ROLE OF LIMPOPO PROVINCIAL LEGISLATURE IN PROMOTING PUBLIC AWARENESS ACTIVITIES IN THE FETAKGOMO LOCAL MUNICIPALITY

by

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DECLARATION

I, Johannes Matjiekane Maruma, hereby declare that this mini-dissertation submitted to the University of Limpopo for the Degree of Masters in Public Administration has not been previously submitted by me for degree purposes at this or any other University, that is my own work in design and execution, and that all material contained therein has been duly acknowledged.

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ABSTRACT

The study explores the role of the Limpopo Provincial Legislature in promoting public awareness activities at the Fetakgomo Local Municipality. The study reveals that lack of awareness about the activities of the Limpopo Provincial Legislature has been identified.

The study critically analyzed method and models of public participation and the role of the Limpopo Provincial Legislature in terms promoting public awareness activities. The findings of the study will assist the Legislature with interventions that are necessary for the improvement of public awareness activities.

The study concluded that the Limpopo Provincial Legislature had not created an enabling environment for meaningful community participation, and had consequently limited the impact of community engagement on the Legislature activities. As a result, guidelines and recommendations were proposed for public awareness activities.

DEDICATION

I dedicate my research report to my lovely mother Nasha Anna Ngoanamorema Maruma for her overall support and encouragement in studying. She always insisted in me that I must finish what I have started.

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LIST OF FIGURES AND TABLES

Table of contents

CHAPTER: 1
BACKGROUND OF THE STUDY

CHAPTER: 2
LITERATURE REVIEW:

CHAPTER: 3

RESEARCH METHODOLOGY

CHAPTER: 4

PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

CHAPTER: 5

CONCLUSION, RECOMMENDATIONS AND IMPLICATIONS

CHAPTER: ONE

INTRODUCTION

1.1. Introduction and Background

The study will be based on the impact of Limpopo Legislature public awareness programmes on public service delivery. The proposed study will introduce statement of the problem and thereafter outline the research questions and objective of the study. The literature review will be applied to support the proposed study. Finally the research methodology and the research design that are to be used in the proposed study will be outlined. The timeframe for investigations of this project will be indicated.

Generally the study will investigate the level of public awareness with regard to public service in Limpopo Legislature since 1994. The proposed study will further look at whether the residents of Limpopo Province know about the Limpopo Legislature as an institution of government, its core business, and services to the people.

The Limpopo Legislature was established by the Government of National Unity under Section 104 of the Constitution of the Republic of South Africa 1996. Limpopo Province is composed of the former Lebowa, Venda and Gazankulu governments and after the 1994 election. The three were merged into one government named the Northern Province which has been renamed Limpopo Province. The power of provinces refers specifically to the legislative, political, and policy responsibilities with which provincial governments are invested by the Constitution of the Republic of South Africa 1996 (inter alia, in schedule 4 and 5).

The government is made up of three separations of powers the legislative, judiciary, and the executive. The legislature is established from the legislative arm of the government. The core business of the Legislature is law making, public participation, and oversight.

The Limpopo Legislature vision seeks to be a representative and consultative body, a vanguard of people's aspirations and interest towards a democratic, non sexist, non racial, united, and prosperous society. The Legislature is an autonomous institution and an agent for transformation that strives to defend, strengthen, deepen, and maintain democracy, make quality laws and policies for the citizens of the province, have meaningful participation of the citizens in the law making processes, articulate the needs and desires of the citizens, be a transparent, consultative and accountable institutions, maintain norms set for eradication of racism and gender imbalances, hold the executive arm of government accountable, have a representative and accountable budget.

Therefore the proposed study will focus on the impact of public awareness programmes in the Limpopo Legislature with regards to public service delivery.

1.2. Statement of the Problem

Limpopo Legislature has a mandate to raise awareness about its operation and services to the residents of Limpopo Province. However, the people of Fetakgomo Local Municipality under the Sekhukhune District Municipality have shown lack of awareness about services provided by the Legislature. As a result of this situation, they are unable to meet their basic needs in so far as they make no input in decision affecting their welfare.

1.3. Research Questions

The main questions posed for the study are the following:

- Are the residents of Fetakgomo Local Municipality aware of the existence and functioning of Limpopo Legislature?
- Does the community of Fetakgomo Local Community know what role to play in the decision making of the Province?
- Are the services of the Legislature accessible by the residents of Limpopo Province?
- What is the nature and content of the public awareness of Limpopo Legislature?
- How the public awareness programme was previously implemented?
- What are the strategic interventions necessary to improve / enhance Public Awareness?

