

**EVALUATING THE DELIVERY OF WATER AND SANITATION SERVICES IN THE  
THULAMELA MUNICIPALITY OF LIMPOPO PROVINCE**

**MINI-DISSERTATION**

**BY**

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## **DECLARATION**

I declare that the mini-dissertation report title (Evaluating the delivery of water and sanitation services in the Thulamela Municipality of Limpopo Province) is my own work and that it has not been conducted and submitted before any Degree or examination in any other University and that all the sources I have used or quoted have been indicated and acknowledged as completed references

Sarah Vhonani Dau

Signed \_\_\_\_\_

Date \_\_\_\_\_

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## **ABSTRACT**

The study is an evaluation of the challenges that the Thulamela Municipality face in the delivery of water and sanitation services. The purpose of the study was to find ways of improving service delivery and addressing backlogs so that sustainable delivery of water and sanitation services can be achieved.

A descriptive quantitative method was conducted using a questionnaire, peer-reviewed journals, books and official documentation.

The Thulamela Local Municipality is based at Vhembe District in Limpopo Province.

The study shows that there is a serious challenge of backlogs in water and sanitation delivery. These will be difficult to overcome due to financial constraint and, lack of human capacity and technical resources.

The researcher concluded that the municipality has serious backlogs in service provision which needed to be addressed urgently.

She recommends that the municipality should outsource some services, provide efficient and effective resource to ensure that there is sustainable service provision.

# CHAPTER 1

## INTRODUCTION

### 1.1 BACKGROUND AND SIGNIFICANCE OF THE STUDY

In this research water and sanitation service delivery in Thulamela Municipality is evaluated. This chapter explores the background and significance of study, statement of the problem, statement of objectives, research questions and provides an outline of the chapters.

The aim of the government is to provide services to the people. For this purpose the African National Congress (ANC) government has established in three spheres of government, the National, Provincial and Local sphere of government. Government entities should operate according to legislation.

The Constitution is the supreme law of the Republic of South Africa. Any law or conduct inconsistent with it is invalid, and the obligations imposed by it must be fulfilled. Chapter 10 of the Constitution of the Republic of South Africa, Act 108 of 1996, section 195(1) states that, public administration must be governed by democratic principles and values enshrined in the Constitution.

Section 151(1) of the Constitution provides for the establishment of municipalities in the local sphere of government. The local sphere of government is the one nearest to the people and its objective, amongst others is to ensure that there is a sustainable the provision of services to communities.

According to (Gildenhuys and Knipe 2000), broad goals of modern governments should create of a good quality life for it's the citizens. They further state that, governments have to execute a variety of functions and deliver a variety of services in order to realize their goals, objectives, and short-term targets. In order

to execute the functions needed to realize their goals, governments are bound to supply and deliver public goods and services to their communities.

The National Government enacts Acts or legislation that governs Local Governments and ensures that municipalities develop. Amongst these legislations is the Municipal Demarcation Act (Act of 27 of 1998) which calls for the setting up of a Demarcation Board, which draws new municipal boundaries. The Demarcation process ensures that financially sustainable municipalities are established; previously advantaged municipalities were amalgamated with previously disadvantaged municipalities and the rationalization of municipalities (the number of municipalities has been reduced from 843 to 284).

The Municipal Structures Act (Act 117 of 1998) focuses on various structures for local government and mechanisms for service delivery. It determines functions to be performed and municipal structures in line with capacity requirements. Municipalities are categorized into three groups, A, B and C. Category A municipalities which are Metropolitan Municipalities.

In South Africa there are six category A Municipalities. They are cities with a large urban core and extended rural periphery. They are assumed to have significant capacity and perform the full set of municipal functions. Category B municipalities are Local Municipalities which are 232 in number. They have some small towns or large villages within their areas, which bring capacity to small surrounding areas.

Category C municipalities are 46 in number. They are referred to as District Municipalities. They are comprised of local municipalities. Thulamela Municipality falls under Vhembe District Municipality. It is a category B Municipality. The Vhembe District Municipality is comprised of Mutale, Musina, Makhado and Thulamela Municipality (Charlton and Kihato, 2006)

The Municipal Systems Act (Act 32 of 2000) regulates the internal system and functioning of a Municipality. It provides for a comprehensive range of service delivery mechanisms through which municipalities may provide municipal services. Municipalities can enter into partnerships with outside organizations to deliver services effectively. Examples of these partnerships are: municipal-public partnerships (e.g. with water boards); municipal - community partnerships (e.g. with non-governmental organizations or community based organizations); or municipal-private partnerships (e.g. private sector companies including small, medium, micro enterprises [SSME]). As a municipality, Thulamela is also entrusted with a constitutional obligation to provide services to its communities.

The government should create institutions providing delivery. When government assumes responsibility for an activity, it has various options open for it. It may contract to other institutions, undertake it within the public bureaucracy or join with other organizations in some form of a joint delivery.

Municipalities are required to produce an Integrated Development Plan (IDP) which includes land and property development, for its communities. These plans should meet the requirements of the different departments concerned with social and economic development of the country. The IDP, in conjunction with Local Government legislation can guide municipalities in their quest to attain the of service delivery objectives.

During the apartheid era, service delivery was mainly provided for white people, while other racial groups, primarily black people, did not receive enough services from the government. Services such as water and electricity were provided along racial lines with white people receiving superior services at the expense of the vast majority of the people. The demise of apartheid in the 1994 general elections, and the African National Congress's (ANC) assumption of power, raised many hopes for the South African people in general and the black majority in particular. They believed that the ANC led government would remedy the situation and

provide the much needed services like water and sanitation, as blacks in particular were segregated against, thus received too little or no service at all.

After the inception of the new government of national unity in 1994, South Africa inherited huge service backlogs with respect to access to basic service such as water and sanitation, electricity and housing amongst other basic services. An estimated of 15 million people were without safe water and 20 million were without adequate sanitation. In 2004 former President Thabo Mbeki promised in his state of the union address to parliament that all households would have running water within 5 years. Achieving the promised objectives is a major challenge as there are still backlogs.

<http://en.wikipedia.org/wiki/watersupplyandsanitationsouthafrica>

In Thulamela Municipality, it is difficult to meet backlogs pertaining to water, sanitation, electricity and housing amongst other services. This research will concentrate on water and sanitation services as they are key basic needs. The IDP of Thulamela Municipality indicates that the backlog of water provision since 2008 is 96 536 households. The annual target is 3415, after 5 years, only 17075 households will have access to water services if yearly targets are met. There will still be a backlog of 79461 households without water after 5 years from 2008. Sanitation, electricity and housing also have considerable backlog. Thulamela IDP Review (2009/10-2011/12)

This study is worth investigating because it will clarify the weaknesses that South African municipalities in general and Thulamela municipality in particular are having and thus will suggest corrective measures to the obstacles hindering effective service delivery, particularly on water and sanitation. This study will also improve policy in municipalities by showing that closer relationships and effective communication between municipal officials and the people on the ground is a central feature of human understanding and cooperation. Further, this study will add on the scholarly literature on service delivery, particularly at

Thulamela municipality. This study will thus be of critical importance to municipal officials, students, academics and various stakeholders.

## **1.2 STATEMENT OF THE PROBLEM**

Black South Africans have suffered a great deal because they were segregated during the apartheid regime. They did not receive services which were offered to the white people. When the African National Congress (ANC) government came into being in 1994, more promises on the provision of services such as water, sanitation, electricity and housing amongst others, were made by the ruling party. However, little progress has been made. Municipalities are fraught with backlogs and they are not reaching the targets laid down by the national government. As a result, residents get enraged and resort to protests. When residents protest more damage is done to infrastructure and property. Most people remain in a state of poverty despite the resources being provided by the government to alleviate poverty.

## **1.3 RESEARCH QUESTIONS**

What is the status of service delivery and the extent to which the needs of communities have been met in Thulamela Municipality?

What is the relationship between capacity (in terms of human, economic and technical resources) and delivery of water and sanitation services to the community?

What are the initiatives in place to enhance service delivery?

What is the importance of public participation in decision making?

Why do people resort to violent protests when service delivery is poor?

What are the consequences of lack of proper water and sanitation services?

## **1.4 AIM OF THE STUDY**

The aim of this study is to investigate challenges that South African Municipalities in general and Thulamela Municipality in particular face in the

delivery of water and sanitation services. This will help in ways of improving service delivery, finding remedial solutions and meeting backlogs so that sustainable service delivery can be achieved.

## **1.5 OBJECTIVES OF THE STUDY**

The objectives are to:

- 1.5.1 Suggest possible strategies of meeting backlogs in the municipality.
- 1.5.2 Find ways of improving water and sanitation service delivery.
- 1.5.3 To establish what Thulamela Municipality can do to meet the targets of service delivery in future.
- 1.5.4 Establish why people resort to violence when they are not satisfied with service delivery
- 1.5.5 Find ways of providing water and sanitation services in a sustainable manner.

## **1.6 DEFINITION OF CONCEPTS**

Integrated Development Plan:

The Municipal Systems Act (2000) defines an integrated development plan (IDP) as a plan which has to be adopted by each municipality council within a prescribed period after the start of its election term. The IDP adopts a single, inclusive and strategic plan for the development of the municipality. Thulamela Municipality Integrated Development Plan Review (2009/10-2011/12) defines an IDP as a development plan for the municipality that will guide the municipality in taking planning decisions. It is regarded as a principal strategic planning instrument that guides and informs planning, budgeting, management and decision making in the municipality.

**Batho Pele Principles:** A Sotho term meaning “people first”. It involves creating a framework for the delivery of public services that treats citizens more like customers and enables citizens to hold the responsible public officials accountable for the delivery and the quality of public services (Gildenhuis Knipe 2000). It is

based on eight principles which Public Servants must adhere to in order to provide proper service delivery.

## **1.7 CHAPTER OUTLINE**

Chapter two of the report is the literature review and will look into the status of service delivery in the Thulamela Municipality, the importance of public participation in decision making, initiatives in place by government to enhance service delivery, causes of violent protests as well as an overview of water and sanitation services in South Africa and other countries.

Chapter three describes the methodology used to conduct this research. A case study was used in order to explore the delivery of water and sanitation in Thulamela Municipality.

Chapter four focuses on data analysis and interpretation of findings.

Chapter five provides conclusion, recommendations and study implications

## **CHAPTER 2**

## **LITERATURE REVIEW**

### **2.1 INTRODUCTIONS**

Chapter two presents the status of service delivery in Thulamela municipality, the relationship between capacity and delivery of service to communities, the importance of public participation in decision making initiatives put in place by government to enhance service delivery, causes of violets protests, water and sanitation services and detailed research questions.

