

**THE IMPACT OF SERVICE DELIVERY ON THE QUALITY OF LIVES OF  
THE COMMUNITY OF PROTEA SOUTH, SOWETO IN JOHANNESBURG  
IN GAUTENG PROVINCE, SOUTH AFRICA**

**MASTERS IN DEVELOPMENT**

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GAUTENG PROVINCE, SOUTH AFRICA**

by

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**2012**

## DECLARATION

I, declare that the MDEV (mini-dissertation/thesis) hereby submitted to the University of Limpopo, for the degree of Master of Development has not previously been submitted by me for a degree at this or any other university; that it is my work in design and in execution, and that all material contained herein has been duly acknowledged.

**Mabitsela, NA** \_\_\_\_\_

**Surname:**

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\_\_\_\_\_

**Date**

## **DEDICATION**

Special dedication is given to my family, especially to my husband Dan Mabitsela and my parents Mr and Mrs Mlonzi for believing in me and encouraging me that it was possible.

To my friends Joyce, Thobeka and Mandu who filled gaps for me while I was away for my studies. My sister-in-law, Pinkie who made sure that my life was in order when I could not cope.

## **SPECIAL DEDICATIONS**

Special thanks to my lovely children, Charlie, Nthabiseng and Mahlatse for your understanding when I could not be there for your needs.

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I would like to express my gratitude to the respondents who took part in this study. Your contribution was very much appreciated. The residents of Protea South are the important contributors to this study.

Above all these, I give honour to the Almighty God who kept me through out the journey. I praise and glorify His name forever.

## **ABSTRACT**

Service Delivery in South Africa has been one of the critical concerns of the government lately. The departments have been unable to meet the targets as set in the major policies and strategies such as AsGISA, Millenium Goals of SA and other documents. The provision of basic services such as water, sanitation, housing, health and poverty as a whole were key to those service deliver plans. In spite of many attempts by different spheres of government, to deal with the problem, this proved to be failure. Issues such as poor interpretation of policies, corruption, maladministration of resources, lack of coordination and aligned programmes as well as lack of skills and monitoring by officials were to be dealt with in length in order to curb the problems of service delivery.

The department of Cooperative Governance and Traditional Affairs came up with measures to speed up the process of delivering quality services to the communities of South Africa. This Turnaround Strategy was introduced in December 2009 and will hopefully deal with such problems. This is testimony to many protests by different residents in South Africa who are frustrated and in need of response by the government promises.

This study attempts to outline the problems facing the development of human settlements in South Africa. This reveals that such service delivery problems are not unique and specific to individual settlement but are similar in all respects. Recommendations thereof may be specific and assist in the rapid finalisation of service delivery in Protea South.

The contribution to be made by study will ensure that there will be no more protests and that each sector will have a better understanding of the other sectors.

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## **CHAPTER 1: INTRODUCTION AND BACKGROUND**

### **1.1 Background**

Service Delivery is the extent to which service has been delivered according to the communities as the beneficiaries of the particular services. It is the set of principles, standards, policies and constraints used to guide the design, development, deployment, operation and retirement of services delivered. Development implies the bridging of the gaps between the rich and poor by means of imitative processes, in which the poor gradually assume the qualities of the rich (Adapted from Wikipedia).

The focus of Service Delivery is widely interpreted by the development of houses and acknowledging the fact that, housing development in South Africa, is the most critical basic need despite the scarcity of land and other challenges of the past Apartheid regime. With regard to housing matters, the delivery of services such as water, electricity, sanitation and access to roads becomes of primary concern to the researcher. Consequently, issues such as health, education and skills development, job creation and environmental matter are the secondary and causal effects of service delivery as well as processes of the acquisition of land.

Service delivery is linked to development which is an attempt to close the gap between the rich and the poor by means of imitative processes by which the poor gradually assume the qualities of the rich. Service is the extent to which work is done according to specific compliance, goals, agreement and expectation and delivery is when goods are met as per agreement.

The White Paper of Local Government (1998) outlines the principles of service delivery which provides a new and holistic framework on which municipal service delivery should be based. These are: affordable and accessible services where services must be good quality products where the providers and the implementers would be accountable for the delivery and provision. The development of such products and services should be in an integrated manner that is sustainable and of good value for money.

## **1.2 Statement of the problem**

The issues of service delivery are more visible in human settlements where there is either new development of housing or the improvement on the existing settlement situations. Due to the rapid growth in the urban mobilisation in South Africa, there is more concentration on the housing provision. The provision of basic services such as water and sanitation, electricity as well as waste management have become the priority in the improvements of lives of many citizens in South Africa recently because those were regarded as privileges not rights during the Apartheid era. It is in this regard that the focus of the research is more on housing

Protea South is an establishment that came into being in 1985 in Soweto. It is situated at the South-end of Soweto towards the Western townships. The area has a combination of formal and informal houses that were occupied by the coloured people of South Africa during the Apartheid era. These houses were abandoned and are now occupied by many individuals and families who are allocated one room per family. The development of the area began with a formal housing project by the developers who built bonded, subsidised houses that were classy and an upgrade to the existing Soweto lifestyle.

In the early 1990s, the newspapers reported court disputes between the new buyers, the developer and the dwellers who invaded the unoccupied sites. This invasion took place within a short space of time as the reports confirmed rapid developments of these informal settlements and more protests and conflicts were noted in this area. The newspapers also reported that hundreds of these informal houses were erected during the night each day. The rapid mushrooming of the shacks was followed by numerous service delivery community protests in Protea South during the mid 1990s. By the year 2000, some low income (RDP) houses were developed by the government within the area as part of the implementation of mixed residents plan in an attempt to close the imbalances of the past and attend to the problems of shortage of land in the country.

The local government was left with an option to either reverse these developments of structure them in a manageable matter. The plan to eradicate slums before 2014 revealed by the City of Johannesburg (CoJ) and the Department of Housing (DoH) state that informal settlements would have to be registered and formalised in order to effect appropriate allocation of houses and or sites and service to the communities. Protea South was also meant to go through the same process despite the fact that the DoH declared the area as dolomitic and unsuitable for housing development (Khumalo, 2010). However, despite the said claim, the government had continued to develop more infrastructures for housing purposes in Protea South and the surroundings.

### **1.3 Research questions**

The researcher developed a structured questionnaire based on the following dimensions that address the objectives of the study.

- What is the pace and effects of development in Protea South?
- Are residents happy about the development initiative so far?
- To what extent does service delivery and development affect residents of Protea South?
- What can be done to improve the affected areas of development in this area?
- What plans and alternatives must be put in place to improve the lives of people of Protea South?
- How do residents view the role of other sectors in developing the people of Protea South?

## 1.4 Aim and Objectives

The overall aim of the study is to investigate the extent to which the community of Protea South in Soweto, Johannesburg has been affected by service delivery and its implementation.

The researcher intends to achieve the following objectives:

- To examine the state of service delivery and its effects in Protea South.
- To investigate the attitudes of different households in relation to the development of the area.
- To explore the extent to which the government structures have consulted the community of Protea South on issues regarding developing the area.
- To examine the available options by government and other structures to improve the lives of the people of Protea South.

## 1.5 Definition of Concepts

- **ANC** means the African National Congress. It is a national liberation movement formed in 1912 in order to unite the African people and spearhead the struggle for fundamental political, social and economic change. It is the ruling party that has won the democratic elections in South Africa since 1994.
- **RDP** refers to Reconstruction and Development Programme. It was adopted in 1994 by the ANC as the basic policy framework guiding the ANC in the transformation of South Africa with the objectives to redress the inequalities of the past in terms of the development of communities. The housing for the underprivileged people of South Africa was one of the initiatives of the programme instituted in 1996.
- The term **service** is defined as the execution of performance to the beneficiaries. It is the extent to which work is done according to specific compliance, goals, agreement and expectation.
- **Delivery** is the end product of service which includes time taken, resources, targets and meeting specific goals. Delivery is when all required goods are met as per agreement.

- **Service delivery** is the extent to which service has been delivered accordingly. It is the set of principles, standards, policies and constraints used to guide the design, development, deployment, operation and retirement of services delivered.
- **Informal settlements** are areas where groups of housing units have been constructed on land on which the occupants have no legal claim to occupy. It is unplanned settlements and areas where housing is not in compliance with the current planning and building regulations.
- **Development** implies the bridging of the gaps between the rich and poor by means of imitative processes, in which the poor gradually assume the qualities of the rich.
- **Government** is the combination of national, provincial and local spheres of the country. It is the formation of politics, the legislation and the people. Government in South Africa is led by the political party that democratically won the elections within a specified term.
- **Municipality** is found at the local sphere of government that is at a lower level than the provincial government. It includes the political level, the officials and the communities at large. It is the part of government that implements the programmes as initiated by the national and provincial spheres of government.
- **Integrated Development Plan (IDP)** is an initiative by government to bring all three spheres of government and other state organisations to plan together towards the development of the municipal areas. The national and provincial departments develop policies with the aim to improve the lives of the communities and upgrade the standards of living for people of South Africa. The programmes to develop infrastructure such as roads, water and sanitation, electricity, telecommunications and other services enable the development of the municipalities. This initiative involves all citizens to participate in the decision making towards the development of communities.

- **Community development** is the process by which the efforts of the people themselves are united with those of governmental authorities to improve the economic, social and cultural conditions of communities, to integrate these communities into the life of the nation, and to enable them to contribute fully to national progress.
- **Subsidised Houses** are houses that are funded through a system in which the government provides guarantee to the applicant to purchase or gain access to a house ownership. This comes in the form of a percentage of an amount paid by the government to the bank or any lender.
- **Old Houses** in Protea South are houses that were previously occupied by mine bosses who were predominantly White. These houses were later given to the Coloureds in the mid 1960s but were abandoned only to be randomly occupied by Blacks in the early 1980s. The occupation by Blacks was not orderly and organised.
- **Bonded Houses** as referred to in the study are new houses that are built by means of housing loans taken by individuals from any bank chosen by an individual. This system may not involve the government subsidy and depends on how much an individual qualifies for. The houses vary in sizes, location and they determine the different ranks in communities. They are mostly found in developed areas of the country.
- **Informal houses** are the houses made of brick structure but it is built in an invaded land with improper service and not registered and not known to official office. It is illegally built without authorisation on the house plan. The structure is poorly built and poses danger to the occupants.
- **Shack** is a house in the informal structure that is made of corrugated iron, scrap matter, wood or steel. This is usually found in illegal settlements or squatter camps in most areas of South Africa. The shelters are usually built in areas without structures and there are no basic services. The shelters in South Africa characterise people of lower ranks and that is where most poverty is distinguished.
- **VIP toilets** are temporary structures of toilets where the old buckets system is implemented.

- **Mixed residents plan** is a form of integrating all types of housing structures and types existing in South Africa, with the aim of sharing services and infrastructure such as roads, electricity, water and sanitation as well as refuse removals. This is where the rich cross-subsidize the poor in the billing system. This plan is introduced to benefit all the households in South Africa and is being rolled-out to all areas of the country with the exception of private lands.
- **Masakhane Housing Programme** is when the government allocates land to individuals and the business sector, the Non-governmental Organisations (NGO), in partnership with the government contribute to providing building material to those individuals. The people then assist each other to build their own houses. The developing contractors get the opportunity to partner with government and build the houses.
- **Ward Councillor** is the member of the Municipal council responsible for that specific municipal area. The ward councillor serves under the Mayor of that area and deals with political concerns of development for the community within his/her own jurisdiction.
- **Business Sector** is the part of community that sell services to the people for profit purposes. This sector in return offers job opportunities to most citizens. The relationship is only built on the exchange of goods and services for money.
- **Non-Governmental Organisation (NGO)** is the organisation that works in partnership with the government and communities towards the development of and the upliftment of the lives of the poor. They work for charity purposes and are mostly funded through Donor Funding Schemes globally.
- **Transit-Camp** is a temporary shelter where people are moved for a short period while waiting for the housing development to be completed for them.

## **1.6 Significance of the Study**

There is a need to assist the decision-makers to understand view points of different sections of Protea South residents with regard to service delivery impact on their lives. The study would also assist the policy makers to make informed decisions to develop the area. Therefore, the study would create a common ground amongst residents to decide about issues of service delivery.

The study would also align the development initiatives and attract the other sectors to collaborate and invest in the area. Finally, the results of the study would promote the utilisation of existing structures in the community for problem solving matters. The structures that already exist in Protea South are the local government authorities in the form of ward councillors, the business sector, the church organisations, the community and the different political organisations found in Protea South.

## **1.7 Outline of chapters**

### Chapter 1: Introduction

This chapter outlines the aims or the purpose of conducting the study. The researcher states reasons why she is interested to learn more about Protea South and the significance of the study in future. The research questions are outlined in this section.

