark (2009) argues that poor South Africans are increasingly being forced to compete with illegal foreigners for employment opportunities and social benefits and services. The already dire situation is further exacerbated by traditional backlogs in terms of basic service delivery to large sections of the country's marginalised poor. In this regard, Vermark (2009) cited in Venter (2005:31) illustrates the threat posed by the substantial number of illegal immigrants in terms of overwhelming the

resources of the country, in the process disrupting the government's critical development agenda were specifically singled out when the South African Police Service (SAPS) went on an operation to close all shops whose owners did not have proper trading permits, as they felt locals who did not possess trading licences were never apprehended. Ultimately, the negative sentiments felt by these foreign nationals are aimed at both local citizens and authority, in this cases the SAPS (IRIN Africa, 2012).

Local governments have not been able to address the entire spectrum of socio-economic and developmental challenges brought about by these newer population dynamics. An increase in the number of persons, whether local or of foreign origin, moving into a municipality alters the needs of that community and increases the claims to public and other services, which essentially affects planning, budgeting and other decision-making processes (Olago, 2011:1). There has not been a study of this nature done in the area of migration and local government planning, therefore, this study will add more literature in the areas of local government. Therefore the study objectives which motivated this study are: To determine the effects of foreign migration on the delivery of basic services in Musina Local Municipality; to establish if Musina Local Municipality is able to deal with the influx of foreigners in an effective manner in relation to their access to basic services and to identify the challenges faced by Musina Local Municipality in dealing with foreign migration as far as basic services are concerned, and propose possible solutions. The increase in migration over the last decade has exacerbated tensions as competition for access to essential services has inevitably increased. An increase in the migrant population, which over time has expectations, rightly or wrongly, has only placed a further strain on limited available resources. The often not met expectations have led to expression of negative sentiments and overt acts of violence against foreign nationals. Umezurike (2012:2), drawing from a study conducted by Dodson (2010), states that there have been protests and counter-protests in several sectors and localities against poor service delivery, including the so-called "xenophobic" attacks on African immigrants, many of them based on perceived and actual competition for scarce amenities. Foreign migration has an effect on delivery of services at all levels of government. The Department of Co-operative Governance and

Traditional Affairs (2013) describes the extent that migration has as a result of significant disparities that exist across provinces and municipalities. The Department puts emphasis on managing migration and urbanisation as part of planning because these phenomena affect service delivery either through backlogs on service delivery or through growing demand for services. A SALGA review in 2009 focuses on challenges of migration and urbanisation in local government, touching on the fact that South Africa does not have a single instrument to track migration, resulting in the inability to plan effectively (SALGA, 2009). Nleya (2011:5) argues that rural and urban migration and declining family sizes have compounded the large services backlog in poor areas across the country. The paper presents the literature reviewed, research methodology, the results and the discussions and the conclusion and recommendations.

2. The Concept of Foreign Migration

According to Ramathetje and Mtapuri (2014:573), international theories of migration date back as far as after Second World War Western theories of migration include conventional migrations which result from differences in income and job opportunities. Migration and development are twin development issues. Most of the causes of migration are development issues such as social-economic, environmental, psychological, political and technological issues. Migrants are defined in terms of their status as permanent versus temporary or legal versus illegal. Migrants are also defined based on their legality and illegality into South Africa. Permanent migrants are migrants who intend living in the new country with no intention of returning to their country of origin when the condition that precipitated their initial movement has stabilised.

3. Foreign Migration and Service Delivery in South Africa

The Constitution of South Africa of 1996, Section (152) (1)(a), states clearly the roles which a local municipality should play in ensuring the provision of services to communities. Hoffman (2011:2-4) elaborates on the roles that local government should play, with emphasis being on the primary responsibility of local government as provisioning of access to crucial public services. The roles and responsibilities are informed by the African National Congress's (ANC) need to reduce economic inequality and increase

political accountability. In 2009 South African Local Government Association (SALGA) conducted a study in order to establish the causes associated with the protests as perceived by affected municipalities, and the following three factors were prevalent in different provinces:

- Governance issues: communication between the community and councillors, community participation, unfunded mandates, political management.

- Service delivery issues: water, electricity roll out, housing delivery, waste management and refuse removal.

- Other issues: migration and informal settlements, land, budget, unfunded mandates, corruption and nepotism.

United Nations Children's Emergency Fund's (UNICEF) 7th Millennium goal has been to reduce by half the portion of people without access to safe drinking water and sanitation in 2015. The reality of the above statement is that local government has to do its best in ensuring that the numbers of communities without running water is reduced. The development in local government is legislated in Chapter 2 of the *Constitution* of South Africa of 1996 which contains the Bill of Rights, a human rights charter that protects the civil, political and socio-economic rights of all people in South Africa. The Bill of Rights gives communities the fundamental rights to access social services, hence the need for local government legislation that emphasises the need for municipalities to play a pivotal role of democratising society and fulfilling a developmental role within the new dispensation. Institute for a Democratic Alternative for South Africa (IDASA) (2010:1-2) states that the fundamental goal of a democratic system is citizen satisfaction and the fact that effectiveness of good local governance need to be judged by the capacity of local government structures to provide an integrated development approach to social and economic development issues and to supply essential services congruent with the needs and desires of the local communities. SALGA National Executive Committee recognises the impact that migration has on municipal governance, as such ordered a study to be conducted aimed at identifying the role that Local Government can play in managing migration and human mobility. The findings of the study pointed in the following direction:

- The confusing overlaps and gaps in service delivery mandates related to the management of mobile populations are exacerbated by the fact that border control and the provision of documentation are national competencies, the nature of their implementation impacts the range of benefits and rights individuals may enjoy at their places of work and residence.