### **2.2 THE STATUS OF SERVICE DELIVERY IN THULAMELA MUNICIPALITY**

The basic tool for achieving objectives is planning. It is therefore imperative for every municipality to plan. According to (Harrison as cited in van Donk, Swilling, Pieterse, Parnell 2008) the IDP is the leading instrument of local planning in South Africa (SA). It provides municipalities with a tool for aligning budgeting and project implementation with strategic priorities and to link across and coordinate the growing number of sectorial plans, programmes and projects that impact on activities of municipal government. The IDP was first introduced in 1996 in an amendment to the Local Transition Act, 209 of 1993. All transitional local councils were required to prepare IDPs. The ANC led government shifted firmly from the reconstruction of national and provincial government to the creation of a new system of local government. In November 1995, the first local government elections of the new democracy were held in seven of the nine provinces. In the other two provinces, (kwaZulu-Natal and Western Cape) local government elections were held in early 2006.

The need for an instrument that would assist newly constituted municipalities in performing their functions in a coordinated, strategic, developmental and fiscal responsible way was recognized and the IDP was constructed for this purpose. The introduction of the IDP created confusion as it competed with other planning instruments. However the White Paper on Local Government clarified the role of

the IDP as the lead instrument of local planning. The provincial government therefore aligned their planning with the IDP.

The first round of IDPs was prepared mainly by consultants as the planning capacity of the new local authorities was very weak. Many consultants failed to produce the paradigm shift required for post-apartheid planning.

From 1998, national government worked hard to establish support structures for municipal planning, in collaboration with agencies such as German's GTZ and South Africa's Council for Scientific and Industrial Research (CSIR). The support included a nationwide training programme for officials and councilors, guide packs, and Management Support Systems resourced by the national government, but located within district municipalities. The Local Government Municipal Systems Act 32 of 2000 was then established and provided a stronger legislative basis for IDPs (Van Donk et al 2008)

Financially strong governments prefer to centralize performance within the public bureaucracy, while financially weak ones have to contract out until they are able to take over. Sometimes contracting out of functions and service is a way in which governments ensure participation from private sector and the community in general.

There are a number of good reasons why governments prefer to contract out certain activities. In South Africa in particular there has been a fair increase in the number of contracts signed with private entrepreneurs. Outsourcing or contracting is a viable alternative to bureaucratic performance as a means of promoting economy, efficiency, completion, variety, choice and flexibility. It is also a well-known alternative to providing public service.

Outsourcing is a new word, coined by politicians and public officials, for contracting out. It is derived from the fact that outside sources are used for delivering services, and is generally used and understood in the public sector.

In South Africa, all public authorities need to undergo a process of transformation to ensure that they meet their responsibilities. In order to facilitate this, there must be a coordinating effort from all levels of governments to build capacity of local government in particular.

The main objective of restructuring is to ensure that services are delivered in a way that is sustainable, equitable, efficient, effective and affordable, and consistent with the principles of service delivery. Municipal services are services that the local government is responsible for and other services which the national or provincial government may delegate to local governments. Local governments have the responsibility for ensuring that all people living in their area have access to adequate and affordable infrastructure services on a sustainable basis.

Goldman and Raynolds as cited in van Donk et al (2008) assert that service delivery has improved considerably in many urban and former townships and assume that protests may primarily be due to political conflicts. They further maintain that Khanya-aicdd study, which was funded by the World Bank, found out that from 1994 to the present, service delivery has changed considerably in the six municipalities which participated in the study. These municipalities are Naledi, Tzaneen, Sol Plaatjie, BelaBela and Maluti-a-Phofung. Housing, education, health, water and sanitation, agriculture and social grants were investigated.

In Education, the pre-1994 Bantu education system was harmful for African people .The education was of low quality and the educators did not care. A large segment of the population still cannot afford good schools and some students still have to travel long distances to reach school.

Pre- 1994 health services were efficient in as far as drug and staffing, Ambulances were also available and staff members were professional. The challenges were corruption and lack of care for African people by service providers. During the post- 1994, the service was average. However there were corruption problems, few ambulances and a shortage of staff and drugs. In the post- 2000 period, the service is unreliable and Ambulance arrive late, staff has poor attitude, corruption is rife, and long waiting hours are common. Home-based care and related community-based services were found to be satisfactory.

The study also found out that access of water was poor pre-1994. The 1994-2000 periods saw an improvement in the provision of water. Post-2000, improvements were envisaged including free water. For sanitation, the bucket system is still operating although it is being phased out.

Goldman and Reynold in van Donk et al (2008) espoused the strengths and weaknesses of rural local government at local and district levels. They contend that the strengths of government lie in their strategical placement in relation to communities. Local governments are usually staffed by local residents. This places them in a stronger position. They also have access to communities and knowledge of issues at community level. Some local governments are stronger than district municipalities and they have a budget to operate and multilevel support, e.g. from district agencies and some departments.

Goldman and Reynolds (2008) further maintain that the weaknesses of local rural municipalities are poor human resources, particularly in critical areas, and recruitment. Local rural municipalities lack equipment to deliver services adequately. There are limited resources to address the needs of the communities. There is also limited controls of budgets, which are often provided by the district, at local rural municipalities. Another weakness is the absence hands- on support from provincial government. The IDPs are too complex and do not add sufficient

value as they are drawn by consultants. Weak leadership and communication and severe debt due to lack of recovery of fees and charges are other weaknesses of rural local municipalities.

A review of the Thulamela Municipality IDP (2009/10 -2011/12) shows that, since the adoption of the first five year plan (IDP) in 2000, more citizens have access to basic services such as water, electricity, good roads and housing. Increased opportunities for economic development were also brought by the new dispensation. The government has focused on transforming the system of local government created by South Africa's apartheid legacy of poverty and under development. In 1995, the transitional structures of local governance, known as Transitional Local Councils (TLCs) were established. Some of the major legislation framework, apart from the constitution that guided development for the TLCs, was the Development Facilitation Act and the Reconstruction and Development Programme.

In December 2000 a new system of local government was inaugurated. Service providers were commissioned to develop Interim Integrated Development Plan for municipalities while preparing the IDPs' five year plan. The IDP for the following five years was adopted by council in 2001. The previous council operated for five years using the adopted IDP, and the first of March 2006 marked the commencement of the second term of Local Government. Elected public representatives are central in the implementation of government policies and development of targets in the second decade of Democracy. The second IDP was adopted in May 2007 and provided key tents of the governments' programme of action in the municipality area to improve the leadership and technical capacity of the municipality.

For the improvement of the practical impact of governments programme, greater accountability, monitoring and evaluation are required. This is made possible

through the framework of Key Performance Areas (KPAs) and Key Performance Indicators for the period leading to 2011

The focal point the Thulamela Municipality KPA is; financial viability and financial management; service delivery and infrastructure development; local economic development; municipal transformation and institutional development; good governance and community participation.

Amongst other services offered by the Thulamela Municipality, focus will be on water and sanitation in this research. The challenges encountered in Thulamela Municipality pertaining to water provision are; inadequate water supply, no consistent flow from water taps, and no infrastructure at all (water is totally unavailable ), water supply has not reached the target in terms of backlog.

Water supply is too limited to enable water retraction to take place and addressing water backlogs. Existing bulk water supplies are unable to cope with the demand for water provision. The problem of water supply is worsened by the fact that existing water resources or schemes are old and were intended to serve a small population, specifically, those who were staying in proclaimed areas. The other challenge is the utilization of purified water by the community. Too many illegal connections have mushroomed around the Thulamela Municipality area. Illegal connections use purified water paying for it. For example, car wash and brick works. Many people still use water for gardening in an excessive manner and in most cases, without paying for it.

There is a need to install pre-paid water meters in every household in the Municipality area to save water. Pre-paid water meters have only been installed in the CBD areas of Thohoyandou, Sibasa and Malamulele, including the new areas where water connections have been completed. Some residents have volunteered to have pre-paid meters installed in their water taps (Thulamela Municipality IDP 2009/10-2011/12)

Regarding of sanitation there is a backlog of 39 995 households without sanitation. The annual target is 1220 households, which means that after five years only 6100 households will have access to sanitation. The backlog will be 33 895.

The process of constructing VIP toilets is underway with a yearly target of 1220 per financial year due to the restricted budget. The project is funded by the Vhembe District Municipality. There is a need to revise the planning and budgetary processes to enable government to meet targets for service delivery.

It is crucial for the municipality to meet national targets. However the process is impeded by lack of funds and inefficient staff provision. It is therefore necessary for the national and provisional government to intervene in planning and budgeting.

**TABLE 2.1: BREAKDOWN OF WATER SERVICES PROVISION**

| <b>TYPE OF SERVICE</b>         | <b>NUMBER OF HOUSEHOLDS</b> |
|--------------------------------|-----------------------------|
| Pipe water ( dwelling or yard) | 50 860                      |
| Within 200 meters              | 20 799                      |
| More than 200 meters           | 36 053                      |
| Boreholes                      | 3 662                       |
| Springs                        | 4 550                       |
| Rain water tank s              | 154                         |
| Dams, pools, stagnant water    | 659                         |
| Rivers                         | 4 097                       |
| Other                          | 5420                        |

*SOURCE: Thulamela Municipality IDP 2009/10-20011/12*

According to a report by South African Municipal Workers Union (SAMWU 2009) with regard to the staff of Local Government, SAMWU has been following developments and performances of municipalities with keen interest for more than a decade. It has noted with disappointment the increase in corruption in the provision of basic services and awarding of tenders, disregarding the need for an improved standard of living of the poor communities who have been waiting patient for quality service delivery. Based on SAMWU's analysis of the situation, municipalities have been consistent in outsourcing and privatization of municipal basic services to individuals and friends. It also noted that the voice of the workers and that of communities has been disregarded. SAMWU welcome the investigation by the National Ministry on the challenges concerning our Local States.

The Union expressed disappointment over the conduct and behaviour of the Provincial Department of Local Government and Traditional Affairs in what it perceives to be a review of its strategic plan. Stakeholders, workers and Communities were not engaged in the process of developing the plan. Municipal workers play an integral role in service delivery and should have been consulted first. The following are a few of the challenges that SAMWU has been raising for the past decade at all levels; Non-implementation of the Regional Development Plans, which were the product of the job summit; the LED plan does not consult the IDP's; corruption is adversely affecting service delivery; lack of development and training of ordinary workers; unfilled vacancies; lack of quality water and sanitation; unilateral implementation of workplace/organizational redesign and; inadequate funding of Primary Health Services

SAMWU believes that lack of services intervention is the chief cause of recent community protests and could have been averted.

<http://www.samwu.org.za> (date of access 20/08/2009)

### **2.3 THE RELATIONSHIP BETWEEN CAPACITY AND DELIVERY OF SERVICE TO COMMUNITIES**

Municipalities need the right human capacity in order to deliver service satisfactorily. This has been the primary focus of the government's response to the delivery weaknesses displayed in the first cycle of Local Government post-2000. The national response to this weakness is the projects consolidate initiative, which is an intervention to provide hands- on technical support to about 130 municipalities across South Africa.

Project consolidate is necessary and appropriate. However it cannot be the only intervention to address with the capacity challenges facing the local government.(van Donk et al 2008). The holistic development vision envisaged for local government in the white paper of local government was found to be complex. As a result it took most of the term of office of the municipality to understand and address the consequences of complex institutional merges and rationalization.