### Chapter 2: Literature Review

This section outlines the theories and the debates around the study as well as the previous studies relevant to the study of concern.

### Chapter 3: Research Methodology

This is where the techniques and the methodology of the study are explained as well as how the research is going to be conducted. This section reveals the nature of the population, the sampling methods, and how the data was collected.

#### Chapter 4: Results Analysis, presentations and interpretation

The findings are presented and analysed in this section.

#### Chapter 5: Conclusions and Recommendations

These are discussions and the way forward drawn from the findings. A number of recommendations are put forward. This section ensures that the significance of the study is fulfilled and clear.

### **1.8 Limitations of the study**

This study was undertaken during the implementation of some plans put in place by the government and the City of Johannesburg in their IDP 2010/11. Things turned around due to response by the government to a number of protests that took place and this affected the rationale and significance of the study.

The researcher experienced resistance from respondents who would withhold information due for fear of victimisation. Some do not see anything wrong with their situation and therefore refused to participate. The researcher received incomplete questionnaires and/or refusal by sampled respondents to participate in the survey. The sampled respondents were illiterate and therefore experienced language problems to understand the questionnaires.

## **CHAPTER 2: LITERATURE REVIEW**

### **2.1 Introduction**

Since the democratic change in 1994, South Africa has undertaken a number of critical stages of development that include improvement of human settlements. Many citizens especially Black citizens lived in rural areas, hostels and the townships. It was only in the 1990s where many people moved to live in towns and urban areas in search for better living. According to United Nations Publications (2000:121), one result of the rapid increase in the urban population is that millions of the world's poor are now concentrated in slums and settlements- living in housing conditions that are below the minimum standards necessary for healthy families and communities.

South Africa has undergone processes similar to those that other developing countries, globally, went through. Development initiatives are based on the International Agenda 21 where the local agenda was developed in South Africa.

South Africa's experience in implementing Agenda 21 programme with regard to human settlement has been determined by the provision of social services and infrastructure to the poor and to the formally disadvantaged communities in this country.

South Africa's response for creating sustainable settlements has focused on three of the programme areas outlined in chapter 7 of Agenda 21. These are: the provision of adequate shelter for all; the improvement of human settlement management; and the promotion of three sustainable land-use management scenarios. Other programme areas detailed in Agenda 21 have been interred within these three broad programme areas (Department of Housing, 2004:32). It is within the context of these multiple challenges that the Johannesburg Plan of Implementation (JPOI) was formulated. This was done in accordance with the international agreements outlined during the United Nations Conference on Environment and Development (UNCED), held in Rio de Janeiro in 1992 (UNCHS, 1996:11).

The UNCED (1992:46) also provided the fundamental principles and the program of action for achieving sustainable development. These principles were further augmented by UN-Habitat's Strategy for the implementation of the Millennium Development Goal 7, Target 11, which aims "to achieve, by 2020, a significant improvement in the lives of at least 100 million slum dwellers".

In addition, UN-Habitat is a key player in Target 10 that aims "to halve by 2015, the proportion of people living without sustainable access to safe drinking water". Commitments that were further made at the World Summit on Sustainable Development (WSSD) strongly reaffirmed those made to the Rio Principles, the implementation of Agenda 21, the internationally agreed Millennium Development Goals (MDGs).

It is in this regard that South Africa undertook critical human settlement interventions that have sought to improve the sustainability of the settlements or the people living in them, so as to bring the country in line with the prescripts of Chapter 7 of Agenda 21, the 1997 Review of the Johannesburg Plan of Implementation (JPOI) and the Millennium Development Goals (MDGs), (Department of Housing Report, 2005:87).

Service delivery is linked to development which is an attempt to close the gap between the rich and the poor by means of imitative processes by which the poor gradually assume the qualities of the rich. Service is the extent to which work is done according to specific compliance, goals, agreement and expectation and delivery is when goods are met as per agreement (Adopted from Wikipedia).

With regard to housing matters, the delivery of services such as water, electricity, sanitation and access to roads becomes of primary concern to the researcher. Consequently, issues such as health, education and skills development, job creation and environmental matter are the secondary and causal effects of service delivery as well as processes of the acquisition of land.

## 2.2 Policy Framework

The Constitution of South Africa (1996), with specific reference to the Bill of Rights (Section 9), affirms that everyone is equal before the law and has the right to equal protection and benefit of the law (Subsection 4). This statement advocates for a sense of responsibility by everyone whether as a giver or receiver. If the Constitution is incorrectly interpreted, it may be misleading to those who seek benefits by infringing on other people's rights. The equality could refer to the services as provided by the state for its citizens across board. The Constitution in section 26 (1) further states that everyone has the right to have access to adequate housing. With regard to the situation in Protea South, all the residents from different dwellings have access to adequate housing, hence the provision of subsidies to all citizens by the state. Adequate housing includes proper roads, good quality houses with basic water, sanitation and electricity. This provision is supported by Chapter 8 of Agenda 21 ([www.crossroad.to/text/articles/la21\\_198html](http://www.crossroad.to/text/articles/la21_198html)).

The Constitution also affirms that the municipality should structure and manage its administration, budgeting and planning processes to give priority to the basic needs of the community, and to promote the social and economic development of the community. The total population living in informal settlements in South Africa was approximately 3,560,383, out of the country's total population of 44,819,776 in 2001 (Census, 2001). This figure includes the community of Protea South who live in informal settlements.

In an attempt to redress the inequalities of the Apartheid regime of inequalities and poverty, the ANC-led government tabled the Reconstruction and Development Programme (RDP) White Paper before parliament in 1994, which, amongst others was meant to deal with the social problems of the country. The RDP would link growth, development, reconstruction, redistribution and reconciliation into a unified programme held together by a broad infrastructural programme that would focus on creating and enhancing existing services in the electricity, water, telecommunications, transport, health, education and training sectors (White Paper on Local Government:1998:18).

The City of Johannesburg (CoJ) subsequently based the adoption of a policy for the upgrading of 60 informal settlements around the city and formalized them with positive spin-offs for their residents on the Constitutional stipulations. It is even stated in the policy that once settlements have been formally recognized and infrastructure is put in place, people feel secure enough to start investing in their dwellings (DBSA, 2009:12). The policy's objectives are to demonstrate service delivery, contribute towards economic performance and assist with poverty alleviation.

According to the Integrated Development Plan (IDP) framework of 2000, the development of people in an attempt to redress the historical experience of poverty and exclusion of the black nation in South Africa is the collective effort of bringing all elements of development by government structures, private businesses and the other organisations working towards building a better nation. The framework further denotes that human settlement development involves the departments for roads, electricity, water and sanitation, economic development, education, health services and other recreational facilities.

South Africa is following the same process that Mozambique undertook when they gained independence in 1975 where the party-state organised the participation of all the citizens to overcome the country problems, a strong emphasis was placed on the restructuring of 'alternative' forms of people's administration, (Meneses and de Sousa, 2009:142)

The White Paper on Local Government (1998:77) of South Africa outlines the principles of service delivery which provide a new and holistic framework on which municipal service delivery should be based. These are: affordable and accessible services where services must be good quality products where the providers and the implementers would be accountable for the delivery and provision. The development of such products and services should be in an integrated manner that is sustainable and of good value for money. Service delivery, according to the White Paper of Local Government (1998:94), should promote and ensure competitiveness to local commerce and industry and also promotes democracy.

The White Paper of Local Government (1998; 92) gave way to the Municipal Structures Act (1998) which promotes that a municipality must develop mechanisms to consult the community in performing its functions and exercising its powers, and must annually review the needs of the community; its priorities to meet those needs; Its processes for involving the community as well as its organisational and delivery mechanisms for meeting the needs of the community.

### **2.3 The history of Service Delivery in South Africa**

South Africa has been battling with issues of service delivery since 1990 when the previous restrictive orders were unbanned, allowing Blacks freedom of movement and of settlement. This resulted in many people from the rural areas flocking into cities for job opportunities and a better life. But those who could not afford life in the cities ended up living in squatter camps and illegally invading vacant lands. Many dreams were shattered when the job market was congested due to those who lacked skills and education which led to rise in poverty levels.

According to Gordon (2006:137) the planners of democratic South Africa-black and white- their transition would entail much more than transferring electoral control leaders to a newly empowered citizenry but also thought that democratization included the adoption of a constitution that stressed human dignity and equality and embraced substantive social-economic rights- to education, and access to health care and housing for example.

When the new government came to power in 1994, Reconstruction and Development Programme (RDP) was introduced in South Africa. The RDP is an integrated, coherent, socio-economic policy framework which seeks to mobilise all people and the country's resources towards the final eradication of the results of apartheid and the building of a democratic, non racial, non sexist future. The thinking behind the RDP was in line with the World Bank which extended its Millennium Development Goals (MDG) to South Africa in 2005. South Africa adopted these MDGs in 2005 which has the first goal aiming 'to half poverty and inequality by the year 2015. However, the reduction of poverty and inequality includes amongst others the provision of adequate basic services to the people' ([www.undp.org.za](http://www.undp.org.za)).

By the end of 2007, the MDG report indicated that there has been a slight improvement in poverty lines which give rise to poor income to above the poverty line of R3000 per capita per annum. This was measured by the level of malnutrition amongst children less than 5 years of age which declined from 88 971 cases in 2001 to 30 082 in 2005. This figure includes children in Protea South informal settlement. The ANC report to Parliament (2008) indicates that, by 2001, over 1.1 million cheap houses eligible for government subsidies had been built, accommodating five million of the estimated 12.5 million South Africans without proper housing. These results were criticized by one research investigation in 2009 that only 30% of new houses complied with building regulations ([www.anctoday.org.za](http://www.anctoday.org.za)).

According to a study conducted by six local municipalities regarding the effect of the establishment of municipalities Mangaung, Naledi, Tzaneen, Sol Plaatje, Bela-Bela and Maluti-a-Phofung. The study found that the perceptions of service delivery and how it has changed on service delivery matters such as housing, water and sanitation education, health and social grants. Under housing, it was revealed that between the years 1994-2000, RDP houses were provided to poor families but the quality was very poor and that the contractors were not reliable (Goldman and Reynolds, 2009:8).

Goldman and Reynolds (2009:12) further claim that since the year 2000, the creation of the new municipalities brought about more community control of housing projects through the People's Housing Process (PHP) where the communities built their own homes. The quantity of houses has improved but quality has gone down. This report reveals that during the period 1994- 2000, the provision of water to rural areas improved because water was accessible within a short walking distance and thereafter further improved to free water. Sanitation improved to the phasing out of the bucket system although several breakdowns and blockages are still experienced. In spite of the above, the Western Cape Anti Eviction Campaign (AEC, 2009:6) claims that the ANC promised (when they took over in 1994) that people would never be moved from one shack to another.

The 'transit camp' established by the very same government, was introduced in Protea South which Mzonke Poni of the Landless People Movement claims is not addressing the problems of housing but merely moving the people of Protea South from one shack to the other.

The National Housing Code of South Africa, on the other hand, proclaims that “temporary basic engineering services and shelters should be designed for removal, when all the families temporarily occupying the land, have received assistance under other programmes, provided that this need not be done in cases of permanent, temporary settlement areas” (National Housing Code 2004:14).

#### **2.4 The effects of service delivery in South Africa**

While service delivery is seen as vital to all citizens especially the poor majority from previously disadvantaged groups, municipalities see it as the commercial commodity. This is revealed by the National Study of Service Delivery for District Management Areas (2005:24), where water and sanitation were seen as the highest revenue base for most municipalities and lack of service delivery was measured on the basis of no profit for these sections.

Smit (2000:33) claims that the provision of adequate housing is essentially a process of formalisation as it transforms the residents of unregulated informal settlements into rate-paying residents of planned and regulated formal areas. Formalisation in this case, is about providing the basic requirements for health and safety. Informal settlements generally should have adequate water supply and sanitation. Electrification is an integral part of development in South Africa and although it is subsidized, it is still not affordable for some parts of the community. Smit (2000:67) further explains that even the formalisation of housing also results in a number of negative changes such as the disruption of social networks and extended families as well as the threat to many economic activities. These cause increased social differentiation and community cohesion.

Charlton (2001:18) contends that although the receipt of subsidized houses generally means an improvement in basic living conditions, it is clear that it provides a platform for further development of/ or improvement of people's lives. Since the government provides subsidies to people in South Africa, the lives of the shack dwellers in Protea South could improve through this scheme as the citizens of this country. Protea South also includes houses from the people housing projects (PHP) called 'Masakhane' which is a self-help programme. The facilities contribute to the development of their own houses in a more collective and communal manner and the government provide the construction material and the necessary capacity through subsidised mechanisms.