- Undocumented migrants or migrants in informal settlements pose a specific challenge for municipalities. The illegality of their stay in the country or the informality of their residence in locality should not deprive them of certain basic rights.

IDASA (2010:3) mentions that the media has reported on the alarming rate of service delivery protests wherein the protesters explain that they took to the streets because there was no way for them to get to speak to government, let alone to get government to listen to them. Nleya (2011:3) states that the protests wave in poor urban areas that is generally recognised to have started in 2004 has been attributed to failures in service delivery. Most of the grievances which led to protests in local government are attributed to lack or insufficient delivery of water, sanitation, housing and electricity. Mashamaite (2014:231) maintains that many protests seen in South Africa were about failures of local government to engage ordinary people in political processes, leading to protesters complaining about the unresponsiveness of officials and councillors. Whilst South Africans have been growing increasingly impatient at their quality of life, the socio-political state of their Zimbabwean neighbour has been steadily worsening. Human Rights Watch (2006:6) has reported that in 2007, 83% of the population of Zimbabwe was living below the poverty line and the unemployment rate was 80%. By the end of 2008 the country was already starving, with significant food shortages. Government believed that many aid agencies that were supposed to be offering assistance were working for the opposition and were thus barred from the country. Bamanayi (2008:6) sums up by stating that this led to Zimbabweans crossing borders to South Africa in large numbers to look for food and economic opportunities, political asylum and other reasons include the humanitarian aid. The United Nations High Commissioner for Refugees (UNHCR) (2009:15) states that South Africa provides better economic

opportunities around Musina. More than half of the asylum claims registered in South Africa in 2008 were submitted by Zimbabweans. Bamanayi (2008:2) states that the Department of Education has recorded that in Limpopo Province there were 324 contract educators from Zimbabwe in 2014 (Education Departmental Statistics, 2014), bringing the required skills, innovation and knowledge which may boost economic growth in the receiving country. The National Development Plan of South Africa (2011) proposes that the state should strengthen its role as a service provider, as the core provider of public goods (such as infrastructure and other public services), as an economic regulator, as a consumer as a critical player in giving leadership to economic development and addressing market failures.

In the same vein, the 1998 Refugee Act commits to protect refugees. However, there are still signs that refugees bear the brunt of police harassment, discrimination and xenophobia (Rugunanan & Smit 2011; Landau, 2005; Consortium for Refugees and Migrants in South Africa, 2009).

Foreigners have been called a variety of names in South Africa, ranging from aliens, illegals; the most common name is "Makwerekwere". According to Umezurike and Iske (2013), the term "Makwerekwere" is a derogatory slang that was originally used to describe foreigners, in particular the strange sounds of foreign languages, especially the languages spoken by African foreigners in South Africa. Overtime it became a popular slang used to label African immigrants in South Africa and in some cases in Botswana, Lesotho and Swaziland. Meda (2014:69) states that violence and xenophobic attacks in South Africa and other international countries are caused by limited resources which migrants and citizens would scramble for. The scholars postulate that xenophobic violence in South Africa was a result of too many foreigners competing with citizens for limited resources resulting in citizens feeling threatened by the foreigners. There have been different reasons attributed to the xenophobic violence. Davis (2010) categorises some of those as stemming from public anti-foreigner comments, poor immigration policies, poor handling of the Zimbabwean crisis, administrative injustice at the Department of Home Affairs and the police tolerating vigilantism of South Africans against non-South Africans.

4. Research Methods

This section presents the research design, study area, population and sample, data collection method, data analysis.

4.1 Research Design

Mouton (1996:107) and Bless & Higson-Smith (1995:63) state that a research design includes a set of guidelines and instructions to be followed in addressing the research problem, a plan of a research, a programme to guide research in collecting, analysing and interpreting observed facts. De Vos *et al. (*2005:268) refer to a research design as the methods available for researchers to study certain phenomena, stating that a research can either be qualitative or quantitative or both in its nature. Kumar (2011:15) mentions that the main objective of a qualitative study is to describe the variations and diversity in a phenomenon situation or attitude with a very flexible approach so as to identify as many variations and diversity as possible. This study utilised the qualitative approach so that it can provide insights into the problem by uncovering trends in thoughts and opinions, and go deeper into the problem through interviews that were conducted with municipality officials who deal directly with service delivery and migration matters. In this study data was collected through questionnaires distributed to citizens and foreigners who are residents in the two informal settlements of the Musina Local Municipality.