1.4. Aim of the Study

The aim of the study is to investigate solutions to the problem of lack of awareness in order to improve the level and method of public involvement in Fetakgomo Local Municipality by ensuring that citizens participate fully in the government decision making.

1.5. Objectives

1. To expose everything that has a negative effect towards public awareness and participation of the Limpopo Province communities.
2. To investigate the problems that affect public awareness progammes in Limpopo Legislature.
3. To enquire about the business plan and strategies that is used by the Limpopo Legislature to educate and alert communities about the business of the legislature and its mandate.

4. To analyze the method that is for used for public participation and contributes in suggesting possible solutions for public participation and awareness of the Limpopo Legislature.

5. To come up with a method that will improve service delivery and public awareness programme that could benefit the communities in Limpopo Province.

1.6. Significance of the Study

This study was undertaken to explore lack of awareness about the activities of the Limpopo Provincial Legislature in terms of promoting public awareness. The above problem prompted the researcher to explore more about the problem of lack of awareness in the Fetakgomo Local Municipality in the Greater Sekhukhune District Municipality. The results of the study will assist the Limpopo Provincial Legislature in terms of improving services related to public awareness of activities.

1.7. Definition of Concepts

The following concepts will be used in the envisaged study. Therefore, it is imperative to define their meaning and how they are related to public awareness programme.

1.7.1. Awareness

Awareness refers to knowing something or knowing that something exist and is important (Oxford: 2004).

1.7.2. Public Awareness

The processes of informing the general population, increasing level of consciousness about risks and how people can act to reduce their exposure

to hazards.

1.7.3. **Participation**

The act of taking part in or become involved in an activity
or event (Oxford:2004).

1.7.4. **Legislature**

Is defined as a body of lawmakers, an official body usually chosen by
election with the power to make, change and repeal laws (Oxford: 2004).

1.7.5. **Community**

The concept community refers to a group of people who live in the same
area or a group of people who share the common interest (Oxford: 2004)..

1.7.6. **Public**

Is defined as a group of people who share particular interest or who are
involved in the same activities. (Oxford: 2004).

1.7.7. **Public Participation**

Public Participation is an "all en-compassing label used to describe the
various mechanisms that individuals or groups may use to communicate
their views on a public issue (Venter: 1998).

1.8. **Outline of the Research Report**

Chapter 1: Introduction
Chapter one will outline the background of the study which will form a
basis of the understanding of the proposed research. Statement of the
problem and objective of the study will be outlined.

Chapter 2: Literature Review

The theories of public participation and public awareness also serve as a support to the proposed study. The different methods and models of public participation have been outlined in this chapter

Chapter 3: Research Methodology

This chapter outlines the research methodology and design that was followed in the research process. The chapter identifies the target group, sampling method and size of the population and finally the research techniques.

Chapter 4: Data Analysis

This chapter discusses how data was presented, analyzed and interpreted.

Chapter 5: Conclusion and Recommendations

Finally in this chapter, conclusions, recommendations and implications have been drawn and critical issues were raised.

CHAPTER: TWO

LITERATURE REVIEW

2.1. Introduction

Imiediately after South Africa's 1994 `democratic elections that ushered in a new dispensation, the need for public participation in the decision making processes and institutions of the new democratic state inevitably arose. However, the main challenge at that time was that many of these institutions including Limpopo Legislature were non – existent or very weak and therefore inappropriate for a democratic state that was sensitive to the need for public participation, especially at the provincial and local sphere of government. In South Africa, public participation is particularly important because of the country's recent transition to democracy, which has clearly demonstrated to its citizens the importance of including people in the governance processes.

During the apartheid era, the majority of the black population was deliberately excluded from influencing public policies. Their countless attempts to do so were frequently met by draconian and repressive measures, which were apparently aimed at intimidating and discouraging some of them from participating in the political processes of the country. A number of scholars were consulted and stated to support this literature review.

2.2.   Concept and Contextualization

Public participation in decision making should be understood within the context of democratic theory and overall analysis of democracy as explained by analysis. In his prospects for democracy Hanekom (1986:15), states that within the history of democratic theory lies a deeply rooted conflict about whether democracy should mean some kind of popular power to decision making. Gauteng Provincial Government Report (1997) defined public participation as the right and duty of everyone to, inter alia, take part in the governing of the Province by not only voting in elections but also by attending public hearings and petitioning the Provincial Legislatures. According to Masango (2001:45), Public participation is a systematic way to identify and understand one's different publics, provide them with relevant and understandable information, and work with them to resolve their concerns about one's proposed project, programme, or policy O'Connor, (2004:11).