The institutional crisis was manifested acutely in the shortage of appropriately skilled municipal staff, especially in the managerial and technical positions and very weak financial management systems. The Department of Local Government and housing, then introduced a large scale capacity- building initiative called project consolidate.

This project was launched on the 29<sup>th</sup> October 2004 by the Minister of Provincial and Local Government. Its aim was to bridge the gap between intentions and outcomes. It is a programme of intervention, in support of municipalities. Through this programme the Department of Local Government and Housing (DLGH) seeks to harness the additional resources from other spheres of government as well as from private domains, to the task of improving municipal performance. Professionals and specialists deployed as Service Delivery

Facilitators will focus on the short-term goal of removing service delivery blockages.

Municipalities who are not part of project consolidate also face skills and financial management challenges but are deemed sufficiently capable of addressing these issues through various monitoring mechanisms that track the realization of concrete service delivery targets and compliance in the area of financial management with the Municipal Finance Management Act 56 of 2003.

Project consolidate provides a broader package of assistance to those municipalities identified as weak. Municipalities should have efficient personnel available to carry out effective planning. A sufficient number of skilled planners need to be deployed to municipalities better capacited to attract and retain these skills. ( Berrisford and Kihato, cited in Van Donk et al 2008)

In the Thulamela Municipality the total staff composition is 635 of the 477 positions are filled whereas 158 positions are vacant (Thulamela Municipality IDP Review 2009/10-2011/12). Poor service delivery can be attributed to inefficient provision of staff because the available human capacity probably cannot cope.

ANC (1994) maintains that staffing levels and budgetary allocations to government departments and institutions must match the requirements for service delivery.

Local authorities should be assisted to deal with the existing backlogs of municipal services through inter-governmental transfers from central and provincial government, according to the criteria established by the financial and fiscal commission (ANC 1994).

For a municipality to function effectively, good financial management is required. Most of the municipalities are generally associated with the worst forms of

financial management. Corruption, financial mismanagement and non-compliance with financial legislation are common in most municipalities. This results in poor performance and compromises service delivery (IDASA 2010).

Municipalities need to provide sound financial management requirements envisaged in the statutory framework. This can be achieved through the appointing of qualified, capable officials, including chief financial officers and internal auditors

## **2.4 THE IMPORTANCE OF PUBLIC PARTICIPATION IN DECISION MAKING**

The fundamental goal of democracy is citizen satisfaction. The effectiveness of local governance should be judged by the capacity of local government structures to provide an integrated development approach to social and economic development issues, in order to supply essential services congruent with the needs and desires of the local communities. The municipality can achieve this by identifying and prioritizing local needs, determining adequate levels of service and allocating necessary resources to the public( IDASA 2010).

The ANC (1994) believes that local authority administration should be structured in such a way that maximum participation of civil society and communities is ensured in decision making and developmental initiatives of local authorities.

According to section 16 of the Local Government Municipal Systems Act (Act 32 of 2000) municipalities must develop a culture of municipal governance that complements formal representative government within a system of participatory governance. For this purpose, they must encourage and create conditions for the local community to participate in the affairs of the municipality, including, the preparation, implementation and review of its IDP; the establishment implementation and review of its performance management system (PMS), the monitoring and review of its performance, including the outcomes and impact of

such performance, preparation of its budget and the strategic decisions relating to the provision of municipal services.

Section 16(b) of the Municipal Systems Act (Act 32 of 2000) further stipulates that the municipality must contribute to building the capacity of the local community to enable it to participate in the affairs of the municipality and councilors and staff to foster community to participate and use its resources and annually allocate funds in its budget as maybe appropriate for the purpose of implementing community participation and capacity building of communities.

Local government councilors and officials have a crucial role to play in ensuring accountable and transparent local government. They represent the community council and council in communities. It is important for the councilor to be able to identify community needs in order to address their needs properly. The community needs to be consulted so that adequate and effective services can be offered. This is because local government must represent the people it serves. Services offered by local government should have an impact on the community. When communities participate in decision – making, they own the decisions and cooperate even if the plans are not successful. Where there is dictatorship, communities become violent and aggressive.

Clark (1990) asserts that the Brundland commission concluded that one of the main prerequisite of sustainable development is securing effective citizens' participation in decision making. He further mentioned that however appealing the project it is likely to come to little unless it is well- understood and desired by its intended beneficiaries.

Charlton and Kihato (2006) also believe that community participation enhances service delivery. This is evidenced in the involvement of beneficiaries in the low cost housing delivery which resulted in more responsible and effective low cost housing delivery.

According to (Gildenhuis and Knipe 2000;126) “Participation in political decision making by members of public individuals and groups, directly or indirectly through elected political representatives must be secured.” They contend that the largest possible participation in decision making can be secured by the acceptance of the principle that every citizen of the country has the democratic right to participate in all decision making in all areas that influence his or her life, and this includes almost all government activities. Public participation in Thulamela is initiated through ward councillors, wherein residents are invited to attend Integrated Development Planning meetings. They are encouraged to give inputs and make decisions regarding their needs, and also participate in Mayoral or Traditional leadership meetings.

## **2.5 INITIATIVES ESTABLISHED ACE BY GOVERNMENT TO ENHANCE SERVICE DELIVERY**

Mogale, in Mhone and Edigheji (2003) assert that the signing of the new Constitution in 1996 heralded the adoption of local government as the epicenter of the government delivery system and the heart of poverty eradication initiatives.

Local government is the sphere of government closest to the people which represents them and is responsible for ensuring that services are delivered to the communities. One way in which municipalities can do this is to provide the services themselves using their own resources, finance, equipment and employees.

A municipality may also outsource a service. In other words, it may choose to hire someone else to deliver the service. However it remains the responsibility of the municipality to choose the service(s) provider and to make sure that they deliver the service properly. Municipalities must make sure that people in their areas have at least the basic services they need. There are a large number of services that municipalities provide. However, the most important ones are water

supply and sanitation services, refuse removal, electricity and gas supply, municipal health services, municipal roads and storm water drainage, street lighting, municipal parks and recreation. These services have a direct and immediate effect on the quality of life of the people in that community. For example, if the water provided is of a poor quality or refuse is not collected regularly, it will contribute to the creation of unhealthy and unsafe living environments. Poor services can also make it difficult for a community to attract business or industry and will limit job opportunities for residents.

<http://www.etu.org.za/toolbox/docs/localgov/munservice.htm>).

Public –private partnerships can be entered into by public and private institutions in order to provide sustainable services to the people. Partnerships have great potential but do not provide the final solution to all the problems of infrastructure delivery that face local governments. They also carry with them potential risks that should be carefully considered when local governments decide on the one that is best suited for them. Local governments should be motivated by the need to provide efficient and cost effective services. Examples of public –private partnerships that can be entered into are: service contracts, leases, concessions and demonopolisation.

Municipal-community partnerships can also be entered to as an alternative way of providing public services in South Africa. This is a partnership which is promoted and helps local governments to provide quality facilities and services in equitable, efficient and effective way for the benefit of all local residents. Municipal –community partnerships are an example of one institutional strategy that can help meet development needs at local level. They should not be seen as vehicles purely for community participation or panaceas for extending infrastructure services to the poor people. They are service delivery and governance vehicle, which, in the context of meeting the developmental needs of poor people with respect to all of municipal functions, sometimes demonstrate a competitive advantage over other approaches.

Non- Governmental Organizations (NGOs) play a key role in providing technical and organizational support in most municipal-community partnerships. For this reason, strategies for promoting National Municipal-Community partnerships should aim at working directly with NGOs when dealing with community-based organizations. (Gildenhuis and Knipe 2000).

Another way in which municipalities can provide services is to enter into Municipal-public partnerships. There is a widespread belief across many municipalities in South Africa that decentralizing service delivery is somehow easier than managing it internally. van Donk et al (2008) alluded that the country's first formal public-public partnerships was entered in through a five – year management contract between Rand Water and the Harrismith Municipality. Despite the amalgamation of municipalities and matching rural and urban areas, it is still presumed that urban areas receive better services than rural areas. In addition, in their endeavor to deliver these services to the people, officials are required to observe certain principles to enable the people to get the service that they deserve. These principles are known as “Batho Pele.”

The Municipal Service Partnerships (MSPs) option is not an end in itself, but simply one of the means available to municipalities to address the municipal infrastructure and service backlog. MSP is presented as an attempt by government to actively promote the private sector at the expense of the public sector, as the mechanism for municipal service delivery. MSPs are intended to provide municipal councils with greater flexibility in addressing service delivery needs. Further, private sector involvement should primarily be aimed at achieving improved and greater levels of services, and leveraging additional capacity and investment.

Moreover, municipalities must be serious about their responsibility to provide services to meet the basic needs of the poor in the most cost-effective and

affordable way. They should do this in the following ways: provide effective relief for the poor, for example, a specific allocation of free water and electricity to people who do not have access to these services or who are unable to pay for them. Develop arts and culture programmes/ facilities, work in partnership with local business to improve job creation and investment in the area( Thulamela municipality IDP Review (2008/09).

However, in most cases most municipalities are unable to provide these services to their customers. Hetherington (2008) asserts that many municipalities are still struggling with defining the roles and responsibilities of political office bearers, structures and administration. She further contends that operational problems and blockages arise from a direct inability of political decision-makers and officials to agree on roles and to implement an appropriate system of delegation as required by section 59 of the Municipal Systems Act. This situation is worsened by high vacancy rates at senior management levels.

The preceding paragraph presents a serious challenge as articulated on the Citizens Report of “BATHO PELE” (2008) that municipalities are faced with challenges to implement new local government mandates as a result of shortage of staff. This leaves municipalities in a huge compromising position in terms of personnel to deliver services. Another challenge is that the majority of municipalities are unable to generate revenue. As result they are unable to provide basic services. Municipalities should therefore be capacitated to have personnel to handle all programmes of transformation in the following five to ten years, with emphasis on basic needs, development and quality assurance within local communities.

## **2.6 CAUSES OF VIOLENT PROTESTS**

The general feeling is that political leadership lack responsiveness to issues raised by communities. In some cases, leadership is incompetent, and corrupt, with a high degree of disregard to communities.

Ward committees are also not fully operational, resulting in poor communication with communities. If people are dissatisfied with the delivery of basic municipal services such as running water, electricity and sanitation, they tend to protest especially in informal settlements. The reason behind these protests is that communities feel that politicians merely use them to get votes and do not deliver on their promises.

Corruption and nepotism within local government structures also contribute to poor service delivery. This is so because people may not deliver quality services because they lack the relevant skills. Poor service delivery is also blamed on the deployment of ANC comrades to positions for which they are not qualified.

Causes of protests differ from one municipality to another. However, the main one is that people feel that they are being neglected and want to be heard. Protesters are aware that as citizens they have rights and they should be treated with respect.