A similar case study in Lucknow in India, Sinha (1991:20), confirms that self help housing solutions cannot effectively duplicate the economies of the settlement. Sinha (1991:29) confirms that the impact of housing on social and cultural parameters of society is generally lacking. Sinha (1991:47) further contends that while it is recognised that there are no universal solutions to the housing problems in the developing world, systematic studies of how housing schemes perform in widely different economies and cultural contexts are needed.

In terms of the Housing code, under the Upgrading of the Informal Settlement Programme, there is need to upgrade the living conditions of poor people by providing secure tenure and access to basic services and housing. This programme aims to ensure that fragile community survival networks are not compromised and to empower communities to take charge of their own settlements. Huchzermeyer (2008:42) however, opposes this and claims that the South African policy makers have not provided appropriate definition and understanding of the 'informal settlement' and contends that this term refers to trade between land and the market.

Huchzermeyer (2008:93) further argues that informal settlement is a process of frustration over many decades, as typified by settlements such as Protea South. She further claims that change on informal settlements facilitates both individual and collective survival as well as the individual commercial, political and also criminal enrichment and exploitation. Huchzermeyer's main focus is on the collective and individual survival as the process of changing the informal sector to formal (2008:16).

Huchzermeyer (2008:28) further claims that in South Africa, this change is important in the shaping relationships with land tenure security and how it responds to formality inherent in informal settlements and how it relates to imposed formalisation by city authorities. It is on this note that she argues that many informal settlements in South Africa are not strongly articulated by the market.

A similar initiative was implemented in Bolivia called the Municipal Development Plans (MDPs) in accordance with the government Manual of Participatory Municipal Planning developed by the National Secretariat of Popular Participation (NSPP) in 1994 where 196 Bolivian municipalities were functioning with a participatory MDP. This initiative improved the participation of communities in the process of development and decision making. This public participation effort enables marginal groups to become involved in a continuous democratic process (Development in Practice, 2001:146).

The type of Human Settlement in Protea South should not be viewed in isolation from the rest of the world with special reference to the other cities and provinces within the country. It is part of housing delivery for low-income households which are in backlog since 1994. Targets of about 300 000 houses were set for the ten year period (Harrison et al, 2003:253). Furthermore, the Greenfield Programme is a subsidy programme ranging from project-linked, relocation, and consolidation, institutional and rural subsidies. In the Greenfield Programme, minimum standards for services are also stipulated where thousands of houses have been developed on cheap land located on urban peripheries and with minimal levels of shelter or services.

In the 2008 State of the Nation Address, former President Thabo Mbeki directed all the public servants to move faster to address the challenges of poverty, underdevelopment and marginalisation confronting those caught in the second economy to ensure that the poor in South Africa share in the growing prosperity (Service Delivery Review, 2009:13). The former President, in his speech, further emphasised that this would be achieved when government performs its role of improving service delivery. The standards for improvement of service delivery are covered in the Service Delivery Charters.

The Service Delivery partnerships were then established among three spheres of government by promoting collaborations. The Service Delivery Charters emphasise commitment to citizens as well as the Public Service to the delivery of quality services that the government can be measured against. The development of monitoring and evaluation mechanisms came into existence in order to measure the resultant service delivery implementation improvement, to establish a feedback to customers and provide a recognition and reward systems for improved systematic performance and is a cornerstone of 'Batho Pele' principles.

According to Pérez-Ludeña (2009:21) the Public Private Partnerships (PPPs) developed in South Africa, are often advocated as an effective mechanism for delivering water and sanitation services. At the same time it is argued that in developing countries the private sector lacks the incentives to extend services to the poor and that PPPs may only be able to improve services for the better. The Private-Public Partnerships often incorporate some of the strategies and methods of the informal sector, and include community organizations and non-governmental organizations (NGOs) among their partners. Governments should adapt regulations to accommodate these arrangements and encourage the participation of private companies, NGOs and community organizations.

The Greenfield Programme has enabled the existence of the Non-Governmental Organisations (NGOs) and Community Based Organisations (CBOs). The relationship between poverty and environment in housing development has become a major opportunity for NGOs and CBOs to attract donor funding to supplement the government subsidy in pilot projects. Shelter-performance has emerged as the most strongly supported component, especially because it is linked to energy and water efficiency or conservation. While millions of people are underserved today, the demand for water and other public services across Asia and the developing world is expected to grow fast, driven by population growth, urbanization and modernization.

The Greenfield Programme also revealed that as people move to cities, treating their waste and providing them with water becomes more complex and challenging. Fast economic growth, as experienced in many Asian countries, speeds up this process. Water and sanitation services are usually delivered through state-owned utilities, but most of them are inefficient, under-funded and unable to expand services as required.

In the context of the above the developing countries around the world see PPPs as a viable strategy to reform the utilities and improve service delivery. PPPs combine the public interest of the Government with the efficiency of the private sector and have the capacity to increase the quality of the service while reducing government expenditures (Development in Practise, 2001:99).

## **2.5 Challenges of Service Delivery**

According to DBSA Journal (2009:14), the objectives of the housing programme are to demonstrate service delivery, contribute to economic performance and assist with poverty alleviation. Insufficient or lack of delivery of housing objectives has led to many protests in South Africa, since 1994. People in South Africa expected more than the government could deliver and thus misinterpreted the policies drawn by the government. People felt that they have been misled by the government in power with many promises but no delivery. This dissatisfaction, anger and frustration felt by people led to a lot of protests experienced all over the country. Such protests have affected the economy of the country in a negative way.

Despite the fact that there are many citizens who have applied for houses, a slow progress has shown that people are desperate and in need of development in this country. The above statement is supported by Burger (2009:102) of the Institute for Security Services, who contends that the primary reasons behind the service delivery protests is dissatisfaction with the delivery of basic municipal services such as running water, electricity and toilets, especially in informal settlements.

Burger (2009:61) also affirms that unemployment (officially at around 23%), high levels of poverty, poor infrastructure, and the lack of houses add to the growing dissatisfaction in these and other poor communities. Burger (2009:89) further contends that some reasons behind protests also include the allegations of corruption and nepotism within the local government structures and that most protesters blame poor service delivery on the deployment of ANC 'comrades' to positions for which they are not qualified. Corruption in this case is the main course for delays in service delivery and the service providers delivering poor quality services to the community. They use cheap labour and low quality material to produce valueless structures. This is also because the procurement system in the departments has been corrupted with many irregularities and mismanagement by officials.

Khumalo (2009), who represented the Landless People Movement (LPM) during service delivery protest in Cape Town, said in a press state that he disagrees with reports on achievements made by the government that quality services were delivered since 1994. Khumalo (2009) claims that the landlessness and access to basic services in South Africa remains a 'pipe-dream' for the poor communities who remain marginalized by the leaders who are meant to protect them. Khumalo (2009) further claims that in an informal settlement area in Soweto, one is met by a large number of unemployed residents and many of them are the youth. Lack of electricity, water and sanitation services have also rendered the area both smelly and unlivable. But this is the place where most communities are unified through the struggle for land, housing and basic services (Abahlali base-Mjondolo, 2009:4). This is true in that when one area is in protest, the other affected or similar areas who share the same frustrations and unhappiness begin to protest against the same issues in their areas.

The Department of Social Development completed a survey on household based integrated service delivery in 2008 at Lubala, Mthatha, which had about 93 households. The survey pointed to a high rate of unemployment, non-availability of quality drinking water, a lack of primary health care services and a high illiteracy rate as among the challenges facing this small Eastern Cape community (Robinson, 2010:34) but the recent reports have shown no improvement on the area.

In a similar survey published by the Sowetan, Eric Naki, reveals that the South African Institute of Race Relations (SAIRR) claims that Service Delivery has not been a dismal failure since 1995 and that "More than 4.4 million households have received electricity connections since 1995, 4 million received accesses to clean water, 2.1million to improved sanitation facilities and 2.5million to refuse removal facilities. In addition 2.5million more households live in formal housing, most of which was provided by the state," the survey reported. SAIRR revealed that the successes suggested that relative deprivation, and not the failure of delivery, was behind the wave of delivery protests that had swept the country since 2006 (Naki, 2007:11).

In the an article written by Ido Lekota in the Sowetan, the then Minister of Provincial and Local Government, Sydney Mufamadi was cited as claiming that the protests were not all directly linked to lack of service delivery but a way of dealing with intra-political squabbles. Mufamadi also pointed out instances where councils that had laid down their IDPs were confronted with migrants who were not part of those plans. He further contended that the public lacks proper understanding of how government structures function but maintains that it is the government's responsibility to ensure that the public is guided effectively (Lekota: 2007:12).

A similar view was published in the Citizen of 2/08/2010 reflected that the Deputy Minister Roy Padayachee of the Department of Local Government and Traditional Affairs, said in Parliament, that just over half of South Africans are satisfied with the government's delivery of services. Padayachee said in a debate with Members of Parliament, during the delivery of his department's Budget Vote that only 58% of the population is satisfied with service delivery. He also passes the buck to other departments claiming that the country lacks a well-performing public service, which then changed the tune in the House to Human Resources focus.

In a contrary statement, Mabuza (2007) cited Mr Makhura the Provincial Secretary of the ANC in Gauteng during an interview for the Sowetan newspaper, who admitted that poor government communication and irregular interaction with affected communities about the progress on delivery has often served as a detonator of protests.

Makhura further confirms that these protests happen mostly in informal settlements where development is underway. He further blames the police for their slow response in violent protest and that the ANC views the attitude of police with great concern (Mabuza, 2007).

Whilst the government may be in agreement of the destructive protests over the country, they may not agree to the real issues and causes of these protests. Blame is mostly shifted to other irrelevant matters of developmental problems. No department seems willing to take responsibility of non performance. In that regard, the service delivery gap in South Africa widens faster. Budget is not spent appropriately and planning is done each year but many departments and municipalities receive qualified reports annually.

In recent protests witnessed in the country, Protea South emerged as one of the critical areas where a person was killed during clashes between groups in communities. The Daily Sun newspaper of 09/07/2010, Jerry Mabuza reported that clashes that were reported in Protea South were caused by illegal connections of electricity by informal settlements and the residents in Protea South. This event was followed by the burning of a power transformer supplying the whole area and owned by ESKOM and the community was in a black-out for almost two weeks (Mabuza J, 2010).

In Morning Live (SABC 2, 2010) , one resident of Protea South commented in an interview that following a black-out period in July, nothing was done by the government authorities and there was no consultation in trying to calm the place. Instead, more black-outs followed and there are continuous conflicts within the communities despite attempts by locals to contact the authorities.

## **CHAPTER 3: RESEARCH METHODOLOGY**

### **3.1 Research Design**

This is a qualitative study because the researcher studied views, opinions, the understanding of communities of Protea South and their own development analysis, challenges and impact on the households of Protea South. The researcher used an explorative or a case study type of research where a specific situation is being studied. In this case, the specific situation is the level of service delivery and its impact on the community of Protea South in Soweto.

The researcher used face-to-face structured and unstructured interviews that would verify baseline information gathered from the Johannesburg City Annual reports, local municipal officials from Johannesburg City, the Integrated Development Plan for the Gauteng Department of Housing and a consolidated report from the Office of the Premier (wherein all issues of development and communities would be outlined under sources of budget allocations).

#### **3.1.1 The Study Area**

The study area is Protea South, south-west of Soweto in Johannesburg, Gauteng Province. It is situated at the end of the most popular and longest street of Soweto which is now named after the late Chris Hani. Protea South is located alongside the national roads (N12) to Kimberly and (N1) to Bloemfontein (see map on Appendix 1). Protea South is located opposite the Indian suburb of Lenasia which allows some residents from Protea South to walk to Lenasia for shopping, schooling and for work opportunities.

There is a shopping mall which is less than a kilometre away, on the opposite side of the area along Chris Hani road. Public transport, in the form of taxis, buses and trains is within reach. There is a community hall, a primary and a high school (which are mostly attended by children from the informal settlements), two formal church structures, and a community health centre.

### **3.1.2 The Population**

Protea South has 34 old houses, 113 new houses which owners built form bonds from various banks, 83 RDP houses built by the Department of Housing and the City of Johannesburg, 51 houses from Masakhane Housing Project built through public, private partnerships with the government and there are also 282 informal settlements made of shacks. The total population from all dwellings combined is 14 887 (City of Johannesburg IDP: 2008/09).

Out of the 14 887 population of Protea South, there is a total of 563 households in Protea South where the informal settlers are the majority. The households of Protea South are the population and the main beneficiaries of service delivery initiatives and they serve as part of the sampling frame. The business sectors, the government officials, the political representatives in the form of civic structures also form part of the population because the plan, the information and the challenges of the development of Protea South was received from them.