The term participation itself is controversial and often subject to ambiguous and diverse interpretations Vroom & Jago (1988:30). The definition of public participation helps to indicate the complexity of the relevant processes of including ordinary citizens in the activities relating to their own governance. Three decades ago, public participation was also defined as those activities by private citizens that are more or less directly aimed at influencing the selection of governmental personnel and or the actions they take" Verba & Nie (1972:2). South Africa is a case in point where the role of private citizens in the country's governance processes is often seen as important in exerting influence on governmental action or policy.

According to Diamond (1993:12), the deepening of democracy is dependent on the participation of citizens in civil society and political system. As Lijphart (1996:67) adds, such participation must be inclusive of all society (cited in Roefs and Liebenberg, 2003:279). Another observer notes that one of the most important questions of political life – perhaps the most important of all, is that of the nature, extent and strength of the relationship between people and government, between the rulers and the ruled (Blondel, 1995:371). Following antiapartheid struggle and transition to a non – racial society that respects human rights and the rule of law, South Africa is now regarded as one of the foremost successful democracies of the world. In the five years following the 1994 founding election, many changes occurred, notably in terms of the formalization of structures of civilian representation, oversight and participation (Roefs, 2003:280).

2.3. Government and Public participation

The new democracy has entrenched a number of processes and established a variety of institutions for citizen participation at all levels of the political structure. These include mechanisms for public participation such as petitions and public hearing in the legislative process at provincial and national level, and green and white paper processes of provincial and national governments departments. Public input provides an understanding of needs and the impact of policy and legislation and promotes the development of priorities.

It is through interaction with the public that the legislature can know what the electorate expects from the government, areas where the implementation of policy and legislation is inadequate, and thereby promotes the developments of priorities for the executive authority.

Furthermore, as Hillard and Kemp (1999:43) put it the citizens have a surveillance role to play to ensure that the public functionaries comply with the mandate that was granted to them. Public accountability is made effective through the public's inputs in areas where public functionaries fail to comply with the mandate to provide good effective government. Ultimately good governance is best served by public interaction with the legislative authority.

A crucial component of the relevance of provincial governments is that they are located in a proximity to communities that is not possible for the centre, and that they make provision for receiving public input on all legislative and policy matters. Provinces are empowered to order such input. A provincial legislature or any of its committees may summon any person or institution to appear before it to give evidence or documentation or any one of its committees should accept petitions, representations or submission from citizens.

Public opinion is much more favourable toward the idea of an active parliament during periods of authoritarian rule, than toward the reality of an active parliament periods of democracy. For example during marital law in Poland, the parliament, along with the church and the army, had a strong sense of public trust, while the Communist Party ranked at the bottom. The public now does not think nearly as well about their democratic parliament, even though it is now much more active and vital than it was under the Communists.

The relationship of mass media to the Legislature is always a difficult one. It has become fairly common for television and radio to broadcast important floor sessions, and to report during the evening news on events in parliament during the day. It is far more difficult for the media to

provide background reports to help the public understand the sometimes acrimonies and sometime arcane behaviours within legislatures Olson (1994: 128).

In countries with publicly funded mass media, one of the decisions to be made is how to regulate the media. The new political participants in a newly democratized system might desire to obtain favourable treatment.

2.4. Models of Public Participation

Various models of public participation are identified in the literature. These models owe some of their characteristics to a conceptual and comparative investigation of different forms of public participation and some of them are derived mainly from a review of the current practice in the ten South African Legislatures (one national and nine provincial). The models represent various ways in which public participation in the legislative and policy – making processes may be facilitated. They also offer insight into the way public participation currently works in the national and nine provincial legislatures, including the Limpopo Legislature.

2.4.1. Populist Democracy

Populist democracy, also known as people democracy or populism, is based on the assumption that all people are equal (on the basis of a common man or woman) and must be treated as such. It means that there should be no inequalities and that all people must be treated alike regardless of their capacities to contribute to the general welfare (common good). It also assumes that the common man or woman knows what the common good is in terms of the value and needs which should be valid for everybody. The

proponents of populist democracy have always been sympathetic to the workers, the small scale traders and the farmers who are the most numerous in every society. These individuals are often referred to as the poor compared with leaders who had been public office for lengthy periods and who appear to be arrogant and difficult to reach. For the supporters of populist democracy, government for the people came to mean government for the majority Cloete, (1993:9).