4.2 Study Area, Population and Sample

The study area of this research is Musina Local Municipality which falls under Vhembe District Municipality in Limpopo Province. Reasons for choosing Musina Local Municipality are based on the fact that the two settlement areas, Matswale and Nancefield, are less than twenty kilometres away from the main land port of entry called Beitbridge, which has been prioritised by the South African government solely on the fact that it is the main gate and neighbouring borderline for Zimbabwe, Mozambique and Botswana. Most foreign nationals come through the mentioned port of entry, and the first municipality they find comfort, settle or pass through is Musina Local Municipality. Musina has an approximate general population of 68 359, (1) A purposive sampling method was utilised in order to obtain relevant information from two (2) designated

Figure 1: Showing Composition of the Nationalities of Participants
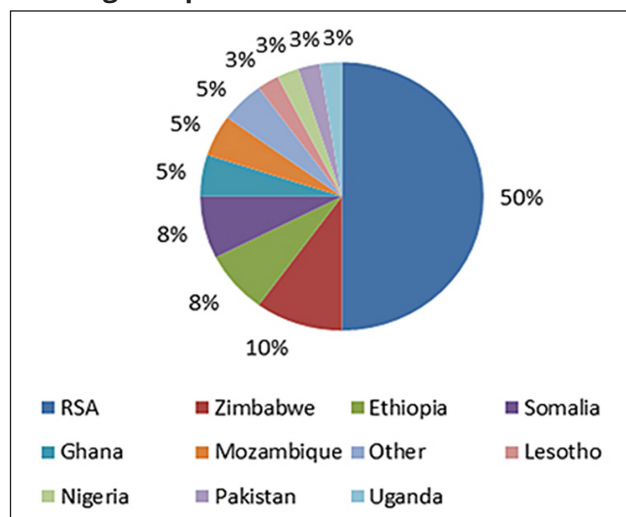
Source: Authors

employees of Musina Local Municipality and Vhembe District Municipality through interviews. Musina Local Municipality has a total number of two hundred and sixty-eight employees (268) of which only one (1) employee deals with the IDP and technical services. The employee from the local municipality is supported by the other employee from district level to co-ordinate the work of the local municipality in a coherent plan to improve the quality of life for all the people living in the area and take into account the existing problems and resources available for development. Random sampling method was utilised in reaching out to both foreign and local Musina residents to participate in the research. These residents live in two informal settlements of the municipality. A sample size of forty (40) residents was chosen which comprised of twenty (20) foreigners (10 from each informal settlement) and twenty (20) South African citizens (10 from each informal settlement) in the Musina Local Municipality. This sample size was envisaged as a fair representation in order to get a balanced view from both South African citizens and foreigners in Musina Local Municipality.

4.3 Data Collection Methods

Data has been collected through questionnaire. The researcher administered structured questionnaires with the assistance of four trained research assistants to members of the community of Musina and foreigners who are settled all over the area, specifically Nancefield and Matswale. During the distribution of questionnaires to the twenty (20) foreign nationals and twenty (20) South African citizens, the researcher's role was to ensure that the purpose of the research was clear to the participants, ensuring that the participants who struggled to understand the language were assisted through translation and rephrasing of some of the questions.

4.4 Data Analysis

Babbie (2007) states that the analysis of a single variable can be used mainly for the purpose of description. Based on the fact that the study is taking a quantitative and qualitative approach, it is important that these different methods also be employed to analyse data. Bryman and Cramer (2001) explain that in quantitative data analysis the emphasis is on understanding and analysis of data using mathematical and statistical techniques. Ganda, Ngwakwe and Ambe (2017) and Ngomane (2010:41) agrees that in analysing qualitative collected data all data must be transcribed, read and re-read for the researcher to become familiar with the data.

5. FINDINGS AND DISCUSSIONS

This section presents the results along with the discussion of the study.

5.1 Nationality of Respondents

The majority of the respondents were South Africans (50%), followed by Zimbabweans (10%), Ethiopians (8%), Somali (8%), Ghanaians (5%), Other (5%) and Sotho's, Nigerians, Pakistanis and Ugandans had each contributed 3% of the respondents. It is clear that the sample was dominated by locals (50%) and an effort was made to have as much representation

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Figure 2: Showing Residential Area in Musina of the Participants
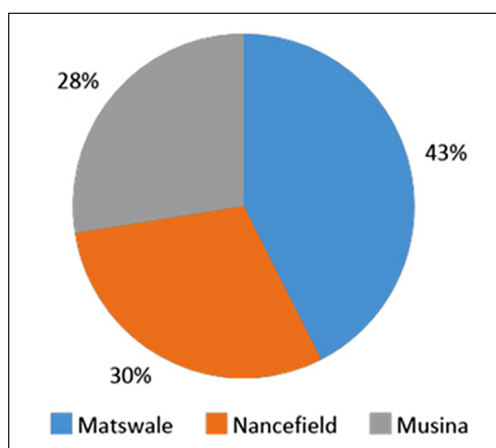
Source: Authors

Figure 3: Showing the Level of Education of Participants
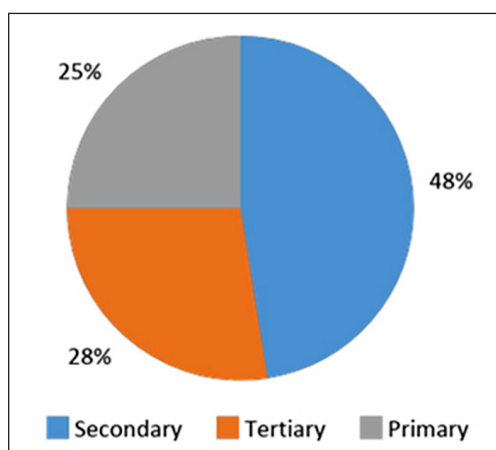
Source: Authors

of other nationalities found in Musina town as possible. It is not surprising that Zimbabweans were the second most represented group in the sample as it is easier for them to cross the border into the town both legally and illegally. Figure 1 on the previous page illustrates the composition of the nationalities of the participants.