### **3.1.3 Sampling Size and Selection Methods**

The objective was to ensure that certain segments of the population are represented in the sample. The total of 563 households was divided into sub-groups called strata, meaning the type of dwellings such as the bond houses, the old dwellings and the shacks. A sample of 10% from the total number of each stratum of houses was selected randomly as part of the respondents as follows:-

- 3 houses were selected from old dwellings.
- 11 houses were selected from new houses
- 28 shacks from the informal settlement were selected.
- 5 houses from Masakhane Housing Project, and
- 8 houses from the RDP section were also selected as part of the sample.

A total of 55 households were selected through random sampling from the relevant household dwellings.

One municipal official was interviewed from Joburg City Metro municipality, who works with the development of IDP and implementation. A Ward Councillor, formed part of the researcher's sampling frame. A focus group comprised of women belonging to a social club of the new houses in Protea South was also used and this group was targeted during their meeting on a Sunday afternoon.

## **3.2 Data Collection Methods**

### **3.2.1 Observations**

The observation method was used whereby the researcher viewed the facilities and the infrastructure of Protea South. The researcher viewed and took photos of roads and streets, the types of dwellings, the health environment, the recreational facilities and other structures such as churches and shops. The researcher also took some notes on the level of development and the type and level of services available in the area. The other surroundings such as the shopping mall, the police station, the Metro rail station, the Transit Camp were also viewed.

The observations in Protea South were in comparison with Lenasia South which is an area similar to that of Protea South. Lenasia South is composed of all dwellings similar to those in Protea South.

### **3.2.2 Questionnaires**

Data was collected by means of structured questionnaires with close-ended and opened-ended questions. A total of 55 questionnaires were distributed. These questionnaires were used to find out what the respondents feel and think about the service delivery in Protea South. The questions about the services provided as well as the extent of services provided were asked from the respondents. Services such as water, sanitation, electricity, waste removals, health care services and educational and recreational services were the main focus of the questionnaire.

The services provided by the private sectors and additional structures such as the transportation and the businesses were also an important part of the questionnaires.

Questions were also asked about the respondents' views and experiences in Protea South. Almost 22% of respondents especially from the shacks were assisted with the interpretation of questionnaires. The questionnaires were distributed and collected within a period of ten days including weekends.

### **3.2.3 Interviews**

One municipal official, Mr Sello Chuene, was purposively selected from the Johannesburg City Metro municipal area because he works with the development and implementation of the IDP. Face-to-face interviews were used to source information from the Mr Chuene where the following structured questions were asked:-

- What were the developmental plans and budget allocations made for Protea South in the IDP?
- What was the progress on implementation of projects prioritised for Protea South in recent years?
- Are there any service delivery challenges the municipality experienced in Protea South and how the municipality plans to resolve any problems experienced?

The questions were prepared and the responses were recorded whilst the researcher took some notes as the discussion was proceeding.

A focus group from the residents was approached for interviews. This group was composed of eleven women who were coming from their social group meeting on a Sunday afternoon. Questions regarding the extent of service delivery and its effects on their lives were asked of the group. This focus group elaborated willingly on the unstructured and open-ended questions asked by the researcher. The information gathered was recorded with the permission granted by the group.

A Ward Councillor was also interviewed as the member of ANC which is a ruling political group in Protea South. Ms Mapula Khumalo represents the community of Protea South to the local authority. She responded to questions regarding the development and challenges faced in the area.

The Councillor also responded to questions about her views and understanding of reasons behind the protests in Protea South. The councillor was asked about her working relations with her constituency as well as of the other political parties existing in Protea South.

### **3.3 Data Analysis**

The data was analysed and interpreted in the form of tables, photos, narrative descriptions and graphs.

A map of the area and the surrounding was obtained from the City of Johannesburg offices. The information received regarding the numbers of dwellings is tabulated in averages. It is presented as the characteristics of the residents of Protea South.

Data from observation methods was analysed in the form of notes that were more descriptive revealing a picture of the area. Photos were attached to the information collected to give more descriptions to the observations.

Questionnaire responses were presented in graphs and tables reflecting the demographic levels and analysing the numbers and status of the respondents. Sections on basic services were presented on graphs comparing the respondents who were satisfied against those who were not. The section on basic services is mainly on the views and opinions of the respondents that required a 'yes' or 'no' answer. Percentages or comparison were presented on graphs.

Face to face interviews responses from the Ward Councillor, the IDP official and the focus group were analysed in the form of a narrative data that also gave a broader picture of the situation of Protea South.

## CHAPTER 4: RESULTS AND DISCUSSIONS

### 4.1 Introduction

This chapter is about the analysis and discussion of data collected from 53 respondents who participated in the survey conducted in Protea South in the form of self administered questionnaires on the topic: *The impact of service delivery on the quality of lives on the community of Protea South, Johannesburg in the Gauteng Province*. The results include the description of data collected and the findings of the research.

### 4.2 The characteristics of the residents in Protea South

The questionnaires were distributed to sampled respondents from different dwellings as shown in Table 4.1:-

**Table 4.1**

Type of dwelling	Number Of Distribution	Number of Respondents
New Houses	11	11
Old Houses	3	3
RDP	8	8
Masakhane	5	5
Shacks	28	25
<b>TOTAL</b>	<b>55</b>	<b>53</b>



**Photo 4.1**  
Shacks in the informal settlement of Protea South



**Photo 4.2** Old house with corrugated iron roof upgraded to the standard of the new houses in Protea South



**Photo 4.3 - An example of a bonded 'new house' in Protea South**



**Photo 4.4 – An example of a house from Masakhane People's project in Protea South**



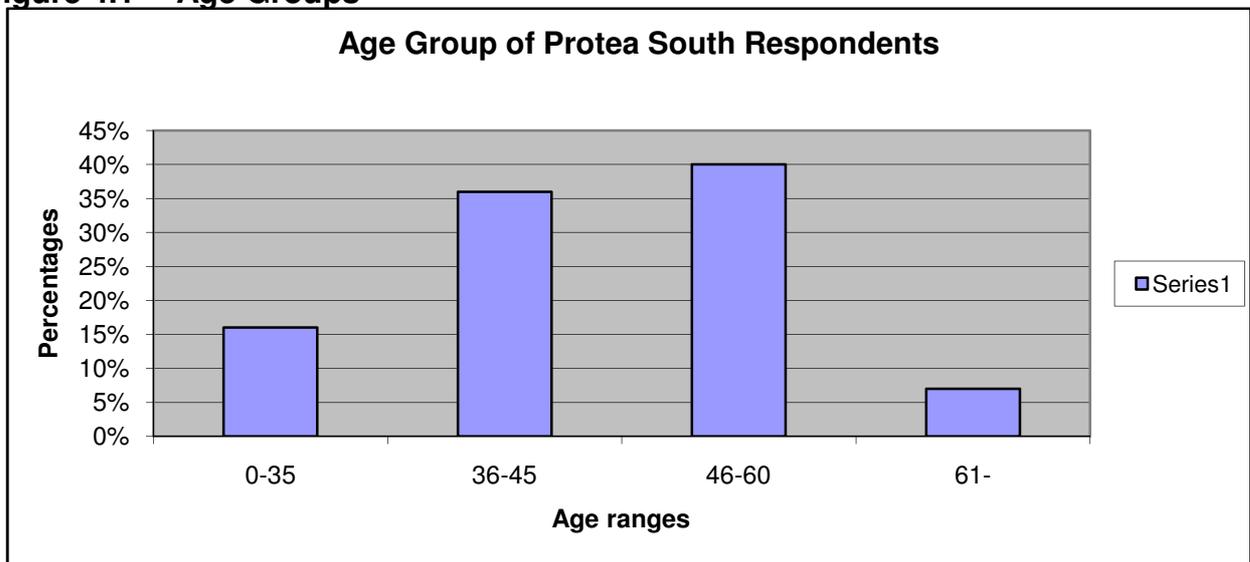
**Photo 4.5**

**RDP Houses in Protea South**

### 4.2.1 Age Groups

**Fig 4.1** below indicates that 40% of the respondents are between the ages 46 and 60 years and is the largest group of respondents. This group is followed by 36% of those between the ages 36 years and 45 years, the next group of 16% are the respondents who are 35 years and below and the least is 8% made of respondents who are above 60 years of age. The graph shows that there are fewer older people above 60 years following the youth that is under the age of 36 years.

**Figure 4.1 Age Groups**

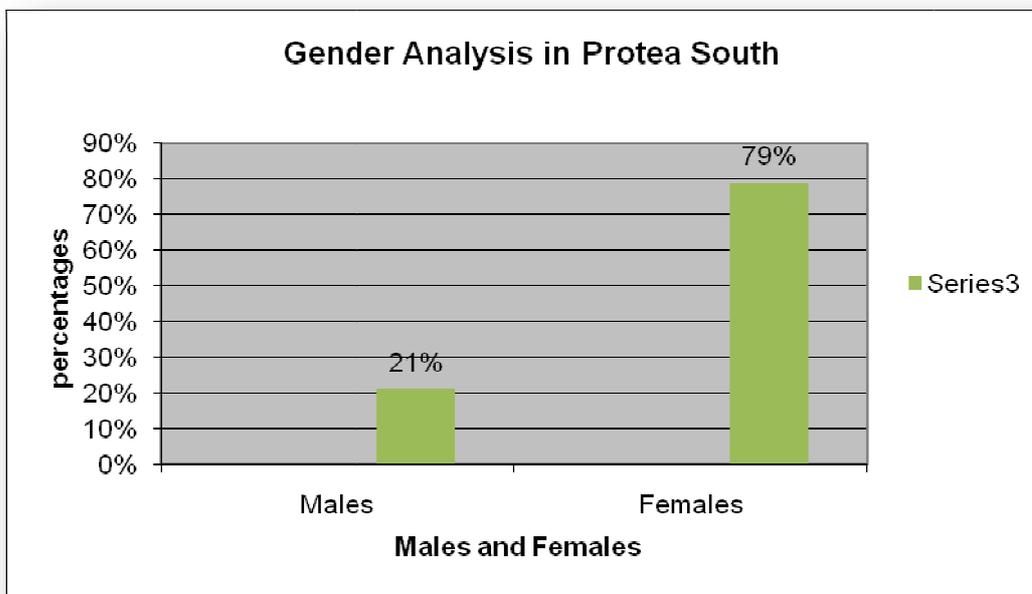


These results show that the middle age groups are the heads of the households in Protea South where the youth are fewer than the other groups. This may be due to the fact that youth is unemployed and still dependent to the parents or maybe qualified, independent and living in other areas including the suburbs of Johannesburg and the surroundings owning their own houses.

### 4.2.2 Gender

The graph in **Fig 4.2** below shows the gender spread of the sample population which completed the questionnaires. This shows that 79% of respondents are females who completed the questionnaires and 21% of respondents who completed the questionnaires are males. It is evident that more women were interviewed. This could also imply that most households are headed by females in Protea South who are, single, divorced or widowed.