It is widely felt that in South Africa decisions do not respond adequately to the needs and values of the communities especially the poor and disadvantaged sector of the communities. This is contrary to local government legislative framework which underpins local governance and popular belief that some form of stakeholder involvement in decision making is necessary in planning on issues that affect residents' lives.

Protesters are adamant that for as long as government officials continue to assume that the mandate at the polls gives them a mandate to act in a unilateral, top – down manner, these protests will continue (IDASA 2010).

Chuenyane (2009) found that property worth millions of rands was destroyed in Simile Township near Sabie, Mpumalang during protests. Protestors burned down municipal offices and seven vehicles, including four tractors. The township is part of the troubled Thaba Chweu municipality, which has suffered damages estimated at R50 million. In the Free State's Kopanong municipality damages were estimated at R1 million when protestors torched municipal offices and a community hall and stole equipments from the municipal store in Jagersfontien. In the Thulamela Municipality, the national government set targets for the of provision minimum standards of services, for example, water in 2008, sanitation in 2010, and electricity in 2012. The IDP indicates that the national targets will not be met (Thulamela Municipality IDP 2009/10-2011/12).

Recent waves of violent protest across South Africa by local residents over service delivery by municipalities received enormous coverage from various sectors of the media. Angry residents vandalized local municipalities, burned tyres, blockaded roads and threw trash all over the streets, while being critical of the ruling African National Congress (ANC) whose manifesto that it is obliged to provide services such as water, sanitation and houses to everyone.

Lamenting on the situation, the presidential spokesperson, Zizi Kodwa wanted to know how “ people who voted for the ANC a mere three months ago all of a sudden and out of the blue, embark upon a Damascian conversion and revolt against a movement they returned to power with almost two thirds majority. Whether the arson attacks on the clinics, police station in Mambane or the brazen looting of shops by members of the so called South African Unemployed people's Movement in Durban was an acceptable way in which people unhappy with service delivery should behave (the Sowetan Newspaper 2009)

The government responded by calling for calm. The minister of Local Government and Traditional Affairs Mr. Sicela Siceka was called upon to

intervene and address the demands and concerns of the local communities. History has showed that the challenge of service delivery has persisted despite previous interventions by the ANC- led democratic government since 1994.

## **2.7 WATER AND SANITATION SERVICES**

In the United Nations Millennium Summit held in 2000, 189 United Nations member states set eight Millennium Development Goals (MDGs) as international targets to halve world poverty by 2015.

There is a risk that MGDs will not be met if international donors continue to pursue global causes instead of building an aid system that will respond to the needs of poor communities. There is an interrelationship between health, education, access to safe water and effective sanitation. Progress in health and education is dependent on access to safe water and effective sanitation.

As part of the MGD there is a target to halve the proportion of people living without access to clean water and proper sanitation by 2015.

<http://www.wateraid.org/international/whatwedo/policyandresearch/6241.asp>.

Water supply in Pakistan is characterized by both achievements and challenges; the same applies in South Africa. The percentage of the population with access to improved water sources and sanitation has increased tremendously from 1990 to 2006 despite the high population growth.

Pakistan faces poor service and limited waste water treatment challenges in urban areas; poor drinking water quality and sanitation lead to major out breaks of water borne diseases.

The quality of drinking water is poor with low pressure supply systems. Leaks have led to infiltration of contaminated water. In 2006 outbreaks of water-borne

diseases. Epidemics were experienced as a result of sewage and industrial waste which leaked into the drinking water.

An estimated three million Pakistanis became infected with water borne diseases because of inefficient water and sanitation. There is a share of non revenue water which is produced but not billed due to leakage and illegal connections.

<http://en.wikipedia.org/wiki/watersupplyandsanitationinpakistan>

In South Africa, however, satisfactory progress has been made with regard to improving access to water. However, little progress has been achieved in sanitation. Access to sanitation increased from 55% to 59% from 1990 to 2006, unlike the 62% to 82% access to water supply during the same period.

In South Africa several features distinguish water policies and institutions from most other countries in the world. These are the existence of water institutions between national and local government in the form of Water Boards; the management of strong linkages between water supply and sanitation through Water Boards and a policy of free water and sanitation.

<http://en.wikipedia.org/wiki/watersupplyandsanitationinsouthafrica>.

Water sector development is relevant to billions of people in developing countries and for the quality of the environment in which they live. The challenge of financing such development must be met successfully. This challenge is two-fold. Firstly there is an old agenda of providing all the people worldwide with adequate water and sanitation services. Secondly, there is a challenge of the new agenda which requires that much greater attention be paid to ensure that water resources are sustainable in terms of quality and quantity.

Obvious costs of the old agenda, which focus on the provision of adequate supply of water and sanitation, are measured in terms of human suffering. Abundant

evidence of huge costs of not providing access are experienced. Those who are not served often pay high costs, especially the poor in urban areas who rely on vendors at costs which are ten or more times the price which the residents pay for water from taps in their houses (Briscoe 1995)

Cairncross, Hunt, Boisson, Bostoen, Curts, Fung and Schimdt (2010) maintain that quality water supply and proper sanitation are needed for the prevention of diarrhoea. Improved water quality and sanitation have an impact on health and reduces child mortality. People in latrine-owning households behave more hygienically than others.

According to Bernadini (2007) an estimated 140 million people in the United Nations Economic Commission for Europe (UNECE) region do not have access to safe drinking water and adequate sanitation. He along with other researchers (2010) believe that lack of access to clean water and sanitation result in vulnerability to water related diseases, such as cholera, typhoid, diarrhea, hepatitis A and malaria.

Fewtrell et al (2005) also contends that diseases can be reduced through improvements in water facilities and hygienic practices in less developed countries.

User participation is crucial in water supply and sanitation projects in Asia and Central America. Attention has been on the urgent need for water and sanitation in the developing world. Non-participation by users has been singled out as a major cause of the high rate of project failure. The reason behind this is that users or beneficiaries are the ones who have interest in the adequate provision of water and sanitation services .

The Constitution of South Africa (Act 108 of 1996) states that everyone has the right to clean and safe drinking water and dignified sanitation services. Nzimakwe

(2009) maintains that for the public sector and municipalities to ensure affordable and sustainable services, strong technical and managerial skills are needed.

According to Nleya( 2008), there is a direct link between the standard of water services and poverty. Kapalamoyo as cited in Nleya (2008) argues that the mere lack of water is a manifestation of poverty, with serious consequences for the livelihood of individuals and the entire communities. Lack of clean water exposes people to the dangers of polluted water in urban rivers.

According to Mulreany, Caligolgu, Ruz and Sapsin (2006) access to clean, safe water is a cornerstone of public health. However, in many regions of the world it remains inadequate. Access to safe water is better in Latin America and the Caribbean than in Asia and Africa. Policy makers, public health advocates and government officials have two challenges: increasing water access and developing additional water sources to meet the needs of the expanding urban population. Some proposed privatization in the 1980s and 1990s in order to combat the problems of inadequate financing for infrastructure and inefficiency in the provision of water systems and other public services.

The privatization of water resources raised two questions. The first is whether privatization improves public health outcomes, compared to public provision of water. The second question is whether the benefits of water privatization adequately balance the equity and justice concerns that privatization raises. Under privatization there are persistent concerns about access and affordability for the poor.

In South Africa, which is one of the signatories of the Millennium Development Goals (MDG), with its mix of both developed and developing regions, 3,7 million people have no access to any form of water supply infrastructure. An additional 5,4 million people who do have to be brought up to a basic level of service (Kahinda, Taibenu and Boroto 2007). As part of the efforts to achieve MDGs, the

South African government has committed itself to providing financial assistance to poor households for the capital costs of rainwater storage tanks and related works in rural areas.

Domestic Rain Water Harvesting (DRWH) is an alternative for South Africa to meet the MDG of halving the proportion of people without access to safe drinking water and basic sanitation by 2015. Water is collected from rooftops, courtyards and similar compacted or treated surfaces stored in underground tanks (UGTs) or aboveground tanks (AGTs) and used for domestic purposes, garden watering and small scale production purposes.

Kahinda et al (2007) believe that there is a direct link between the provision of clean water, adequate sanitation and improved health. Inadequate water supply is often pointed out as a factor contributing to poor sanitation. Improved quality and quantity of water supply improves the level of sanitation. Sanitation is important as a health measure which is essential for the prevention of diseases. Newborn babies, young children, the elderly and incapacitated people living under unsanitary conditions are often at the greatest risk of water-related diseases (Kahinda et al 2007).

The main advantage of Domestic Rain Water Harvest is that the water right is provided in the household, suppressing the burden of walking long distances to fetch water. However, rain water collected from ground catchment system is subject to high level microbial contaminations and has to be treated before consumption. Contrary to the above statement, untreated roof runoff has been used for drinking purposes with few recorded serious health problems (Kahinda et al 2007).

Lewis, Norman, Nannan, Thomas , Bradshaw and the South African comparative risk assessment collaboration group (2007) allude that unsafe water and lack of sanitation and hygiene is a key risk factor for diarrhoea and other diseases. They

further indicate that the proportion of households with inadequate facilities is much higher in the Eastern Cape, KwaZulu- Natal and Limpopo Provinces. Most households have access to piped water more than 200m away from their homes, while some still utilize rivers, streams or dams, placing residents at risks for diseases.

Risk exposure to infections resulting from inadequate water and sanitation is not only limited to the home environment but also to schools and clinics. About 15% of the clinics and nearly 12% of the schools in South Africa were without sanitation.

Sanitation is a basic service without which, people are exposed to dangerous diseases. The disposal of human excretion in open fields results in contamination which infect people and cause death and diseases. Van Vuuren (2008) alludes that only about 50% of households had access to sanitation when South African held its first democratic elections in 1994. Delivery remained slow in the first years of democracy, hampered by lack of focus and attention over seven years by government departments.

The Water Research Commission (WRC) became involved in funding basic sanitation in the 1980s. The WRC encountered challenges pertaining to costs for eradicating sanitation backlog, as they were estimated at R25 billion, excluding operation and maintenance costs. Municipalities are also faced with challenges of accelerating new service delivery while maintaining ageing infrastructure, amid burgeoning population, rampant urbanization and diminishing skill, capacity.

The 2009 water and sanitation conference showed that in order to meet the MDGs, social, economic, environmental and technical dimensions should be taken into proper perspective in the approach to water and sanitation solutions.

According to Van der Westhuizen (2009), coordinated local public policy has sought to expand and improve the level of basic services provided to previously disadvantaged people in the post-apartheid era. In spite of this, little attention has focused on the economic efficiency of service delivery.

Hari (2010) believes that public health, the physical environment, the existing social framework, the availability of experts and population growth influence the progress made in local government. The physical environment includes the availability of water. If a settlement is established in a place where water is abundant, it becomes easier to build water supply infrastructure. Once by-laws have been passed, financial issues resolved, appointments of efficient staff with expertise made, schemes move rapidly. In places where problems with the availability of water are encountered, the process becomes slower. Fast population growth a social framework that does not support the settlement and scarcity of water, also contributes to worst case scenarios.