5.2 Settlement/Residential Area

In the case of the areas where respondents reside in the town of Musina, this was classified into three major areas, as follows: Matswale, Nancefield and Musina Town. Figure 2 above shows that most of the respondents were from Matswale (43%), followed by Nancefield (30%) and Musina town (28%). The reason for targeting those three settlements was based on the fact that most backyard structures and informal structures are found mainly in those three areas and that is where the majority of foreign nationals reside.

## 5.3 Respondents' Level of Education

The respondents' level of education was determined through a process of data collection and analysis, which was classified into primary, secondary and tertiary education/qualification. The reason for soliciting the level of education was mainly to determine the educational level of immigrants who come to the town of Musina. Ngomane (2010) states that the educational level of illegal immigrants is very low and they cannot significantly contribute to the economy of South Africa. This was confirmed by the findings of the study shown in Figure 3 above. The majority of the respondents attained secondary school education (48%), and 25% went as far as primary education. Twenty-eight percent of the respondents had up to tertiary education. Since most the respondents were from informal settlements, it is assumed that even the South African nationals who participated in the study did not attain tertiary education.

Figure 4: Showing the Bar Graph for Level of Education (Nationality Cross Tabulation)
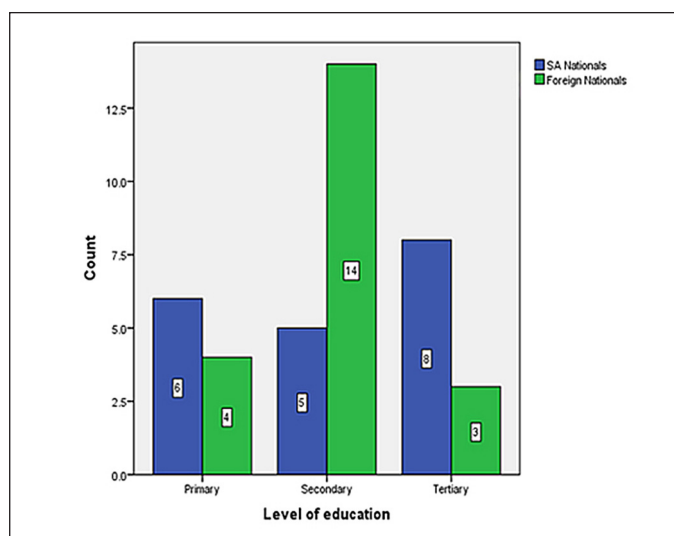
Source: Authors

Figure 5: Showing the Number of Years in South Africa for Foreign Nationals
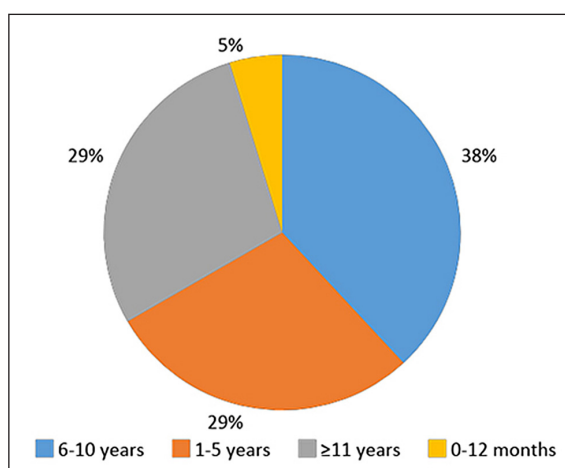
Source: Authors

The paper also conducted a further analysis on the comparison of level of education of SA nationals as well as foreign nationals and the findings are demonstrated in Figure 4 on the previous page.

Figure 4 shows that there were significant differences in the levels of education and nationality, with more foreign nationals having secondary education compared to locals and more locals having tertiary education compared to foreign nationals.

## 5.4 Foreign Respondents' Number of Years in South Africa

It was necessary to ask foreign nationals the number of years they have been in the country to determine if they can rate the service delivery properly and also to determine if they stay for long in the country or they are always on the move. Respondents were asked to classify how long they have been living in South Africa, based on four categories as Figure 5 above illustrates. Thirty-eight percent of the foreign nationals have been in the Republic of South Africa for 6-10 years, 29% for 1-5 years; 29% for more than 11 years and only 5% for less than a year (Figure 5). Based on this, it was clear that the majority foreign nationals participating in the study have been in the Republic for at least a year.