**Figure 4.2**

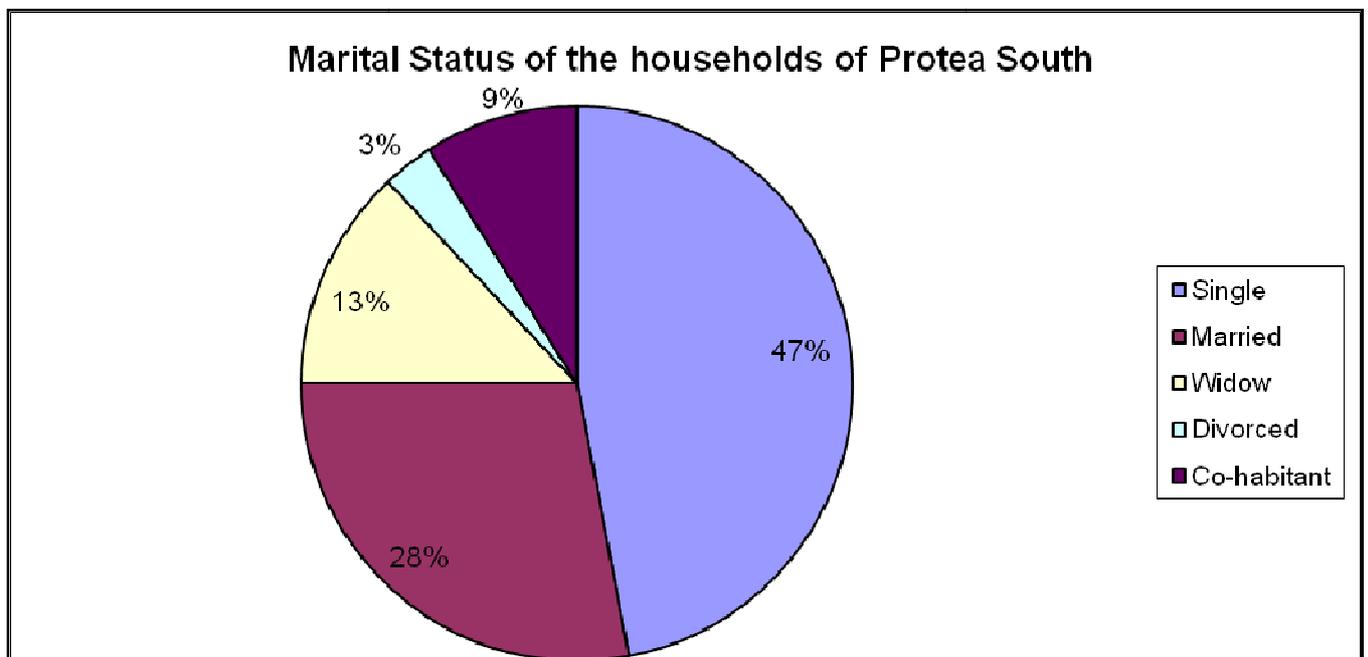


In South Africa, the empowerment of women is a critical factor but not enough has been done on issues of service delivery and the responsibilities attached to it. Many female-headed households still suffer from handling financial burdens single headedly, fetching water, gathering wood, household chores, protection and security provision to the family and other issues of livelihood. Women have sustained this responsibility in both rural and urban areas.

### 4.2.3 Marital Status

**Figure 4.3** below shows that 47% of respondents in Protea South are single, 28% of the respondents are married, 13% of respondents are widowed, 3% of respondents are divorced and the remaining 9% of respondents are practising co-habitation. This shows that there is a high number of single headed households in Protea South where the majority are women.

**Figure 4.3**



Although only 9% of the respondents reported to be practising co-habitation, many regard co-habitation as marriage. This number might be increased if proper documentation were produced. In South Africa, this system is practised at a larger scale by the educated, the rich and the poor, as well as the young and also the old.

#### 4.2.4 Educational levels

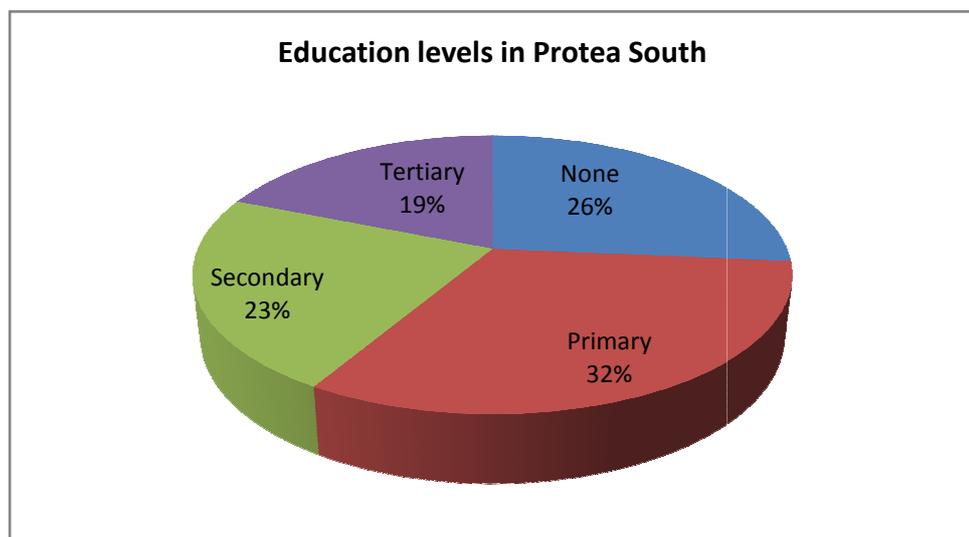
The level of education of sampled respondents in Protea South is covered in **Table 4.2** below where 32% of the respondents only have primary education, 26% have no education at all, followed by 23% with secondary education and at least 19% of the respondents have tertiary qualifications. This spread shows that Protea South is characterised by a larger number of illiteracy.

**Table 4.2**

Levels	Numbers	Percentages
None	14	26%
Primary	17	32%
Secondary	12	23%
Tertiary	10	19%
TOTAL	53	100%

Thirty one percent (32%) of the respondents with primary education as well as the 26% of those with no education at all, come from the informal settlement of Protea South as revealed by the questionnaires administered to them. It is in this evidence that one can deduce that education contributes to poverty in many parts of the world.

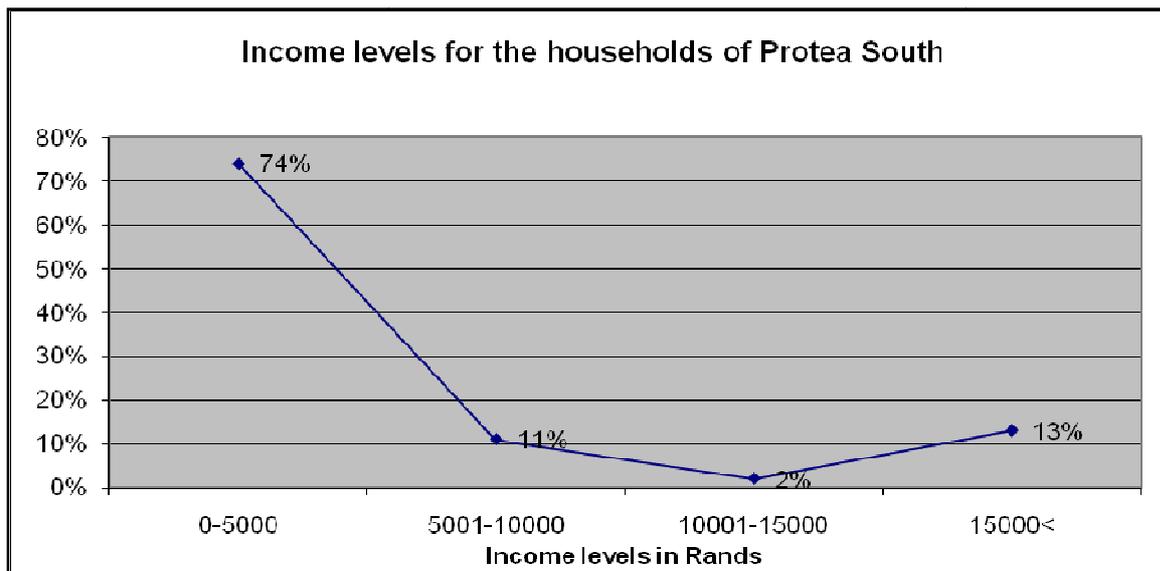
**Fig. 4.4**



#### 4.2.5 Income levels of respondents in Protea South

**Figure 4.5** below indicates that, out of 53 sampled respondents, 74% are either unemployed, have no permanent jobs, are self employed, dependent on social grants or/and therefore earn less than R5 000 per month. This is the largest group of the sample. The next category is comprised of 11% of the respondents earning between R5 000 and R10 000. The next group which makes 2% of the sample of respondents earns between R10 000 and R15 000 while the last category falls from R15 000 and above and is 13% of the sample. This group is more educated with professional jobs or may be pensioners who have graduate children with high profile jobs. The levels of incomes denote the total incomes for every salary earning individuals in each household.

**Fig 4.5**



The above discussions reveal that there is connection between the levels of education and the income levels because 74% of respondents earning less than R5000 are reported to be from the informal settlements.

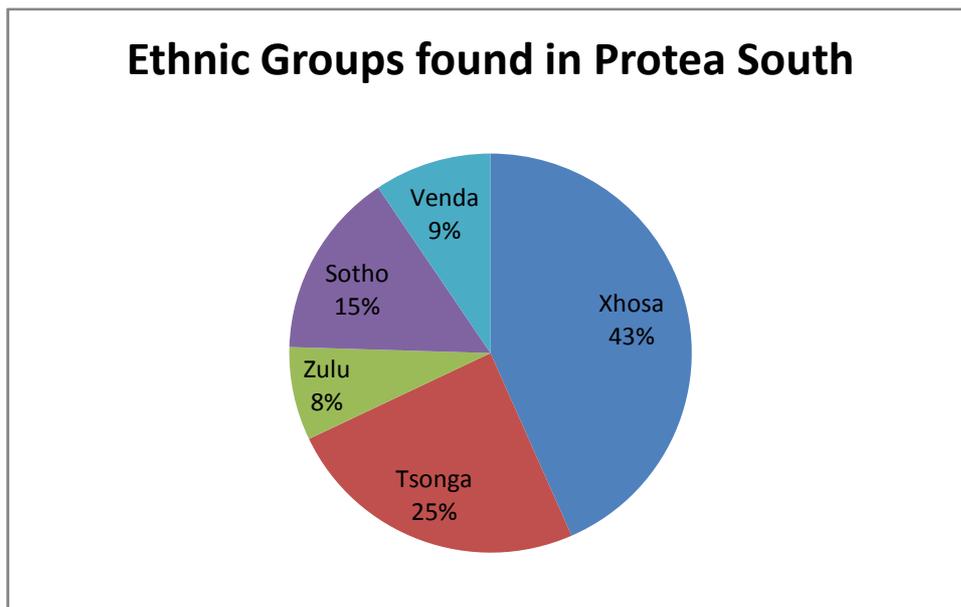
#### 4.2.6 Ethnic Groups

The survey of Protea South, confirms that Xhosa speaking people are dominant in the area at 43% of the total respondents, followed by Tsongas at 25% of the respondents. The Sotho group, both Northern and Southern Sotho speaking, all cover 15% of the total respondents where the least number of ethnic groups found in Protea South are Venda speaking group and the Zulus at 9% and 8% respectively. In Protea South, there is a variety of ethnic groups on a basically balanced scale with Tsongas and Xhosas dominating (**Table 4.3**) below. This could be due to the fact that some foreign immigrants in the country, whether legally or illegally, speak Tsonga and that there is large percentage of Xhosa speaking people in the country. Tsongas and Xhosas are mostly found in the squatter camp of Protea South.

**Table 4.3**

Home language	Xhosa	Tsonga	Zulu	Sotho	Venda
Number of respondents	23	13	4	8	5

**Fig. 4.5**



### **4.3 Basic Services**

According to Section 153 of the Constitution of 1996, the municipality must structure and manage its administration and budget planning to give priority to the basic needs of the community. The basic needs comprise of issues that satisfy the human needs such as hunger, shelter and social being. 'Services in respect of water, sanitation, electricity, roads, storm water drainage and transport are provided in a manner which is economical'(Housing Act 107 of 1997). The municipality has a duty to deliver services that produce social fulfilment of human needs. The basic services section of the research comprises of the core issues of the service delivery such as water and sanitation, electricity, housing, education, healthy environment as well safety and security.

The report prepared by the Department of Housing on Human Settlements in 2004 revealed that the Consolidated Municipal Infrastructure Programme and the initiatives of departments such as the Department of Public Works, the Department of Transport and the Department of Water Affairs and Forestry, made significant strides in providing social infrastructure and critical resources such as water to the poor. This is also covered in the Objectives of Agenda 21 adopted in South Africa. This section attempts to discuss the extent to which the municipality has delivered such services to the community of Protea South. The section gives the broader picture of the situation in Protea South and covers the views and opinions of the residents.