Van Vuuren (2009), believes that municipalities have to consult with communities before implementing decisions. If decision-makers implement inappropriate decisions based on what people want, it may lead to misuse, neglect or even vandalism of infrastructure. The SHAPE (Sanitation and Housing Applied Priorities Enquiry) model was developed to allow the user to specify preferences. It presents costs in such a way that variables may be considered in real time, so that beneficiaries may make informed decision.

Barret and Jaichard as cited in Nealer (2009: 74) stress the importance of portable water for public use and justify why its management and provision should be prioritized: “water is life: we can live for only a few days without it. Water is death: contaminated it can be as deadly as poison. Yet 1.1 billion of the 6 billion people on this planet have no access to adequate water supply and 2.4 billion have no access to proper sanitation.”

According to Thomson and Nleya (2008), access to water and sanitation has improved over the post-apartheid years, but it is insufficient to raise the quality of life for poorer communities. They further that water supply has been more spectacular than sanitation . In many informal settlements it is difficult to lay sanitation infrastructure closer to the shacks because of shack density.

De Carvalho , Carden and Armitage (2009) believe that poor access to efficient water, sanitation and drainage systems, and the socio- economic and environmental effect demand the attention of policy makers, governments, academics, practitioners, business and civil society. They assume that shortcomings in the provision and management of water resources can largely attribute to failure in addressing the interrelatedness and need for integration in management. Furthermore they suggest that greater investment in infrastructure development and resource exploitation and management are required.

A privatization of water services campaign held in Argentina showed that newly privatized water firms were more efficient invested more in physical infrastructure and provided better services than their previous public counterparts. However the question was whether privatization increased social welfare. The study undertaken in Argentina showed that child mortality was reduced under privatization because communities had access to clean water. However it was perceived that privatization companies would raise prices, enforce service payments and invest only in high income area( Giliani et al 2005)

A second government – commissioned report has concluded that most of South Africa’s waste water treatment plants may be dysfunctional or non- functional, with millions of liters of sewage being discharged into rivers by small town municipalities on a daily basis (Bateman 2010). Municipalities should have more advanced infrastructure because discharging harmful waste into rivers is harmful to plant, aquatic species, animals and human beings.

Neglecting water and sanitation in most South African hospitals has led to a series of infectious diseases. Van Niekerk (2010) and Giliani (2005) believe that lack of access to clean water exposes people to infectious diseases. It is crucial therefore municipalities to safeguard the health of communities by providing adequate water and sanitation services.

Innovative ways of thinking are required when it comes to sanitation. This is because of an ever-growing population, increasing urbanization and old inadequate sewage systems in place (Imiesa 2010)

Labuschagne (2010) believes that ablutions are necessary in every house hold. However, due to water scarcity and costs, waterborne toilets cannot be made available in every household. Although it would be healthier to get waterborne toilets, municipalities are still struggling to make water available to communities rather than in every household.

The MDG report for 2008 noted that the world is on track to meet the targets of halving the proportion of people without safe drinking water and sanitation. However, based on current trends, it may not be the case for Sub-Sahara Africa because this is due factors such as population growth, low government expenditure, especially in operation and maintenance, and conflict and political instability (Mwebasa 2010).

According to Van Heyningen (2010), there was a tragedy of high mortality of people in concentration camps in the South African War 1899-1902. However Lord Milner and the British colonial office used the camps as a means to introduce the rural Boer society into the British society. The mortality rate was contained through the introduction of modern public health system, including the employment of qualified staff such as doctors and nurses. The need for adequate water supply and sanitation meant that infrastructure was established in the

camps, familiarizing the Boers with modern sanitary routines. This left a legacy for substantial services for the Transvaal and Orange Free State village.

## **2.8 DETAILED RESEARCH QUESTIONS**

How does contracting out services and functions influence public participation from private sector and communities?

How does the integrated Development Plan (IDP) enhance service delivery?

How can the Thulamela Municipality manage the abuse of water by communities?

How does corruption and nepotism influence service delivery?

How do municipal partnerships services (MPS) enhance service delivery?

What are the implications of violent protests?

Does progress in health and education depend on access to safe water and effective sanitation?

What is needed to ensure affordable and sustainable water and sanitation services?

What are the challenges encountered by municipalities in the provision of water and sanitation services?

What are the alternatives provided by the South African government to achieve the Millennium Development Goals (MGDs)?

What are the risks of unsafe water and lack of sanitation?

## **CHAPTER 3**

### **RESEARCH METHODOLOGY**

#### **3.1 INTRODUCTION**

This chapter deals with the choice and rationale of the design, study area, population, sample size and selection method, data collection method, data analysis methods, delimitation of study and ethical considerations.

#### **3.2 CHOICE AND RATIONALE OF THE DESIGN**

According to Babbie and Mouton (2007), a qualitative study attempts to study human action from the social perspective. The primary goal of using qualitative approach is describing and understanding rather than explaining human behaviour.

The qualitative method was used in this research because it was deemed the most appropriate for describing and understanding human behaviour. Primary data was collected through questionnaires. Secondary data was acquired from peer-reviewed journals, textbooks, Acts and the Internet. Questionnaires were used to get information from residents, Thulamela Municipality staff members and councillors.

#### **3.3 STUDY AREA**

The study was conducted in the Thulamela municipality which is situated in Limpopo Province under Vhembe District Municipality. Vhembe District Municipality is comprised of Mutale, Makhado, Musina and Thulamela Local Municipality, which covers an area of approximately 2966 km with an estimated population of 537 454 people. The Thulamela Municipal area covers vast tracts of land, mainly tribal, and Thohoyandou is its political, administrative and commercial centre,

The Thulamela Municipality was established in 2000, in terms of the Local Government Municipal Structures Act (Act 117 of 1998). It is a category B municipality. The name Thulamela is a Karanga word meaning “the place of giving birth”. The municipality serves 38 wards and delivers water and sanitation, electricity and housing, roads and storm water management, waste management amongst other basic services (Thulamela municipality IDP review 2009/10-2011/12). It is a case study which evaluates the municipality’s water and sanitation service delivery. According to Babbie and Mouton (2006) case studies can involve one or more communities, the focus being description and analysis of patterns and relationships between the main aspects of community life.

### **3.4 POPULATION**

McMillan and Schumacher (1997) define a population as a group of elements or cases, whether individuals, objects of events, that conform to specific criteria and to which we intend to generalize the research results. The population of the study is people living in the Thulamela Municipality. The Thulamela municipality is comprised of 38 wards with an estimated 129 829 households and 537 454 people. This study will target residents who are 18 years old and above, staff members as well as council members of Thulamela Municipality.

### **3.5 SAMPLE SIZE AND SELECTION METHOD**

A sample is defined as individuals who participate in a study; it is from them that data is collected. In this study, purposive sampling was used. The researcher selected particular elements from the population that will be representative or informative about the topic (McMillan and Schumacher 1997).

The selection of the population of the study location was based on factors such as: accessibility to the researcher and available financial resource for the study, as the study is personally funded by the researcher.

Purposive sampling was used to select 50% of the respondents from 19(out of 38) wards. The total number of questionnaires distributed was 100: in each of the 23 wards 4 questionnaires were distributed, 10 to the municipal councilors and the last 14 to the municipal staff.

**TABLE 3.1: TOTAL NUMBER OF POPULATION SAMPLED**

| POPULATION      | TOTAL NUMBER OF POPULATION | SAMPLED   |
|-----------------|----------------------------|---|
| Councilors      | 76                         | 10  |
| Municipal staff | 477                        | 14  |
| wards           | 38                         | 19 multiplied by 4 questionnaires per ward equals to 76 |

Source: Researcher's Sample 2010

**TABLE 3.2: SAMPLED WARDS IN THE THULAMELA MUNICIPALITY**

| WARDS | NAMES OF VILLAGES   | NUMBER OF VILLAGES |
|-------|---|--------------------|
| 4     | Gonani, Xifaxane, Saselemani B, Saselemani, Ximixoni, Magomane, Botsoleni                   | 7                  |
| 5     | Maphophe, Mashakadzi, Mabiligwe, Makuleke, Makahlule  | 5                  |
| 9     | Greenfarm, Shibangwa, Makhasa, Shigalo, Nyavani, Nkovani                                    | 6                  |
| 10    | Nghezimane, Mphakathi, Hlengani, Manghena, Phaweni, Tshikonelo                              | 6                  |
| 11    | Malamulele, Shithlelani Menele  | 3                  |
| 12    | Mahonisi, Mahonisiville, Jimmy-Jones, Dinga, Mphambo, Shgamani, Galaza                      | 7                  |
| 13    | Mavambe, Makumeke, Mafanele, Roadhouse, Jerome, Gandlanani                                  | 6                  |
| 14    | Mudavula, Salani, Machele, Shihosana, Mbhalati, Dakari                                      | 6                  |
| 15    | Mukhomi, Mulamula, Nhombelani, Muswane, Dumela  | 5                  |
| 16    | Dididi, Mulenzhe, Tshitomboni, Khakhanwa, Dovheni, Tambaule, Tovhowani, Phaphazela, Gumbani | 9                  |

|    |  |    |
|----|--|----|
| 17 | Tshidzete, Mathule, Thangasini, Hanndwa, Mahematshena, Hamphaphuli, Hamadala, Mirenzheni, Tshishushuru, Hakhangale, Hamuligwe, Manamani, Mashawani | 13 |
| 19 | Shayandima(part) Muledane, Tswinga   | 3  |
| 20 | Tshikovha, Tshiulungoma, Block J, Unit M East, Unit M West, Unit M East Ext, Block K, Block K Portion, Block l, Mvudi Park                         | 10 |
| 21 | Tshikhudini, Mphego, Dumasi, Lufule 2, Budeli, Mutoti, Makhuvha Tshilivho, Thukhutha   | 8  |
| 22 | Mangondi, Sidou, Mutavhani, Mukoma, Vhudimbilu, Malamangwa, Muraga, Gondeni, Mulamuli, Nweli, Mbahe, Malavuwe                                      | 12 |
| 24 | UnitA, BlockQ, Miluwani2, Tshifura, Makwarela, Makwarela Ext3, Mbaleni, Magidi, G-Extension, Mbilwi, Malili, Magovhani, Ralushai                   | 13 |
| 25 | Unit D, Unit C, P West, P East, Block F, Block G   | 6  |
| 27 | Tshisaulu, Mapate, Duthuni   | 3  |
| 38 | Shayandima, Itsani   | 2  |

*Source: Speaker's office: 2010*

The Researcher distributed four questionnaires to each of the sampled wards in Table 3.2 above. The number of villages per ward does not indicate the size of the ward; some wards have fewer villages but are bigger than those with many villages.