5.5 Source of Livelihoods

Figure 6 on the next page illustrates the employment status of the respondents. Findings of the survey showed that an approximately equal proportion of

Figure 6: Showing Employment Status of Participants
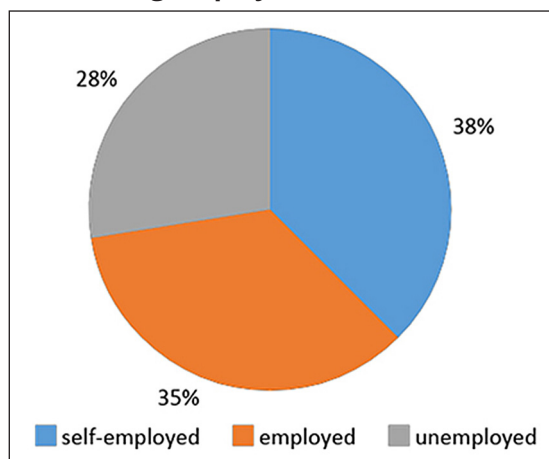
Source: Authors

Table 1: Showing Employment Status (Nationality Cross Tabulation of Participants)

			Q_6		
			SA Nationals	**Foreign Nationals**	**Total**
Q_7	**Employed**	Count	10	4	14
		% within Q_7	71.4%	28.6%	100.0%
		% within Q_6	52.6%	19.0%	35.0%
	Unemployed	Count	8	3	11
		% within Q_7	72.7%	27.3%	100.0%
		% within Q_6	42.1%	14.3%	27.5%
	Self-employed	Count	1	14	15
		% within Q_7	6.7%	93.3%	100.0%
		% within Q_6	5.3%	66.7%	37.5%
Total		Count	19	21	40
		% within Q_7	47.5%	52.5%	100.0%
		% within Q_6	100.0%	100.0%	100.0%

Source: Authors

those employed, unemployed and self-employed. Thirty-eight percent of the respondents are self-employed, 35% are formally employed and 28% are unemployed. It can be assumed that the majority of the foreign nationals fell in the self-employed category since they might not have been having adequate paperwork to allow them to work in the Republic.

Cross tabulation with Chi-square (χ2) test was used to associate the employment status of the respondents, with the nationality of respondents, $p<0.05$ was considered significant. Results of the survey in Table 1 above show that of those who are formally employed, there are more RSA nationals formally employed (71.4%) compared to foreign nationals (28.6%). Of those who indicated that

they are unemployed, there are more RSA nationals (72.7%) compared to foreign nationals (27.3%). Table 1 indicates that most foreign nationals are self-employed, with 93.3% of those indicating that they are self-employed.

In this context, Table 1 illustrates that the Chi-square (χ2) analysis revealed a significant association of employment status with nationality ($p<0.05$).

5.6 Type of Settlements

The respondents were asked the type of settlement they live in to determine the level of service delivery in the town and also later on determine if equal opportunities and services are available for the foreign nationals compared to locals. The

Table 2: Type of Settlement (Nationality Cross Tabulation)

			Q_6		
			SA Nationals	**Foreign Nationals**	**Total**
Q_8	**Formal**	Count	7	8	15
		% within Q_8	46.7%	53.3%	100.0%
		% within Q_6	36.8%	38.1%	37.5%
	RDP	Count	10	12	22
		% within Q_8	45.5%	54.5%	100.0%
		% within Q_6	52.6%	57.1%	55.0%
	Rural	Count	1	0	1
		% within Q_8	100.0%	0.0%	100.0%
		% within Q_6	5.3%	0.0%	2.5%
	Other	Count	1	1	2
		% within Q_8	50.0%	50.0%	100.0%
		% within Q_6	5.3%	4.8%	5.0%
Total		Count	19	21	40
		% within Q_8	47.5%	52.5%	100.0%
		% within Q_6	100.0%	100.0%	100.0%

Source: Authors

Table 3: Showing the Rating of Provision of Houses in Musina

Rating	Frequency	Percent
Very poor	15	38%
Poor	11	28%
Fair	9	23%
Good	5	13%
Excellent	0	0%
Grand Total	**40**	**100%**

Source: Authors

analysed outcomes reports that the majority of the people live in RDP houses (55%), followed by formal houses (38%), then other settlements (5%) and only 3% reside in the rural areas/settlements. Cross tabulation with Chi-square ($\chi 2$) test was used to associate the type of settlements respondents live in, with nationality of respondents, $p < 0.05$ was considered significant. Table 2 above shows that there are no differences in the types of settlements locals and foreign nationals reside in. Of those who indicated that they live in formal settlements, 46.7% are RSA nationals and 53.3% are foreign nationals; and of those who reside in RDP settlements, 45.5% are locals and 54.5% are foreign nationals.

Thus, the Chi-square ($\chi 2$) analysis revealed that this did not represent a statistically significant relationship between the two variables in the above Crosstab, ($p > 0.05$) (Table 2).

5.7 Perceptions on the Services Rendered by Musina Local Municipality

This section analyses the participants' views in relation to provision of diverse services by the Musina Local Municipality.

5.7.1 The Service of Provisioning of Housing
Rating of the housing provision service in the town was classified into five categories as shown in Table 3 above. All the respondents responded to this question and 66% of the respondents the Musina housing provision service as "poor to very poor". Twenty-three percent rated it as "fair" and only 13% rated it as "good" whereas none of the respondents rated it as "excellent".