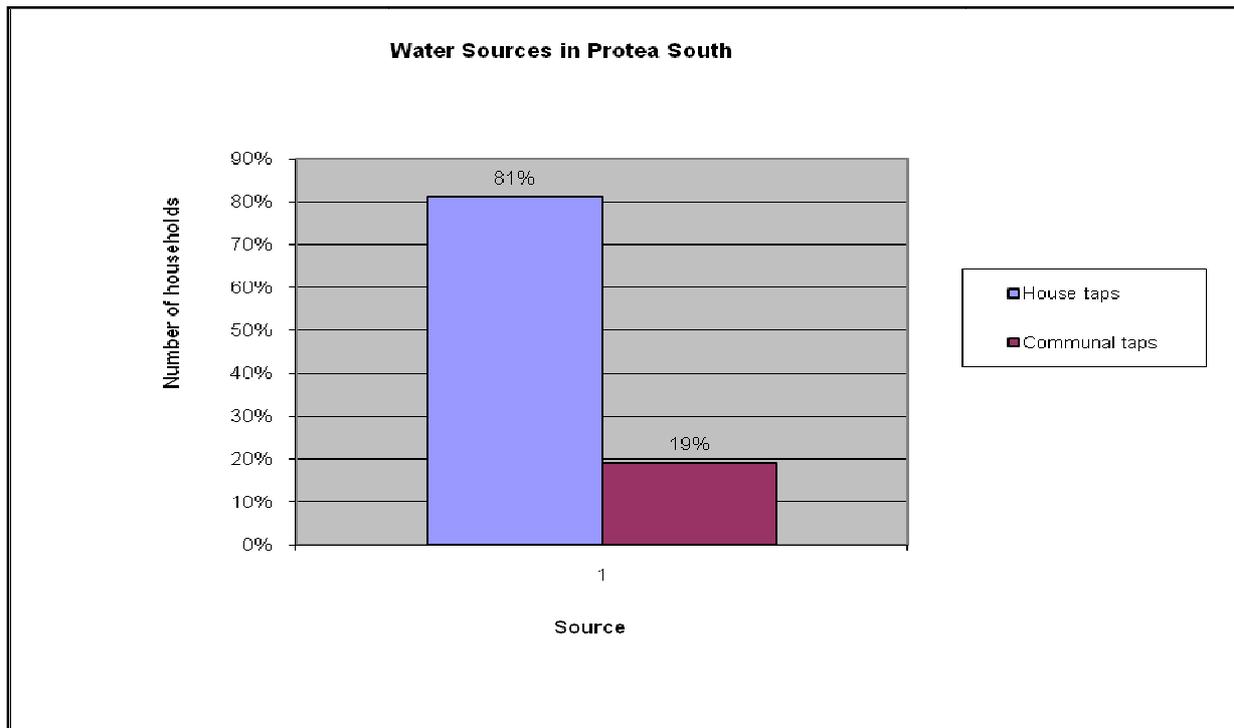
### 4.3.1 Water

Water is one of the most important elements of service delivery in South Africa. It is the basic necessity which every citizen is entitled to. It is not a privilege in South Africa and anywhere in the world to have access to water but a human right as it is stated in Section 27 (b) of the Constitution of 1996. In the past water sources varied from rivers, bore-holes, wells, windmills as well as taps. According to the White Paper on Water Supply and Sanitation Policy of 1994, The Reconstruction and Development Programme (RDP) adopted by the Government of National Unity is more than a list of the services required to improve the quality of life of the majority of South Africans. It is not just a call for South Africans to unite to build a country free of poverty and misery. It is a programme designed to achieve this objective in an integrated and principled manner. The lack of basic services such as water supply and sanitation is a key symptom of poverty and underdevelopment. The provision of such services must be part of a coherent development strategy if it is to be successful. In Protea South there are communal taps that are shared by three to four families in one street. The dwellers use buckets to get water from the communal taps for laundry and cooking purposes.



**Photo 4.4** A young girl collecting water at a communal tap

**Fig. 4.6**



The respondents mentioned that the sources of water as shown in **Fig. 4.6** above where 81% of the respondents indicated that they have water access in their households while 19% of respondents use communal taps to access water for their households. This range comes from all the proper structured housing as well as a few from the informal settlements dwellers. All the households of Protea South do not seem to have problems with the quality and regularity of water supply because all respondents confirmed that water is available on daily basis.

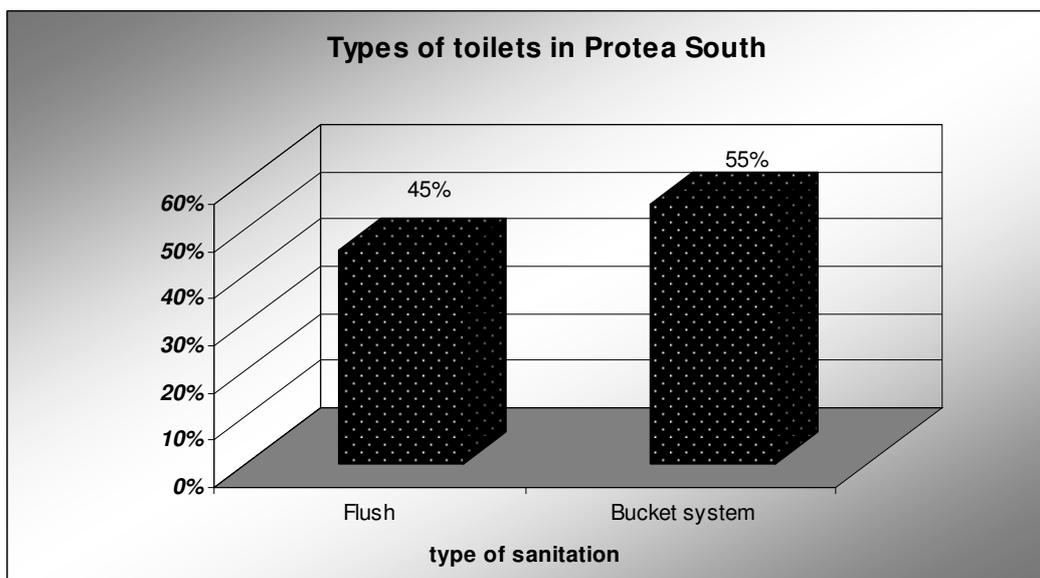
A small fraction (9%) of the respondents from new houses also indicated that pre-paid water provision is expensive and an unfair service for them because the households in the other areas of Soweto do not purchase this service anymore and would like to see themselves benefiting from free water policy. However, free basic water which is 60 litres per month is not enough for their households and daily consumption.

### 4.3.2 Sanitation

While the Millennium Goals in South Africa have indicated total eradication of the bucket system by 2010, it is ironic that there are areas that still use this system of sanitation. It is part of the environmental concern and the contribution to human dignity to have the bucket system completely removed in informal settlements as well as in rural areas. In terms of the Water Supply and Sanitation Policy of 1994, the provision of sanitation services is the immediate priority to all which meet basic health and functional requirements including the protection of the quality of both surface and underground water. The policy further states that bucket system is sanitation that is not considered as adequate from either a health perspective or in terms of community acceptability. They should be phased out over a period of five years throughout the country.

In light of the above, Protea South has shown that 40% of informal settlers are using the bucket system which is either shared by three to four families or as individual households. The rest (60%) of the households as shown in **Figure 4.7** below have flushing toilets in their yards or inside the houses. This confirms evidence to the need for proper sanitation in Protea South.

**Fig.4.7**



The bucket system is used by all informal settlers and some from old houses who have not upgraded their homes to the level of modern housing. The **Photo 4.2** below is an example of a bucket system toilet outside a shack in Protea South. Eighty nine percent (89%) of the respondents from the informal settlements have commented that in order to improve the situation, they need their houses built with proper services, while eleven percent reported that they needed the government to speed up the process of relocating them to the new area prepared for them at Lefureng in Doornkop near Krugersdorp. The respondents have indicated also that the sanitation waste is removed on a weekly basis but the odour and hygiene remains a challenge. This sentiment was also shared by 43% of respondents from structured houses in Protea South.



**Photo.4.5**

Bucket System toilet in Protea South

### 4.3.3 Electricity

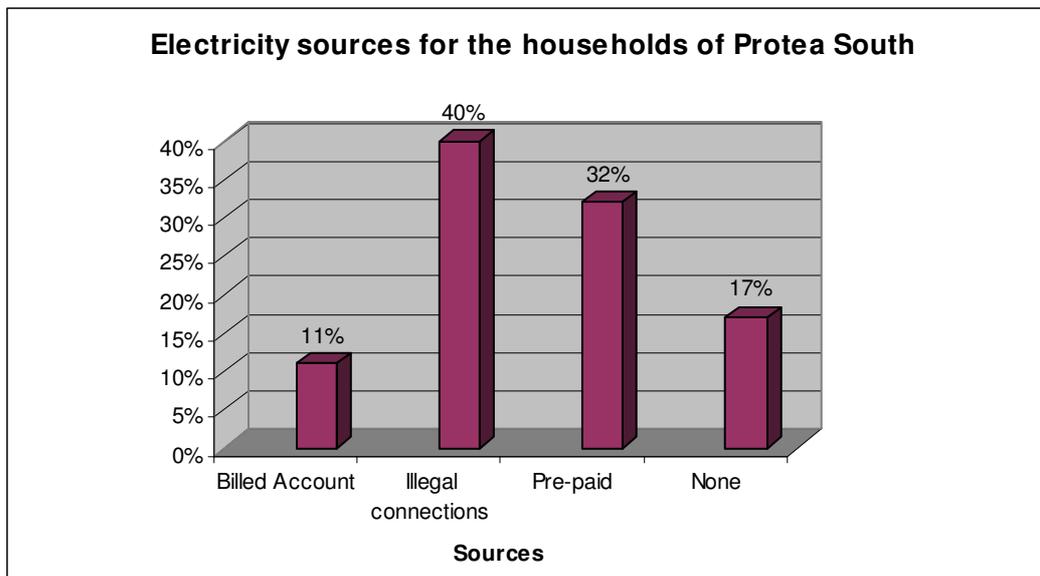
Electricity is one of the bulk infrastructure implemented during integrated housing developments in South Africa and is provided by ESKOM which is the main provider of energy in the form of electricity via the municipalities. This service has been provided to the developed housing developments, low-cost houses and RDP houses, formalised settlements and also to rural areas. The electricity is sold to the local municipality and serves as a revenue base for the municipality in the form of billed accounts and pre-paid electricity.

**Photo 4.3** below reveals how the households of Protea South informal settlement have accessed electricity connections in their homes where 40% honestly reported that they have connected illegally with the demand that until the government does something about the situation, they are not prepared to disconnect.



The informal settlers of Protea South also claim that they are equally entitled to this service as the other citizens in the country. This group is followed by 32% of those have access to electricity by means of pre-paid service while only 11% is still using billed account services. Seventeen percent (17%) of the respondents indicated that they have no electricity connections in their homes as it was dangerous to connect illegally and they wanted to avoid the harassment by police into their homes. They were willing to wait for their own electrified houses when the time was right.

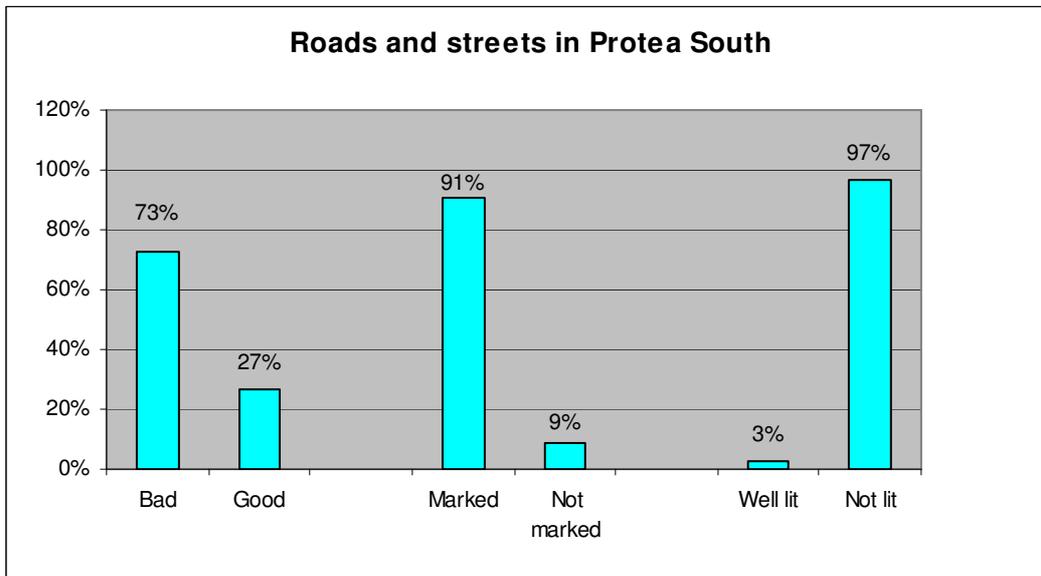
**Fig.4.8**



### 4.3.4 Roads

The integrated planning that includes bulk infrastructure development refers also to the development of inroads and streets in Protea South. The informal settlement of this area is characterised by unstructured roads that are mostly of dirt and muddy streets. Seventy three percent (73%) of the respondents of Protea South felt that the inroads are bad, while 27% of the respondents reported that they have no problem with roads and streets conditions. Ninety one percent (91%) of respondents claimed that the roads are not marked which makes it difficult for directions purposes and about 9% of the respondents reported that the roads were marked. Amongst those who were satisfied about the condition of the streets in Protea South, 97% feel that the streets are well lit while only 3% of the respondents seem to differ.