### **3.6 DATA COLLECTION METHODS**

A self-designed questionnaire was used to gather the data needed to achieve the objectives of the study from residents within the sampled wards, councillors and municipality employees. This assisted the researcher to gather primary data. The study used the qualitative method of data collection. The questionnaire consisted of open- ended and close-ended questions. Due to low levels of literacy in some areas, the questionnaire was administered by the researcher. Secondary data was acquired through peer reviewed journals, text books, Acts and the Internet

### **3.7 DATA ANALYSIS METHOD**

The researcher transcribed the recorded data and coded it so that central themes could be extracted. The questionnaire was designed taking into consideration the research questions and the topic. This was done in order to achieve the aims and objectives of the research. The researcher ensured that responses from respondents are addressed in a logical manner.

### **3.8 DELIMITATION OF THE STUDY**

The Thulamela Municipality is spread over a wide geographical area. It would have been ideal for the researcher to conduct the research in an area which was accessible in terms of distance. The researcher did not envisage the problem of accessibility before-hand as she had no previous experience in similar research. Time and financial constraints were other factors which impacted negatively on the study. This researcher is a civil servant with limited annual leave days and a meager salary to meet the requirements of the research efficiently.

Furthermore, most respondents had to be coerced to complete in filling in the questionnaires. They demand to be consulted first and to make an appointment thereafter. In most cases they would say they are over-committed and have important tasks to perform. Some respondents were not comfortable even though they were guaranteed anonymity. They felt that they would be acting against their government.

### **3.9 ETHICAL CONSIDERATIONS**

Ethics are associated with morality as both deal with matters of right and wrong and conforming to the given standards of conducts (Babbie and Mouton 2006). In this research the researcher adhered to the general agreements among researchers about what is proper and improper ethics in conducting this research. The researcher ensured that there was voluntary participation amongst respondents. Furthermore, participants not harmed or injured by the research undertaken. The researchers also ensured anonymity and confidentiality of respondents. Lastly the

researcher did not deceive respondents by giving them false information about the research. Respondents were given full information about the research, what it intended to achieve for what or which institution it was undertaken.

## CHAPTER 4

### PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA.

#### 4.1 INTRODUCTION

This chapter deals with the presentation, analysis and interpretation of data. It presents results of interviews conducted with residents of the Thulamela Municipality, municipal councillors and staff members on the evaluation of water and sanitation services.

#### 4.2 THULAMELA MUNICIPALITY PROFILE OF SAMPLE SELECTED

There are three groups of respondents selected to participate in this study. It is comprised of ten councillors sampled from a total of 76. Fourteen employees of Thulamela Municipality and respondents from 19 wards, out of 38 wards, which is 50% of the total number of wards.

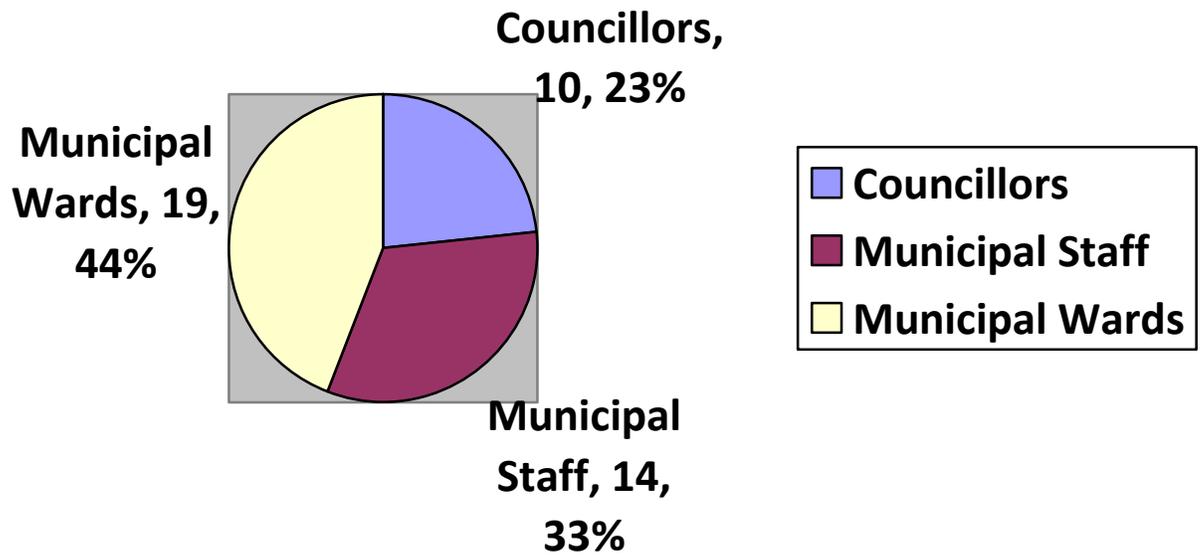
**Table 4.1 Presents a profile of the Thulamela Municipality respondents.**

#### TOTAL NUMBER OF RESPONDENTS

| Category        | Total number of respondents | Percentage |
|-----------------|-----------------------------|------------|
| Councillors     | 10                          | 23%        |
| Municipal staff | 14                          | 33%        |
| Wards           | 19                          | 44%        |

Pie-chart representation of the respondents.

## Thulamela Municipality Respondents



#### **4.3 RESPONSES FROM COUNCILLORS, MUNICIPAL STAFF AND WARDS RESIDENTS.**

Ten councilors, 14 municipal staff and 76 ward residents were given questionnaire. Below are their responses as tabulated.

##### **Question 1**

Do you have water in your community?

**Table 1: Response from Councilors**

| <b>Response</b> | <b>Number of Councilors</b> | <b>Percentage</b> |
|-----------------|-----------------------------|-------------------|
| <b>Yes</b>      | <b>10</b>                   | <b>100%</b>       |
| <b>No</b>       | <b>0</b>                    | <b>0%</b>         |
| <b>TOTAL</b>    | <b>10</b>                   | <b>100%</b>       |

**Table 2: Response from Municipal Member of Staff**

| <b>Response</b> | <b>Number of Councilors</b> | <b>Percentage</b> |
|-----------------|-----------------------------|-------------------|
| <b>Yes</b>      | <b>14</b>                   | <b>100%</b>       |
| <b>No</b>       | <b>0</b>                    | <b>0%</b>         |
| <b>TOTAL</b>    | <b>14</b>                   | <b>100%</b>       |

**Table 3: Response from Wards Residents**

| <b>Response</b> | <b>Number of Councilors</b> | <b>Percentage</b> |
|-----------------|-----------------------------|-------------------|
| <b>Yes</b>      | <b>76</b>                   | <b>100%</b>       |
| <b>No</b>       | <b>0</b>                    | <b>0%</b>         |
| <b>TOTAL</b>    | <b>76</b>                   | <b>100%</b>       |

## Question 2

Do you have water in your houses?

**Table 4: Response from Councilors**

| Response     | Number of Councilors | Percentage  |
|--------------|----------------------|-------------|
| Yes          | 6                    | 60%         |
| No           | 4                    | 40%         |
| <b>TOTAL</b> | <b>10</b>            | <b>100%</b> |

**Table 5: Response from Municipal Member of Staff**

| Response     | Number of Councilors | Percentage  |
|--------------|----------------------|-------------|
| Yes          | 10                   | 71,4%       |
| No           | 4                    | 28,6%       |
| <b>TOTAL</b> | <b>14</b>            | <b>100%</b> |

**Table 6: Response from Wards Residents**

| Response     | Number of Councilors | Percentage  |
|--------------|----------------------|-------------|
| Yes          | 44                   | 57,9%       |
| No           | 32                   | 42,1%       |
| <b>TOTAL</b> | <b>76</b>            | <b>100%</b> |

## Question 3

Is water consistently flowing in your tap?

**Table 7: Response from Councilors**

| Response     | Number of Councilors | Percentage  |
|--------------|----------------------|-------------|
| Yes          | 1                    | 10%         |
| No           | 9                    | 90%         |
| <b>TOTAL</b> | <b>10</b>            | <b>100%</b> |

**Table 8: Response from Municipal Member of Staff**

| <b>Response</b> | <b>Number of Councilors</b> | <b>Percentage</b> |
|-----------------|-----------------------------|-------------------|
| <b>Yes</b>      | <b>8</b>                    | <b>57%</b>        |
| <b>No</b>       | <b>6</b>                    | <b>43%</b>        |
| <b>TOTAL</b>    | <b>14</b>                   | <b>100%</b>       |

**Table 9: Response from Wards Residents**

| <b>Response</b> | <b>Number of Councilors</b> | <b>Percentage</b> |
|-----------------|-----------------------------|-------------------|
| <b>Yes</b>      | <b>6</b>                    | <b>7,9%</b>       |
| <b>No</b>       | <b>70</b>                   | <b>92,1%</b>      |
| <b>TOTAL</b>    | <b>76</b>                   | <b>100%</b>       |

Question 4

How would you rate the quality of sanitation in your area?

**Table 10: Response from Councilors**

| <b>Response</b>  | <b>Number of Councilors</b> | <b>Percentage</b> |
|------------------|-----------------------------|-------------------|
| <b>Excellent</b> | <b>4</b>                    | <b>40%</b>        |
| <b>Good</b>      | <b>3</b>                    | <b>20%</b>        |
| <b>Poor</b>      | <b>3</b>                    | <b>30%</b>        |
| <b>Fair</b>      | <b>1</b>                    | <b>10%</b>        |
| <b>TOTAL</b>     | <b>10</b>                   | <b>100%</b>       |

**Table 11: Response from Municipal Member of Staff**

| <b>Response</b>  | <b>Number of Councilors</b> | <b>Percentage</b> |
|------------------|-----------------------------|-------------------|
| <b>Excellent</b> | <b>0</b>                    | <b>0%</b>         |
| <b>Good</b>      | <b>7</b>                    | <b>64.3%</b>      |
| <b>Poor</b>      | <b>5</b>                    | <b>35.7%</b>      |
| <b>Fair</b>      | <b>0</b>                    | <b>0%</b>         |
| <b>TOTAL</b>     | <b>14</b>                   | <b>100%</b>       |

**Table 12: Response from Wards Residents**

| <b>Response</b> | <b>Number of Councilors</b> | <b>Percentage</b> |
|-----------------|-----------------------------|-------------------|
| Excellent       | 14                          | 18,4%             |
| Good            | 15                          | 19,7%             |
| Poor            | 40                          | 52,6%             |
| Fair            | 7                           | 9.2%              |
| <b>TOTAL</b>    | <b>76</b>                   | <b>100%</b>       |

Question 5

Which of the following do you use to relieve yourself?