Cross tabulation with Chi-square ($\chi 2$) test was used to associate the rating of the housing provision services by the municipality, with the nationality of

Table 4: Showing the Rating of the Housing Provision Service (Nationality)

			Q_6		Total
			SA Nationals	Foreign Nationals	
Q_9	Very poor	Count	6	9	15
		% within Q_9	40.0%	60.0%	100.0%
		% within Q_6	31.6%	42.9%	37.5%
	Poor	Count	4	7	11
		% within Q_9	36.4%	63.6%	100.0%
		% within Q_6	21.1%	33.3%	27.5%
	Fair	Count	7	2	9
		% within Q_9	77.8%	22.2%	100.0%
		% within Q_6	36.8%	9.5%	22.5%
	Good	Count	2	3	5
		% within Q_9	40.0%	60.0%	100.0%
		% within Q_6	10.5%	14.3%	12.5%
Total		Count	19	21	40
		% within Q_9	47.5%	52.5%	100.0%
		% within Q_6	100.0%	100.0%	100.0%

Source: Authors

respondents, $p<0.05$ was considered significant. With regards to the rating of the housing provision services Table 4 on the following page shows that, 40% of those who said the service was very poor were RSA nationals, and 60% were foreign nationals. Of those who said the service was poor, 36.4% were RSA nationals and 63.6% were foreign nationals. Of those who rated the service as fair, 77.8% were locals and 22.2% were foreign nationals; whereas of those who rated the service as good, 40% were locals and 60% were foreign nationals.

Chi-square ($\chi 2$) analysis revealed that this did not represent a statistically significant relationship between the two variables in the above Crosstab, ($p>0.05$), (Table 4).

5.7.2 Other Services Rendered by Musina Local Municipality

Respondents were given 10 statements related to Musina Local Municipality's service delivery and asked to answer "yes" or "no" to the statements. Table 5 on the next page is a summary of the responses to the ten statements related to service delivery in the town. The findings of the survey in Table 5 also shows that the majority (93%) of the respondents had been to Musina Local Municipality. And of those who had been there, 55% were satisfied with the service they were given and the rest indicated that they were not satisfied. Fifty-five percent indicated that the Local Municipalities services were easily accessible, whereas forty-five

percent indicated otherwise. When it comes to the provision of services like running water and electricity, all the respondents (100%) indicated that they had access to such services. Approximately half of the respondents (47%) indicated that they were guaranteed running water all the time. Ninety-five percent of the respondents indicated that the municipality collects refuse on a weekly basis. An area of concern was noted to be the coverage of tarred roads, with 75% of the respondents saying the main roads in their communities were not tarred. Ninety percent of respondents were also of the opinion that the municipality was not able to address migration issues and 38% of the respondents indicated that they had once participated in a service delivery protest. The findings of the study are consistent with the Community Survey of 2007, which pointed out that South Africans believed service delivery was improving. A closer look at the Access to Municipal Services 1996-2007, based on Stats SA (2007) shows that there are tremendous improvements in citizens' access to basic services like water, electricity, sanitation (toilets), water and refuse collection among the most important services.

5.8 Accessibility of Services to Foreign Nationals

A Cross tabulation with Chi-square ($\chi 2$) test was used to associate accessibility of services in Musina Local Municipality with the nationality of respondents. The

Table 5: Showing the Perceptions on Service Delivery by Musina Local Municipality

Statement/Question	Response	
	Yes	No
Have you been to Musina Local Municipality?	93%	8%
If yes, were you satisfied with the service rendered to you?	41%	59%
In Musina Local Municipality services are easily accessible.	45%	55%
Does your residential area have access to running (tap) water?	100%	0%
If the community has running water, are you guaranteed water each time you open the tap (day or night)?	48%	53%
Do Municipal trucks collect refuse or waste on a weekly basis?	95%	5%
Do houses in your community have electricity?	100%	0%
Are all the main roads tarred in your community?	25%	75%
Musina Local Municipality is able to address migration issues.	10%	90%
I have witnessed or participated in service delivery protests in my area.	38%	63%

Source: Authors

Table 6: Showing Accessibility of Services (Nationality Cross Tabulation of Participants)

			Q_6		
			SA Nationals	Foreign Nationals	Total
Q_12	Yes	Count	13	5	18
		% within Q_12	72.2%	27.8%	100.0%
		% within Q_6	68.4%	23.8%	45.0%
	No	Count	6	16	22
		% within Q_12	27.3%	72.7%	100.0%
		% within Q_6	31.6%	76.2%	55.0%
Total		Count	19	21	40
		% within Q_12	47.5%	52.5%	100.0%
		% within Q_6	100.0%	100.0%	100.0%

Source: Authors

p<0.05 was considered significant. Table 6 above illustrates that the accessibility of services was found to be related to nationality. Of those who indicated that the service delivery by Musina Local Authorities was easily accessible, 72.2% were RSA nationals and only 27.8% were foreign nationals. This represented a statistically significant relationship (p< .05) between the two variables in the above crosstab.

5.9 General Respondents' Perceptions on Service Delivery

Respondents were given eleven statements related to service delivery, relations of locals with foreign nationals and relations of the communities with municipality officials and asked to rate the statements using a five point Likert scale. The responses on the Likert scale ranged from "strongly disagree" as the lowest rating to "totally agree" to show their agreement to the statement. Figure 7 on the next page is a summary of the responses to the eleven statements related to service delivery, relations of locals with foreign nationals and relations of the communities with municipality officials in Musina.