**Fig.4.9**





**Photo 4.7 condition of a dirt street in Protea South**

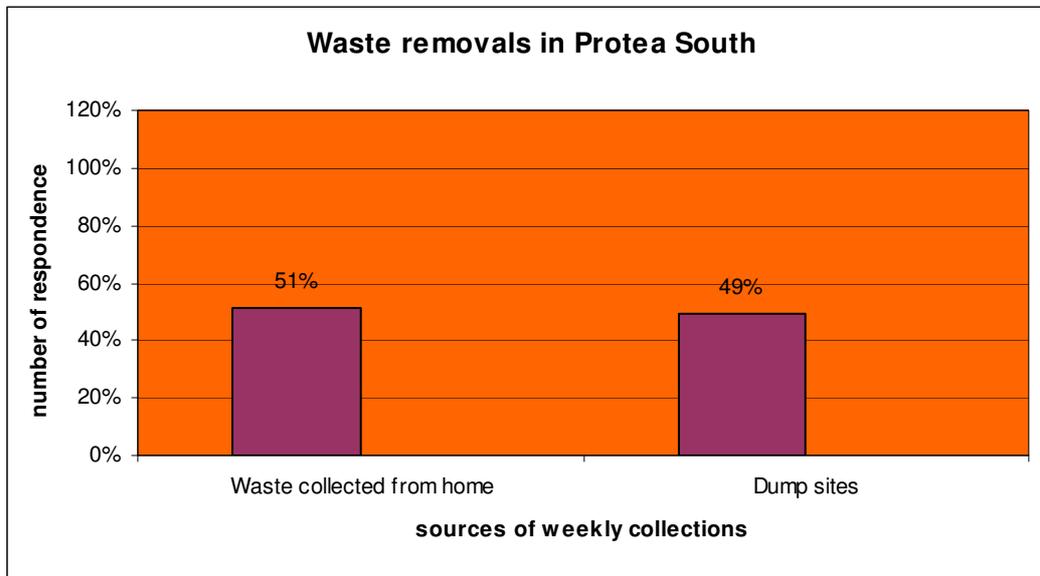
#### **4.3.5 Waste Removals**

This is an environmental concern for every community that contributes to the health and safety of the citizens at large. The achievement of the healthy country through this service is a benefit to the rate payers and their future generations. Waste removal is the prerogative of the municipalities. The City of Johannesburg has outsourced the service to Pick-it-up waste management company to collect refuse from the households by means of waste bins provided to each household.

The system used for removal collection also contributes to revenue base of the City of Johannesburg in the form of rates paid by the individual households but this service is only provided to formal housing developments and not informal settlements. The respondents from the informal settlements indicated that the refuse is collected from the identified dump sites in the form of skip bins where it is collected by the municipality on a weekly basis as indicated in **Fig 4.10** below.

Nevertheless, respondents from the new houses reported to be affected by dump sites in the form of skip bins that are located at the end of the streets and said that they pose health hazards to them and the odour is unbearable.

**Fig.4.10**



#### **4.3.6 Educational Facilities**

The first challenge of the new housing department in Gauteng was to unify education by amalgamating the previously fragmented and racially based departments. The next challenge has been to address the huge historical imbalances that existed as a result of the Apartheid "Bantu" education policy and the huge disparity in investment per learner between the schools in the previous white areas (suburbs) and the previously black areas (townships), (Soweto- Research Project June 2003).

Education remains the Constitutional right of everyone as it is covered under Chapter 2, Section 29 of the SA Constitution of 1996. The children of Protea South are well protected under Section 28 (f) (ii) because there is one pre-school, one primary school as well as one secondary school in their area.

**Table 4.4**

Good	48	91%
Fair	5	9%
<b>Total</b>	<b>53</b>	<b>100%</b>

The community of Protea South are generally satisfied with the schooling facilities available in their area as shown in **Table 4.4** above. The 91% respondents are satisfied about the proximity of the schools, the buildings, the results and the fact that the schools do not charge schools fees and has feeding schemes provided. The rest (9%) of the respondents confirmed that the schools are available but would not know the conditions because their children are at schools in other areas including the Model C schools in the cities.

#### **4.3.7 Health Care Facilities**

According to Chapter 2, section 27 (1) (a) of the Constitution, ‘everyone has a right to have access to health care services, including reproductive health care’, (SA Constitution of 1996). The primary health care service is provided by the local municipality and the hospitals are provided by the Provincial Governments. In Protea South all respondents confirmed the availability of a Health Care Centre (Clinic) which is within reach.

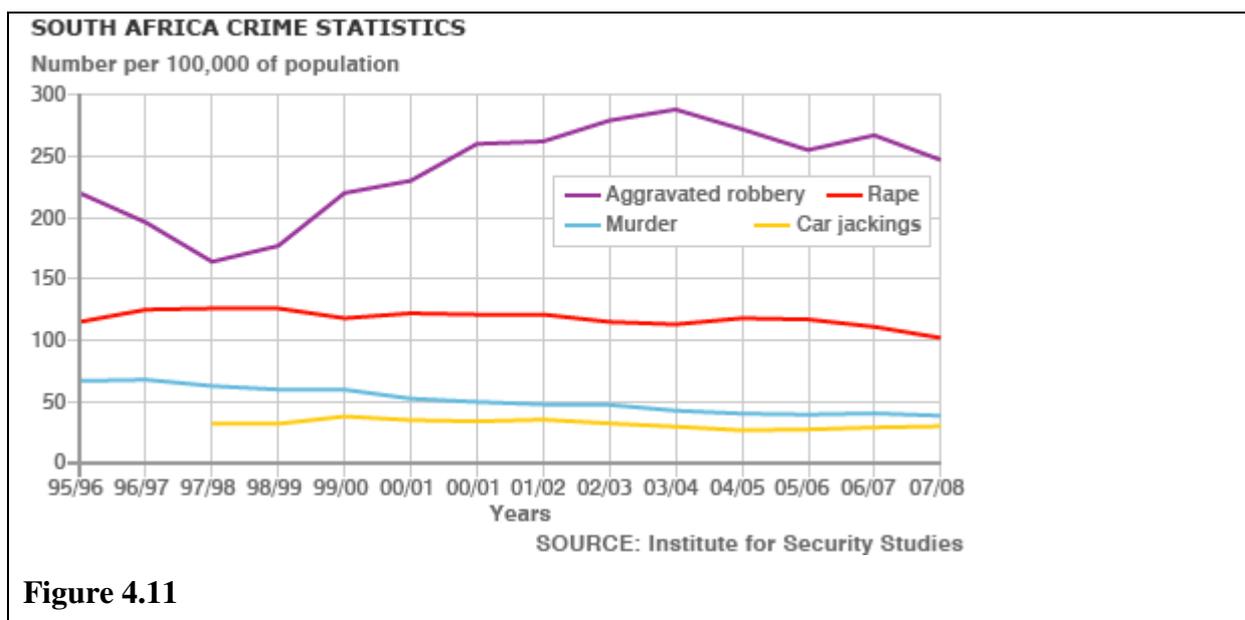
About 78% of the respondents reported that the service is only a primary health care that only caters for infants and children and those receiving chronic treatment such as the old age and HIV/AIDS patients. Other patients have to travel to the neighbouring clinics and hospital for any health care purposes.

Twenty two percent of the respondents have shown no interest about the service by claiming to use private doctors and clinics which are funded by their medical aid benefits. This latter group is mainly from the new houses.

The respondents also complain about the lack of emergency services and how inefficient they are when needed. They mentioned the problem of roads as the main problem for bad service because they have to walk to the main road with patients to get the service of ambulances. They claim that since the streets and houses are not properly marked and are unstructured, the ambulances refuse to get inside the area.

#### 4.3.8 Crime levels

Crime poses the biggest problem in South Africa and it affects everyone. It is characterised by various elements of physical crime such as rape, theft, burglary, domestic violence and car- hijacking. There are different reasons linked to the levels of crime and they differ from area to area including unemployment and poverty. Every citizen is exposed to crime and it affects everyone either directly or indirectly. The crime rate in South Africa between the years 1995-2008 as shown in **Figure 4.11** below indicates that the aggravated robbery has been on its highest peak between the years 2003 and 2004 (Institute for Security Studies).

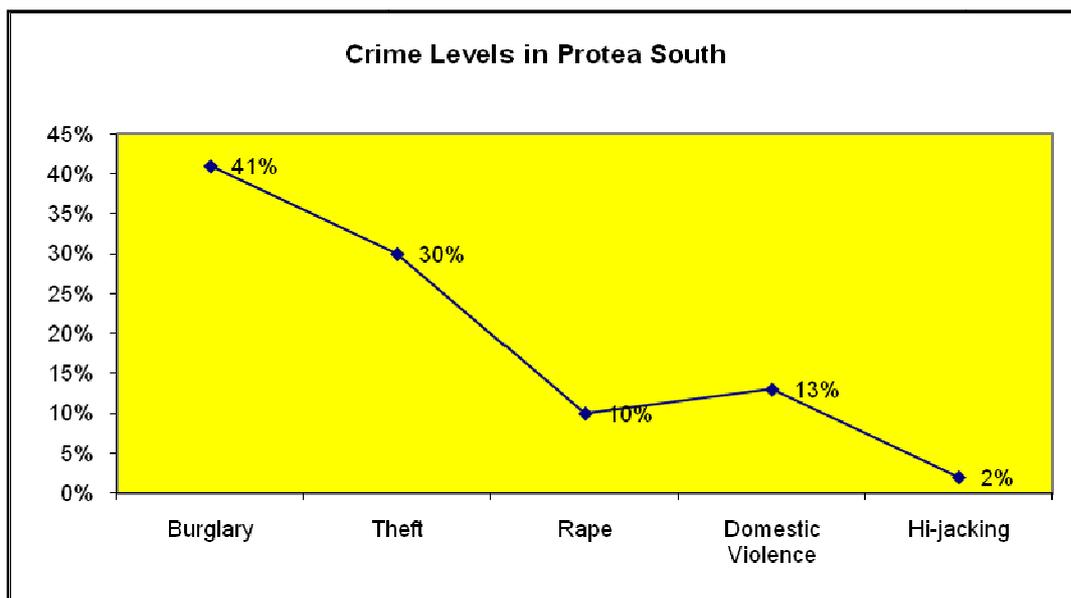


**Figure 4.11**

In Protea South with the ratings 1-5 and 5 being the most common type of crime found and rate 1 being the least reported crime action. **Figure 4.12** below, shows how the respondents have rated the crime experience in their daily lives. The highest crime rated was the burglary rated at 41% and the least was car hi-jacking rated at 2% by the respondents. The car hi-jacking was raised by the respondents from the new houses who have had this experience because they own cars.

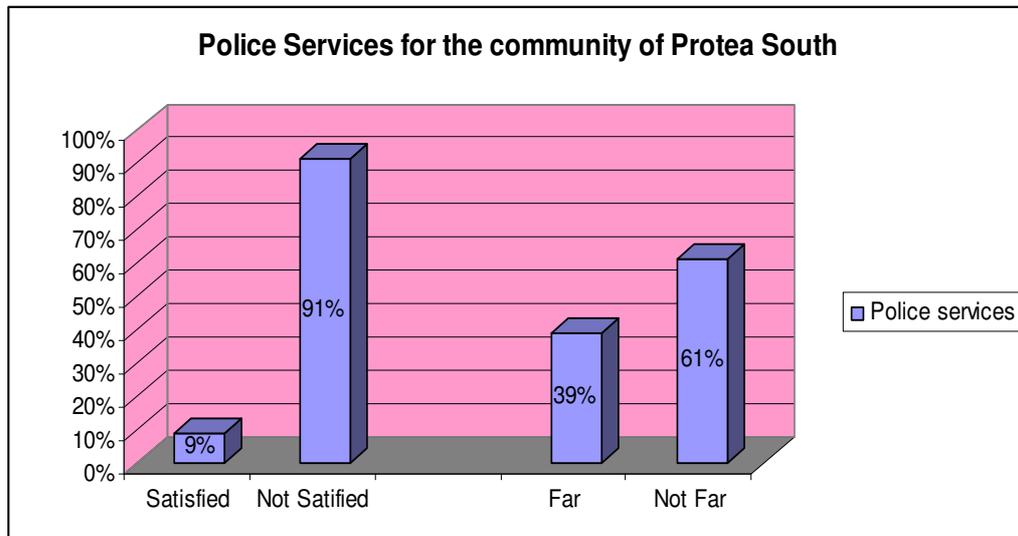
The other problems raised was the issue of theft of all types, from bag snatching, pick pocketing, stealing from houses, which was rated at 30% by the respondents followed by 13% of domestic violence and 10% of rape cases reported in Protea South.