**Table 13: Response from Councilors**

| <b>Response</b> | <b>Number of Councilors</b> | <b>Percentage</b> |
|-----------------|-----------------------------|-------------------|
| The Bush system | 0                           | 0%                |
| A pit toilet    | 4                           | 40%               |
| A flush toilet  | 6                           | 60%               |
| <b>TOTAL</b>    | <b>10</b>                   | <b>100%</b>       |

**Table 14: Response from Municipal Member of Staff**

| <b>Response</b> | <b>Number of Councilors</b> | <b>Percentage</b> |
|-----------------|-----------------------------|-------------------|
| The Bush system | 0                           | 0%                |
| A pit toilet    | 4                           | 28,6%             |
| A flush toilet  | 10                          | 71,4%             |
| <b>TOTAL</b>    | <b>10</b>                   | <b>100%</b>       |

**Table 15: Response from Wards Residents**

| <b>Response</b> | <b>Number of Councilors</b> | <b>Percentage</b> |
|-----------------|-----------------------------|-------------------|
| The Bush system | 0                           | 0%                |
| A pit toilet    | 50                          | 65,8%             |
| A flush toilet  | 26                          | 34,2%             |
| <b>TOTAL</b>    | <b>76</b>                   | <b>100%</b>       |

Question one, represented by Table one, two, three shows that 100% of the respondents have water in their communities. This implies that water is available in communities. Question two shows that 60% of councilors, 71, 4% of municipal staff members and 57, 9% of wards residents have water in their houses. This implies that the percentage of councilors and municipal staff who have water in their houses is more than that of people without water in their houses. 57, 9% of ward residents have water in their houses whereas 42, 1% do not have water.

In question three, ten percent of the councilors indicated that the flow is consistent whereas 90% indicated that water does not flow consistently. 57% of the municipal staff indicated that water flow is consistent while 43% indicated that the flow is inconsistent.

92, 1 percent of ward resident indicate that the flow is inconsistent whereas 7, 9% indicate that water is consistent.

In question four, 40% councilors, 0% municipal staff members and 18% ward resident rated excellent in sanitation. Most of wards residents rated 52, 6% poor in sanitation. This indicates that there is still much to be done as most of the ward residents are poor and cannot afford to provide proper sanitation for themselves.

In question five it is clear that ward residents mostly use pit toilets. All the respondents indicated that they are no longer using the bush system; however councilors and municipal employees mostly use flush toilets because most of them can afford boreholes.

#### **4.4 STATUS OF WATER AND SANITATION SERVICES**

Interviews conducted in wards 11, 19, 24, 25, 38 revealed that water is available in households. The wards are made up in a way that there are proclaimed areas and rural settlements within the same ward. In proclaimed areas, water is

available in every household, whereas in the same wards some households do not have water in their houses. The major problem encountered is inconsistency. Water flow is not consistent both in rural areas and proclaimed areas.

The remaining 13 wards are found in rural areas, within Thulamela Municipality. In those areas, water is available in some households but not in other households. The Municipality made provision for water infrastructure through communal taps. These are about 200 meters from the residential areas. Respondents feel that the municipality should at least ensure that a tap caters for a maximum of 10 households instead of 20 to 30 households which are currently the case. Another finding is that taps on the streets do not supply water consistently.

Communities usually spend two to three days without water. The municipality sometimes provides water using trucks. The water from the trucks is not purified because it is drawn from the river and it is not suitable for consumption. Residents who have water in their homes constitute less than 50% percent of the total and the water does not flow consistently.

In proclaimed areas every household has running water. However provision thereof is not consistent and the pressure is usually low. Water supply is not the same as in other areas in the same ward. Some blocks have consistently flowing taps whilst others do not have water at all times.

#### **4.5 SANITATION STATUS**

Regarding sanitation, respondents from the suburbs rated sanitation as being 'good' and mentioned that the problems encountered are caused by the bursting of old pipes in places where flush toilets are used. They recommended that new pipes be laid and proper maintenance of the infrastructure. In rural areas sanitation was rated being 'poor' by most respondents as some communities still use, the bush to relieve themselves. This exposed them to diseases. Respondents

suggested that the municipality should continue to identify households without toilets and make provisions for them.

Thulamela municipality has a yearly target of 1220, which is insufficient to meet the back log due to a restricted budget. The project is funded by Vhembe District Municipality. In order to meet the National target, the National and Provincial government need to intervene. Respondents also emphasized that the municipality must perform routine maintenance and avoid remedial maintenance as it inconvenience for them.

#### **4.6 THE RELATIONSHIP BETWEEN CAPACITY AND SERVICE DELIVERY.**

Human capacity in the Thulamela Municipality is insufficient. There are 158 vacant posts. This leads to poor service delivery because the available staff has too much to handle and leaves some important tasks unattended.

The study also found that service backlogs cannot be met because of limited budgets. It was also found that most residents are not paying for a service which makes it difficult for municipal to provide services adequately as the money used for developments is derived from payment of services.

#### **4.7 INITIATIVES IN PLACE TO ENHANCE SERVICE DELIVERY.**

The government has put in place initiatives such as the Municipal Service Partnerships (MSPs) in order to enhance services delivery. These services assist the municipality in addressing backlogs. The Thulamela municipality has also outsourced certain services to private organizations such as water boards for efficient service delivery. Contracting out services also influences public participation because communities get jobs, when tenders are issued. Contracting out also reduces administrative costs. This means administrators can then concentrate on other management issues. Maintenance and staff costs can also be reduced because their duties are shifted to contractors.

Public participation is important because it gives participants a sense of ownership in the decisions made. If the municipality involves the public in decision-making, the services provided have an impact on the community because they were given a chance to express their views. In Thulamela municipality public participation is initiated through ward councillors. They involve communities to partake in Integrated Development Plans so that they can give their opinions on service provision.

#### **4.8 CAUSES OF VIOLENT PROTESTS**

People tend to protest if they are dissatisfied with the services offered. If politicians deliver what they promise, violent protests would be minimized or totally eradicated. Communities feel that politicians are using them to get votes by making vain promises before elections. Corruption and nepotism within local government are also major causes of poor service delivery. Poor service delivery is also blamed on the deployment on African National Congress comrades to positions for which they are not qualified.

#### **4.9 CONSEQUENCES OF LACK OF PROPER WATER AND SANITATION SERVICES.**

There is an interrelationship between health, education, access to safe water and effective sanitation. Poor progress in health and education is dependent on access to safe water and effective sanitation.

Poor drinking water and poor sanitation lead to major outbreaks of waterborne diseases. Poor water and sanitation services are also conducive to high rates of child mortality. Lack of water is a manifestation of poverty and has serious consequences for the livelihood of communities.

#### **4.10 THE INTEGRATED DEVELOPMENT PLAN**

Planning is a basic tool in management. Organizational objectives can be achieved if there is a good plan. Municipalities use the Integrated Development Plan as an instrument of planning. The study found that since the adoption of the five year Integrated Development Plan, more citizens have access to service such as, water and sanitation, better roads and housing. If adequate plans are made and implemented in municipalities, service delivery can be improved.

#### **4.11 MANAGEMENT OF WATER ABUSE**

In the Thulamela Municipality water abuse is in the form of illegal water connections, use of water for gardening, car washes and brickworks. Respondents stated that an educational programme to teach communities on the importance of using water wisely should be developed.

The reinforcement of inspection teams was also recommended. This was done in order to curb illegal water connections and water abuse. Monitoring and inspections should also be done frequently. Respondents also mentioned that fines should be imposed on offenders. Alternatively, drastic measure should be taken against them.

#### **4.12 THE INFLUENCE OF CORRUPTION AND NEPOTISM ON SERVICE DELIVERY**

Corruption and nepotism can influence service delivery. If the municipality offers tender to people who do not qualify, poor services will be provided.

The employment of people without proper skills because they are relatives of employers is also conducive to poor service delivery. Qualified employees should be placed in relevant positions for efficient service delivery.

#### **4.13 CHALLENGES ENCOUNTERED BY THE MUNICIPALITY IN WATER AND SANITATION SERVICES PROVISION.**

The study also found that increasing water access and developing additional water services to meet the expanding population and maintaining aging infrastructure raises a few challenges in the municipality. Financial resources are not sufficient to overcome these challenges. The South African Government provided some alternative to achieve the Millennium Development Goals by providing financial assistance to poor households for the capital costs of rainwater storage tanks in rural areas.

On addressing the backlogs respondents stated that the municipality should prioritize the provision of water because it is a basic need. They emphasized that the budget must focus mainly on water the provision in order to improve water infrastructure, as the Nandoni dam can cater for the needs of the community within the municipality. Some also mentioned that skilled workers should be employed in order to enhance water service delivery.

The issue of pre-paid meters was strongly discouraged in rural areas. Respondents mentioned that the municipality should focus on making water services sustainable. They also mentioned that most residents cannot afford to pay because they are poor. In the case of people living in suburbs, pre-paid meters are accepted; the reason being that people will save and use water economically.

The overall impression on water and sanitation is that the municipality is addressing the backlog of sanitation as all the wards have been allocated a reasonable number of good toilets. The maintenance of existing infrastructure is important to avoid remedial maintenance as it exposes communities to unhealthy situations. Most respondents maintain that the municipality can do more in the provision of water and sanitation.

Respondents also indicated that the Nandoni dam was repeatedly identified as a source of water and should supply reservoirs that are currently white elephants.

## **CHAPTER 5**

### **CONCLUSIONS, RECOMMENDATIONS AND IMPLICATIONS**

#### **5.1 INTRODUCTION**

The researcher was interested in evaluating the delivery of water and sanitation services in the Thulamela Municipality in order to find the ways of improving service delivery and meeting backlogs. This was to ensure that there is sustainable service delivery. This chapter presents the conclusion, recommendations and implications.

#### **5.2 CONCLUSIONS**

The Thulamela municipality has backlog challenges in water and sanitation service provision, amongst other services. In order to overcome the backlog, there is an IDP in place. The plan indicates that the backlog will be there for the foreseeable future. The constraints envisaged is lack of funds to ensure that there is service provision. The researcher noticed that the municipality is underestimates in its budgets. In order to enhance service delivery, the municipality should also outsource services to private service providers. The reason behind outsourcing is to reduce maintenance and administrative costs.

This process encourages participation from the private sector and provides jobs to communities. Also, it results in service delivery to communities. Despite the backlog within the municipality, achievements can also be identified. These include the provision of running water within 200 meters of households and the provision of boreholes and rain water tanks, to mention just a few examples.

However, Goldman and Reynolds (2008) believe that the Integrated Development Plans (IDPs) are too complex and do not add sufficient value because they are drawn by consultants. It is evident that most citizens have access to services such as water, sanitation, electricity amongst other services. Since the adoption of the first five-year IDP in 2000, increased opportunities for economic development were also created.

Water abuse is another challenge encountered by the Thulamela municipality. There are too many illegal connections around the municipal area. As a result some residents use purified water without paying for it. Communities' abuse of purified water by excessively using it for car washes, gardening and in some cases, brick works, depletes this scarce resource.

The South African government has provided alternatives for municipalities to achieve the Millennium Development Goals by providing financial assistance to poor households for the capital costs of rain water storage tanks in rural areas.

Water provision has improved in the Thulamela municipality. However service provision is inconsistent because households usually run out of water and in some cases, some pipes are dry most of the time.

Privatization can be an option for sustainable service delivery. However, the Thulamela municipality is mostly comprised of poor communities who cannot afford to pay for privatized services. Development in Thulamela water and sanitation services is also hindered by non-payment of service bills.