When questioned if they were able to get along with foreigners or RSA citizens in their neighbourhood, the majority of the respondents (60%) indicated that they were not able to get along with foreigners (for RSA citizens) and RSA citizens (for foreign nationals) in their neighbourhood. When responding to the statement: "Government has plans in place to address issues of illegal migration", only 16% of the respondents agreed/totally agreed to the statement that "the government has plans in place to address issues of illegal migration" and the rest were not sure (28%) and then 57% disagreed to the statement. Only 12% of the respondents agreed/totally agreed to the statement that "the government has plans in place to address corruption at the Beitbridge port of

Figure 7: General Perceptions on Musina Town
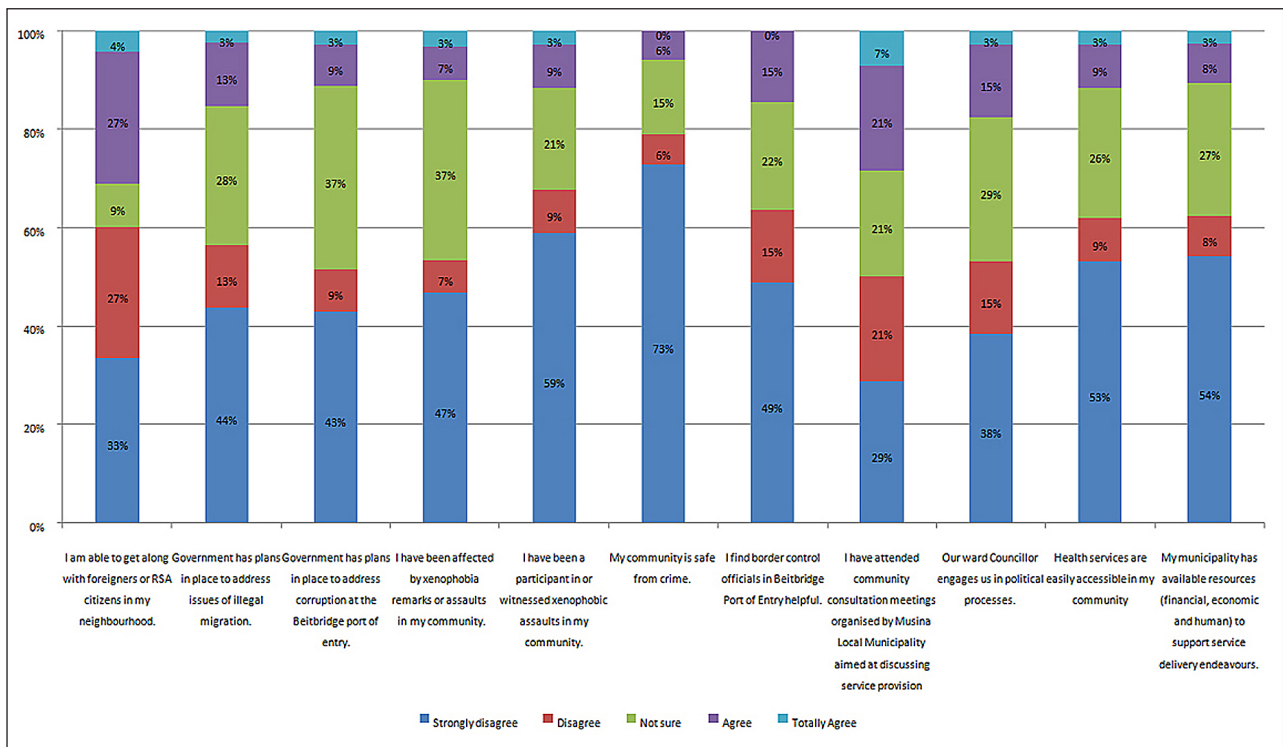
Source: Authors

entry" and some of the respondents were not sure (37%) and disagreed (52%). Fifteen percent of the respondents agreed to the statement that border control officials in Beitbridge Port of Entry are helpful. In this vein, some of the respondents were not sure (6%) and the rest disagreed (64%).
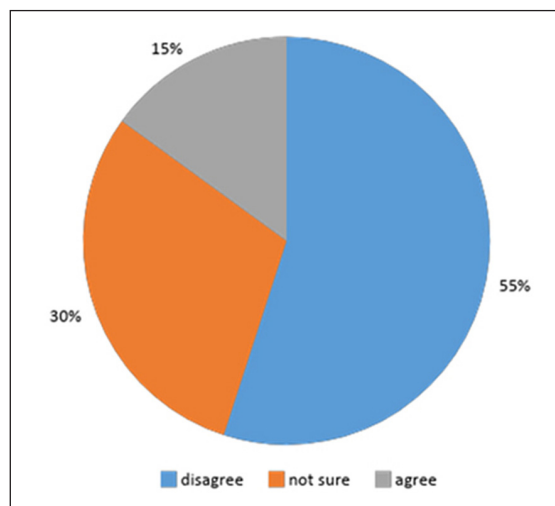
Figure 7 shows that only 12% of the respondents had participated or witnessed xenophobic assaults in their communities and some were not sure (21%) and disagreed (68%). Of concern was the fact that only 21% of the respondents agreed that their communities were free from crime, 6% were not sure and the rest disagreed (73%). Twenty-eight percent of the respondents agreed that they had attended community consultation meetings organised by Musina Local Municipality aimed at discussing service provision and the rest were not sure (21%), whilst the majority never attended (50%).Only 18% of the respondents agreed to the statement that their ward Councillor engages them in political processes and the majority were not sure (29%) and disagreed (53%). Of the forty respondents only 12% said that health services were easily accessible in their communities. Eleven percent of the respondents were of the opinion that the Musina municipality has available resources (financial, economic and human) to support service delivery

endeavours, whilst the majority were not sure (27%) or disagreed to the motion (62%).