**Fig.4.12**



In an attempt to seek remedy to this problem, the respondents reported that the distance to the Police station as well as the assistance by the police does little to solve the problems of crime in Protea South. **Figure 4.13** below explains how the respondents feel about the Police services in Protea South where 91% of the respondents do not have confidence in the services provided by police and so feel unsafe and in fear for their lives.

**Fig 4.13**



#### **4.3.9 Other Facilities**

##### *4.3.9.1 Transport System*

The respondents indicated that there is a train station as well as taxis in Protea South where 74% of respondents reported that the train station is far and not safe to walk from the station at night and 26% did not have any problems with using trains. Almost 83% of taxi users reported that taxis do not get inside the area due to bad roads and they have to walk to catch the taxis at the main road. The remaining 17% of respondents reported they know nothing about the taxi system since they use their own cars to travel whenever they want to travel in and out of Protea South.

##### *4.3.9.2 Community Hall*

The respondents from the new houses are satisfied about the Community hall which they use for functions such as weddings, meetings and funeral services for the people of Protea South and the surroundings. The fact that there is a gym is also of benefit to the residents of Protea South. They, however, complain about insufficient parking space in the hall.

#### *4.3.9.3 Shopping Mall*

There is a shopping mall at the entrance of Protea South situated at the main roads crossing Soweto to Lenasia. This mall caters for communities from Protea North, Chiawelo and other nearby areas in Soweto. More than 93% of respondents in Protea South are satisfied about the mall and mentioned that it provides job opportunities and shopping advantages including the banking services. The fact that the mall is a walking distance from their homes was an added advantage for them. The other 7% of respondents mentioned that the mall is always overcrowded and that they prefer to use the ones in the suburbs for their shopping needs.

#### **4.3.10 Leadership and Service Delivery Issues**

Service delivery problems emanate from various reasons including the poor, corrupt or inefficient leadership within the communities of South Africa. The establishment of Ward Committees is aimed at creating good relations between the authorities and communities and to encourage participation of communities in the developmental matters of their own areas and the surroundings.

The community of Protea South went through the process of electing their ward councillor during the 2001 and 2006 local elections. The respondents have voiced out their opinions about leadership in Protea South in line with the issues of developing their area. **Tables 4.5 and 4.6** below show different views mentioned by the respondents with regard to the leadership and the issues of developing Protea South. Sixty three percent of the respondents indicated that there were leaders in Protea South and 37% said that there are no leaders or community representatives in Protea South.

**Table 4.5**

Service	Yes	No
Leaders	63%	37%
Service delivery issues discussed	53%	47%
Implementation of resolution	76%	24%

Out of the community meetings held in Protea South, 53% of the respondents reported that such meetings discuss issues of service delivery while 47% of respondents reported that service delivery issues are not discussed in the community meetings. The other group which is comprised of the respondents from informal settlement in Protea South felt that the resolutions of the community meetings are being implemented and further stated that they were informed of the relocation to the RDP houses a long time ago and that is happening now in Protea South.

**Table 4.6** below shows that 23% of respondents reported that meetings are taking place regularly, 35% of respondents reported that the meetings happen as and when a need arises especially when there is a crisis and 42% of respondents reported that the meetings never took place in Protea South.

**Table 4.6**

Meetings taking place	Regularly	Sometimes	Never
Number of respondents	23%	35%	42%

The other group of respondents said that there is no consultation in matters of developing Protea South. The meetings are attended by a selected group organised by the leaders who are likely to be the followers and supporters of the councillor. The government authorities seldom visit the area for meetings and these are not properly organised and publicised. They claim that the leaders only recognise them when they canvass for votes for.

#### **4.4 Interviews**

The interviews were conducted with the focus group which was purposely selected from the residents of the new houses. The interview was done after one of the residents' regular meetings discussing issues of service delivery in the area. The interviews revealed that most shack dwellers and a few residents from old houses are the culprits in the illegal connections of electricity. It was expressed that electricity is provided by ESKOM in the area and that several meetings with the service provider, petitions, protests and all efforts have failed to resolve the problem of constant electricity black outs that led to the damages on the residents' household electrical appliances.

The focus group indicated that there are no constant consultations with government authorities especially the municipalities who are meant to coordinate the development of the area. The information provided by one structure contradicts the one from other structures and that they are pointing fingers at one another with no solution to the problem.

The next interview was conducted by the researcher with the Ward Councillor (Ms Mapula Khumalo), who indicated that the development of Protea South is in the long term plan of the municipality. Mapula explained that the issue at hand was to relocate the people from the shacks to newly built RDP houses in Lefhureng Township which is next to Krugersdorp.

The councillor further explained that the process of relocation had already commenced though it is implemented at a very slow pace. There was no indication on whether all the shacks will be removed or what would happen to those who do not qualify to be relocated. The councillor was not able to be specific on when the process will end but highlighted some hiccups in the process that are caused by resistances from other groups, incomplete RDP houses in the new area, as well as those who do not qualify to be relocated.

#### **4.5 General Comments**

Most respondents reported not to be satisfied about their stay in Protea South. Respondents from the shacks feel they are treated as if they do not belong to the country and excluded from the benefits of a democratic country. They are, however, holding on to the promises made by authorities and still hoping for a better chance. The residents living in the old houses, Masakhane and RDP houses were willing to cooperate with authorities towards the development of the area if they could be included in developmental matters and if their shacks be upgraded with basic services or be relocated.

Residents from new houses feel the government has failed their effort to be true and responsible citizens by devaluing their investments by allowing the shacks to stay this long. The new householders claim that they are the legal occupants of the area and invested so much on their houses with the hope of uplifting their standards. They have no other solution but to remove the shacks and upgrade the area. The residents from new houses also highlighted the fact that they are willing to continue to pay for services as they understand the cost of living in South Africa.

The residents from the new houses compare the area with other developed areas in Soweto which do not experience such problems. The residents believe that every one has the right to a better life but this is not the case in their area. The residents from new houses are organising themselves to be part of the upcoming elections to elect a suitable representative for their demands and secure their rights in order for them to be part of the development planning for their area. The residents of Protea South are generally not proud residents of Protea South but experience difficulties in selling their properties due to the state of the area.

## **CHAPTER 5: CONCLUSIONS AND RECOMMENDATIONS**

### **5.1 Conclusions**

Based on the results of the research conducted in Protea South on the impact of service delivery in the area as presented in Chapter 4, the following conclusions were drawn:-

- There are more households from the informal settlements.
- A number of respondents are single females between the ages 46 and 60, semi-educated and living slightly above the poverty line.
- There are some residents from the informal settlements of Protea South who qualify for government housing subsidies as according to their income levels.
- There are divisions leading to clashes within the community based on the ownership, the provision and the utilization of services.
- Electricity services are the main cause of the clashes within the different groups of the community of Protea South.
- Some residents from new houses demand the total of removal of the informal settlement whilst others only need the improvement of their living conditions.
- There are conflicting political groups who are leading in the community of Protea South.
- The government authorities do not take the residents seriously and are the perpetrators of divisions and fights amongst residents by giving conflicting information and unreasonable promises to different groups.
- Some shack dwellers are resisting relocation and this leads to delays in development in the lives of the residents.
- The residents from old houses, Masakhane and RDP are willing to be cooperative with the authorities towards the development of the area if they could be included in the developmental matters of Protea South.
- Residents from new houses feel the government has compromised their efforts to development by allowing the shacks to stay this long.
- All residents want to be part of the development planning for their area.

## **5.2 Recommendations**

Looking at the conclusions above, the following recommendations were made to try and solve the problems as discussed.

- The Premier of Gauteng, the MEC for housing and the Mayor of Johannesburg should address the residents on the way forward for the development of Protea South in order to create a single leadership.
- The residents should be made aware of the plans and processes of developing the area through the recognised leaders of the area.
- All structures involved in the development and the provision of services in Protea South such as Pick-it-up for refuse removals, ESKOM for electrification and Rand Water of Johannesburg should have joint meetings with the residents towards the development of their area.
- Proper houses should be built for the shack dwellers with adequate services such as water and sanitation, electricity and roads.
- Protea South residents should be encouraged to pay for services rendered by delivering good services to the communities.

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## APPENDIX 1

### Map of Soweto showing Protea South and the surroundings



Source :- <http://maps.brabys.com/bmaps/map.asp>

# The impact of service delivery on the quality of lives on the Community of Protea South, Johannesburg, Gauteng Province

## Demographic Information

### 1 Age

- < 36
- 36-45
- 46-60
- 60 <


### 2 Gender

- Male
- Female


### 3 Education levels

- No Schooling
- Primary education
- Secondary Education
- Tertiary education


### 4 Marital Status

- Single
- Married
- Widow/Widower
- Divorced/separated
- Co-habitant


### 5 Home Language

- Zulu
- Sotho
- Xhosa
- Tsonga
- Venda
- Other, specify .....


### 6 Income/monthly

- 0-5000
- 5001-10000
- 10001-15000
- 15001<


### 7 Type of Dwelling

- Shack
- New house
- Old house
- Masakhane
- RDP


### 8 No. of people living in with you?

--

### 9 Period of stay in years

--

## Services

### 10 Water

10.1 Do you have water supply in your home?

Yes
No

10.2 What is the source of your supply

Tap
Communal taps
Stand pipe
Other

10.3 How regular is the water supply?

.....

.....

10.4 What are the options would you suggest to solve the water supply problems?

.....

### 11 Sanitation

11.1 Do you have toilets in your home?

Yes
No

11.2 What type of toilets do you use in your home?

Flush
Communal toilets
VIP

Other.....

11.3 How regular do they get hygenically serviced?

.....

11.4 How do you generally feel about sanitation service in Protea South?

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

**12 Electricity**

12.1 Do you have electricity connection in your home?

Yes
No

12.2 What is the source of your connection?

Billed Account
Illegal connection
Pre-paid
None

12.3 How do you generally feel about electricity supply in Prtoea South?

.....

13.4 How would you suggest could be done to solve electrity problems in Protea South?

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

**13 Health Care Services**

13.1 Do you have helath care services in Protea South?

Yes
No

13.2 What type of facilities are there in Protea South

Clinic
Hospital
Mobile clinic

**Other** .....

13.3 How far do you have to get to the facilities?

.....

13.4 How effective are the Emergency Service of Ambulances?

.....  
.....

13.5 How do you generally feel about the health care service in Protea South?

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

**14 Education**

14.1 Do you have schools in Protea South?

Yes	No
-----	----

14.1.1 If yes, how many of each

Pre-Primary	
Primary	
High Schools	

14.1.2 If no, how far are the nearest schools?

.....

14.2 What is the condition of the schools in Protea South?

Good	Bad	Fair
------	-----	------

14.2.1 Explain why.....

.....  
.....  
**15 Streets**

15.1 Do you have structured roads and street in Protea South? 

Yes
No

15.1.1 If yes, what is the condition of roads in Protea South  
.....  
.....

15.2 How often are streets maintained?  
.....  
.....

15.3 Are the streets in Protea South marked? 

Yes	No
-----	----

15.4 Are the streets in Protea South lighted at night? 

Yes	No
-----	----

15.5 What you generally say about the condition of roads and streets in Protea South?  
.....  
.....  
.....

**16 Safety and Security**

16.1 Is there crime in Protea South? 

Yes
No

16.2 On a scale of 1-5 where 1 is lowest and 5 being highest rating, how would you rate the following criminal activities in Protea South?

<b>Burglary</b>	<input type="text"/>
<b>Theft</b>	<input type="text"/>
<b>Rape</b>	<input type="text"/>
<b>Violance</b>	<input type="text"/>
<b>Mugging</b>	<input type="text"/>

16.3 Where do you report these crime cases?  
.....

16.4 How far is the nearest Police Station?  
.....

16.5 How efficient is the service of Police Stations to attend to reported crime?  
.....  
.....

16.6 What could be done to improve the situation of crime in Protea South?  
.....  
.....  
.....

**17 Other Facilities**

17.1 How does the community of Protea South benefit from the following facilities if available?

Shopping Mall?.....

Railway Station.....

Coomunity Hall.....  
.....

**18 Authorities**

18.1 Do you have community leadership in Protea South? 

Yes	No
-----	----

18.2 If no, to whom do you refer your service delivery grievances?  
.....

18.3 How often do you hold community meetings in Protea South? 

Sometimes
-----------

Regularly  
Never

18.4 Who usually convenes community meetings in Protea South?

.....  
.....

18.5 Do you discuss service delivery issues in your meetings?

Yes No

18.6 Do the resolutions of your meetings get implemented?

Yes No

18.7 How do you generally feel about your local authorities in Protea South and what do you suggest could be done to improve this?

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

Thank you for your participation.