Non-payment of service bills has a negative impact on planning because funds acquired from these payments are used for development. The Thulamela municipality is also fraught with challenges of increasing water access and developing additional water sources to meet expanding population and maintaining ageing infrastructure.

Public participation considered through the election of ward councillors who are crucial actors in organizing public participation. Communities are invited to attend IDP meetings so that they can give inputs on their needs. In this way, municipalities are assisted in making plans that are in line with community needs

Poor provision of water and sanitation services affects the health of communities and exposes them to dangerous water borne diseases. If purified water is not provided, people resort to using unpurified water from rivers and dams which is a health risk. This is because the water may be contaminated by harmful bacteria which will result in sickness and loss of life

Lack of human, financial and technical resources negatively influences service delivery. The Thulamela municipality is under staffed with 158 vacant posts. As a result the responsibilities of appointed officials become too much to handle. This leads to some important obligations being neglected. Technical, financial and human resources are needed to enhance service delivery.

Communities are against pre-paid meters especially in rural areas. They pointed out that the municipality must first ensure that there is a consistent flow of water. In proclaimed areas pre- paid meters are accepted and most residents are applying for installation of these. Residents in these areas believe that if pre- paid meters are used, water will be used sparingly and the pressure will increase.

### **5.3 RECOMMENDATIONS**

This research highlighted the challenges encountered in the provision of water and sanitation services. It is hoped that the ensuing recommendations will assist in improving the quality of service provision in the Thulamela municipality:

### **5.3.1 OUTSOURCING OF FUNCTIONS**

The municipality should outsource certain functions in order to promote efficiency. By outsourcing certain/some services, communities benefit because jobs are created. Administrative and maintenance costs are also minimized.

Nepotism and corrupt tendencies in offering tenders should be avoided because it causes affects the quality of services, which might lead to violent protests.

### **5.3.2 PROVISION OF RESOURCES**

Human, financial and technical resources should be provided in order to enhance service delivery. The filling of vacant posts with skilled employees should be prioritized for efficient delivery of services. A debt recovery plan should be developed and adhered to because lack of financial resources is the result of unrecovered debts.

The national and provincial government should also be consulted in order to provide more funds to buy equipment and replace old infrastructure.

### **5.3.3 ABUSE OF WATER SERVICES**

Communities abuse water services by making illegal connections and using water for gardening, car washes and brick works without making any payments. In order to curb this abuse, the municipality must conduct educational training on the efficient utilization of water services. Culprits must be penalized. If water users default, inspectors should be sent to check for compliance and punish the culprits. Prepaid meters should be installed in households taking into consideration poor families. When people pay for services, they become more cautious in utilizing these services.

### **5.3.4 MAINTENANCE OF INFRASTRUCTURE**

The municipality has to ensure that old infrastructure is replaced especially pipes used for sanitation. This is because the study showed that the major problem was

bursting of old pipes. Quality materials must also be used as they last longer and save on repeated installation costs.

### **5.3.5 THE IMPORTANCE OF PUBLIC PARTICIPATION IN DECISION-MAKING**

Public participation must be given priority because municipalities have been created in order to serve the public. People know their rights and may revolt if they are neglected. Given a chance to participate in decision-making, they become cooperative and support the activities of the municipality. Non – participation by users has been singled out as a major cause of project failure.

### **5.3.6 PROVISION OF SUSTAINABLE WATER AND SANITATION SERVICES**

The Integrated Development Plan must prioritize the provision of infrastructure to provide sustainable water and sanitation services. Satisfactory water and sanitation reticulation must be provided. The building of reservoirs around villages will ensure that the are sustainable services. The employment of skilled labourers will also ensure that there is good service delivery.

### **5.3.7 PRESERVATION OF THE HEALTH OF COMMUNITIES.**

The health of communities should also be prioritised. The municipality must ensure that safe water and good sanitation are supplied. Unsafe water and poor sanitation expose the lives of people to risk factors which might lead to poor health. Proper health and hygiene education should be given to communities, especially those who use water from boreholes and unpurified water. Safe drinking water and sanitation is of crucial importance to the preservation of human health.

### **5.3.8 INFRASTRUCTURES IN RURAL AREAS PROVISION OF ADEQUATE ENGINEERING AND SOCIAL**

.Water for domestic use has received significant attention in the past years and all the local areas studied have piped water. A major concern reported by residents relates to shortages which can stretch for days. Adequate water for agricultural purposes remains a problem. The construction of dams on rivers which flow through the study area needs to be investigated in order to provide sustainable services to communities.

### **5.3.9 TRAINING, RETRAINING AND IMPROVEMENT OF SKILLS FOR PERSONNEL INVOLVED IN WATER AND SANITATION SERVICES PROVISION.**

There is a need for continuous training of personnel involved in the provision of water and sanitation services. This is to help them understand the role they can play in facilitating development in their areas.

## **5.4 IMPLICATIONS OF THE STUDY**

The primary aim of this study was to evaluate water and sanitation services in the Thulamela municipality. The reason aim was to find remedial solutions to challenges encountered in the delivery of water and sanitation services in order to enhance sustainable services. Water and sanitation services have positive and negative implications on communities.

The provision of safe water and sanitation provides good health, ensures that there are economic benefits to the communities and is of critical importance for the preservation of human health.

Poor service delivery of water and sanitation results in water- borne diseases which are common causes of illnesses and death amongst the poor in developing countries. According to Briscoe (1995) two million deaths from diarrhoea could be avoided if all people had access to satisfactory water and sanitation services.

The installation of pipes for water supply in households, as well as latrines closer to communities' dwelling places, saves time and energy for women who are the primary users of water for household chores.

The availability of safe water is conducive to economic development. This is because water makes it easier for investors to establish small enterprises and increase disposable household income.

The lifespan of elderly people and people suffering from HIV/AIDS can be increased when safe and healthy conditions are created. This can be enhanced by the provision of proper sanitation and safe drinking water.

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## APPENDIX A

### CONSISTENCY MATRIX

The purpose of this research is to evaluate the challenges that South African municipality and Thulamela municipality in particular face in the delivery of water and sanitation services.

| Research Questions   | Source of theory  | Source of data                                       | Type of data                                    | Analysis                                     |
|--|---|--|---|--|
| <b>Research question 1</b><br>What is the status of service delivery and the extent to which the needs of Communities have been met in Thulamela Municipality? | (Harrison 2008; Van Donk 2008; Goldman and Raynolds 2008; Thulamela Municipality IDP 2009/10-2011/12; <a href="http://www.samwu.org.za">http://www.samwu.org.za</a> )   | Secondary data<br>Such as internet<br>And text books | Secondary and<br>Primary from<br>questionnaires | Text data<br>and<br>Interpretive<br>Analysis |
| <b>Research question 2</b><br>What is the relationship between Capacity and delivery of water and sanitation to the communities?                               | (van Donk et al 2008; Barrisford and Kihato 2008; Thulamela Municipality IDP 2009/10-2011/12; ANC 1994)   | Secondary and<br>Primary data                        | Secondary and<br>Primary data                   | Text data<br>and<br>Interpretive<br>analysis |
| <b>Research question 3</b><br>What are the government initiatives in place to enhance service Delivery?  | (Mogale 2003; <a href="http://www.etu.org.za">http://www.etu.org.za</a> ; Gildenhuis and Knipe 2000; van Donk 2008; Thulamela municipality IDP 2008/9-2010/11; South African Local Government Association; Hetherington 2008, Citizen report) | Secondary data                                       | Secondary data                                  | Interpretive<br>analysis                     |

|  |  |                                   |                                   |   |
|--|--|-----------------------------------|-----------------------------------|---|
| <p><b>Research question 4</b><br/>What is the importance of public participation in decision making?</p>         | <p>(ANC 1994; Republic of South Africa 2000; Clark 1991; Charlton and Kihato 2006; Gildenhuis and Knipe 2000)</p>  | <p>Secondary data</p>             | <p>Secondary data</p>             | <p>Interpretative Analysis</p>                          |
| <p><b>Research question 5</b><br/>Why do people resort to violent protests when service delivery is poor?</p>    | <p>Chuenyane 2009; Thulamela Municipality IDP 2009/10-2011/12; Sowetan 2009)</p>   | <p>Secondary data</p>             | <p>Secondary data</p>             | <p>Interpretative analysis</p>                          |
| <p><b>Research question 6</b><br/>What are the consequences of lack of proper water and sanitation Services?</p> | <p>(<a href="http://www.wateraid.org">http://www.wateraid.org</a>; Cairncross 2010; Bernadini 2007; Fewtrell 2005; Republic of South Africa 2006, Nzimakwe 2009; Nleya 2002; Mulreany 2006; Kahinda et al 2007; Lewis et al 2007; Van der Westhuizen 2009; Hari 2010; Thomson and Nleya 2008; Van Vuuren 2009; Barret and Jaichard 2009; De Carvalho 2009; Giliani 2005; Bateman 2010; Labuschagne 2010; Van Niekerk 2010; Mwebasa 2010; Van Heynigen 2010</p> | <p>Primary and Secondary data</p> | <p>Primary and Secondary data</p> | <p>Interpretative Analysis and survey questionnaire</p> |

**APPENDIX B**

Questionnaire

Good day. My name is Sarah Vhonani Dau. I am doing a Masters Degree in Public Administration with the University of Limpopo. I am conducting a research entitled “**AN EVALUATION OF THE DELIVERY OF WATER AND SANITATION SERVICES IN THE THULAMELA MUNICIPALITY OF LIMPOPO PROVINCE**”. I hereby request you to participate as the study’s success relies on your valuable contribution. Your anonymity is guaranteed. Therefore your identity will not be known to anyone else.

PLEASE TICK WHERE APPROPRIATE

Gender

|      |        |
|------|--------|
| Male | Female |
|------|--------|

Age group

|       |       |       |     |
|-------|-------|-------|-----|
| 18-25 | 26-35 | 36-45 | 46+ |
|-------|-------|-------|-----|

Do you have water in your community?

|     |    |
|-----|----|
| Yes | No |
|-----|----|

Do you have water in your house?

|     |    |
|-----|----|
| Yes | No |
|-----|----|

Is water consistently flowing in your tap?

|     |    |
|-----|----|
| Yes | No |
|-----|----|

How would you rate the quality of sanitation in your area?

|           |      |      |      |
|-----------|------|------|------|
| Excellent | Good | Poor | Fair |
|-----------|------|------|------|

Which of the following do you use to relieve yourself

|                 |              |                |
|-----------------|--------------|----------------|
| The bush system | A pit toilet | A flush toilet |
|-----------------|--------------|----------------|

What do you think the municipality should do to address the backlog of water provision? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you think pre-paid water metres should be installed in all households around the Thulamela communities?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What do you think the municipality should do to address illegal water connections that are believed to have mushroomed around the Thulamela municipality?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How should the municipality address the sanitation problems? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Give your overall impression of the water and sanitation issues in the Thulamela municipality? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you very much for your time and participation.