5.10 Impact of Xenophobia on Foreign Nationals

The findings of the survey in Figure 8 on the next page indicate that xenophobia was not a major concern in Musina. Fifty-five percent of the respondents "disagreed" because they had been affected by xenophobia remarks or assaults in their communities. Thirty percent said they were "not sure" and fifteen percent of the foreign respondents indicated that they had experienced xenophobia or some form of assault in their communities.

Landau, Ramjathan-Keogh and Singh (2005:17) state that although there are examples of hospitality, tolerance, and South Africans defending non-nationals' rights, there is strong evidence that South Africans are generally uncomfortable with the presence of black non-nationals in the country. Based on a national survey of South Africans Crush (2000:103) argues that intolerance is extremely pervasive and growing in intensity and seriousness. Abuse of migrants and refugees has intensified and there is little support for the idea of migrant rights. Crush (2000:103) argues that only one group of South

Figure 8: Impact of Xenophobia on Foreign Nationals

Africans, a small minority with regular personal contact with non-citizens is significantly more tolerant, and this could be the case with Musina residents as they are in regular contacts with foreign nationals.

6. Conclusion and Recommendations

This study dwelt on investigating the effects of foreign migration on the delivery of basic services in Musina Local Municipality. Through adopting qualitative research approach questionnaires were employed to gather data from 20 foreign nationals and 20 South African nationals who live in informal settlements of Musina. The study outcomes demonstrate that most of the participants live in formal and RDP settlements though foreign nationals had the highest numbers than South African nationals. In relation to provision of housing, both South African and foreign nationals viewed the service as very poor. Most South Africans confirmed that they were not participants in xenophobic attacks though they have been negatively affected by this event in their communities. Furthermore, both South African and foreign nationals expressed that the government does not have adequate financial resources and policies in place to address illegal immigration, corruption and adverse health-related issues. Further studies could focus on surveys conducted at provincial and/or national level as this study results cannot permit generalization at these capacities. Migration has various implications to receiving municipalities, and Musina being a border town is subject to a high volume of migrants residing on both a short and long-term basis. As migrants enter Musina they increase the demand for services which the

municipality did not have in their IDP's. Based on the findings of the study, the following is recommended.

6.1 Co-Ordination of Roles Played by Local and Central Governments

There seems to be some fragmentation and confusion on the roles of municipalities and national government in dealing with and management of migrants, particularly with regards to service delivery. While border control and the provision of documentation are obviously national competencies, the nature of their implementation impacts on the range of benefits and rights individuals may enjoy at their place of residence or work. Undocumented migrants in informal settlements pose a specific challenge for municipalities. The illegality of their stay in the country or the informality of their residence in a locality should not deprive them of certain basic rights. As such, local government should be given a significant role to play to effectively manage migration and service delivery to migrants. It is thus recommended that initiatives to guide municipalities on how to proceed in developing and implementing policies and strategies to that effect be developed.

6.2 Training of Municipality Personnel

It is recommended that Musina Local Municipality be allocated resources and special training to its personnel to initiate modern data collection systems on migration and migrant communities. This includes the establishment of dedicated capacity to deal with migration, such as Migrant Desks. Local authorities also need to be trained to enable them

to understand population dynamics, particularly for migrants and use the population data for their planning and programming. This will promote a more holistic view of human mobility and facilitate the technical expertise to collect, interpret, manage and incorporate population data into planning.

6.3 Border Control

It is of utmost importance that the national government effectively and urgently protect South Africa's borders and points-of-entry, particularly the Beitbridge border post. South African borders must be managed effectively to ensure that all migrants entering the country are appropriately documented. This will enable municipalities like Musina Local Municipality to account for all the migrants within their jurisdiction and to accommodate them more effectively.

6.4 Documentation for Foreign Nationals

The national government should make it easier to regularise the residency and legality of non-South African citizens. Problems of endemic corruption within the Department of Home Affairs, local municipalities and within some relevant divisions of the SA Police Service need to be urgently dealt with. Regularisation of non-South African citizens will make it easier for them to access basic services and for the municipality to account for them in their planning and service delivery.

6.5 Improve Law Enforcement and Combating Crime

Crime is one of the major problems which were recorded in this study. Organised criminals have apparently been opportunistic in taking advantage of the vulnerable, further deepening tensions and grievances. People living in South Africa illegally are vulnerable to coercion and violence. It is therefore imperative that any bid to improve community relations needs to be partnered by a serious and a dedicated project to tackle crime.

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