The proponents of populist democracy tend to justify this model through mass movements that will give the impression of participatory democracy. Mass movements could, however result in mob rule and this can became an instrument of tyranny. To make the most of mass movements, the supporters of populist democracy will search for charismatic leaders or heroes who will be able to exercise constructive leadership once the majority comes into power. They also assume that leaders voted into power will govern effectively and to the satisfaction of all. Little attention is given, therefore, to the need for constant control over and replacement of the elected rulers who could become dictators. Obvious control instruments are referendums, ombudsmen and constitutional courts.

2.4.2. Liberal Democracy

All models of public participation are based on the ideal of political equality. Thus the liberal public participation approach claims that all people should be politically accepted to be equal, but it also acknowledges that individuals differ in their personal capacities and ability to provide for themselves. Thus liberal democracy proponents can only demand that every person should be given the opportunity to develop and reap the fruits of his or her own potential. All public activities that provide special privileges for individuals and groups – including the majority group,

which is in power as was the case with the whites in South Africa – are unacceptable. Thus liberal democracy demands that everybody should have protected equal rights, which will ensure that some persons do not have special rights or others are subject to damaging disadvantages. Liberal constitutional democracy requires regular elections and the presence in the legislatures of representatives of opposing political parties – of majority parties and minority parties. Thereby, majority rule could remain acceptable Cloete (1993:8-9).

2.4.3. Pure Representative Democracy

Cloete (1993:7) argues that representatives' democracy is applied in many states to obtain majority rule. The usual arrangement is to divide the state into geographical constituencies and to allow for one or more representatives to be elected by the electorate for each constituency. However, a system of proportional representation could also apply for the election of representatives. The representatives will then serve as members of the sovereign legislature, or even subordinate legislature for regions or municipalities to speak and vote on behalf of the citizens. According to this model, the electorate or members of the public elect their representatives, who pass laws in the legislature and oversee their implementation by the executive branch of government.

2.4.4. A Basic Model of Public Participation

In terms of the Basic Model of public participation, the public intervenes by interacting with its elected representatives at various times in between elections. The model however is silent about the nature and form of that interaction. The usefulness of this model is also limited by the fact that it does not define or explain who or what the public means. Although the

voting public potentially includes all citizens over eighteen years of age, the nature and identity for the public shown to be in dialogue or relationships with members of Parliament are not revealed. Faysse, (2004:78)) states that monitoring of public hearings and public submissions in the national and provincial legislature has shown, the space that has been created for participation in the legislative process is used chiefly by what are described as stakeholders. Despite a lack of precise data, it is generally agreed that these consist mainly of organized and relatively powerful interest groups.

2.4.5. Realism Model of Public Participation

It is often that the realism model is the most effective form of public participation. Such an argument is based on an essentiality corporatist model of political interaction, where consensus is reached at a roundtable consisting of the primary interest groups. NEDLAC, established as a forum for organized labour, employers and government, is a typical example of such model. Applied to the legislative process, the key public actors consist of the broader general public or electorate, represented by their elected representatives on the one hand, and the various key interest groups or stakeholders on the other. The public participation process arbitrates an exchange between the two. Democracy and Governance, (2005:21).

The successful balancing of these interests depends on a dynamic relationship between elected representatives and their constituencies, characterized by constant interaction and clear communication. Such engagement depends, however on the capacity of and resources available to the representatives concerned. In South Africa, not only are capacity and resources seriously limited, they are compounded by two other

factors. The first factor is physical. The sheer size of the country, with its vast distances and weak transport links between urban and rural areas, make regular and intensive interaction difficult.

2.4.6. Possible Ideal Model for South Africa

The possible ideal model is proposed – extended to include three categories of participants: those who are organized and strong, those who are organized but weak and those who are weak and organized. This model includes two additional dimensions. The model includes political parties as key actors in the matrix of political interaction. The majority party, particularly, has the capacity to control, not only decision – making itself, but also the rules that govern that process. Furthermore, in a Westminster – based parliamentary system, where members of Cabinet are drawn from legislature, the parliamentary caucus of the majority party is the forum where the executive overlaps with the legislature.

2.5. Role of Civil Society in Promoting Public Participation in Decision – Making

Civil Society includes those organization that are separate from the legislative and judicial powers of the state; e.g., labour unions, religious groups, cultural and educational associations, sport clubs, student groups, political parties and ethnic groups adhering to their own rules of conduct and distinctive customs. The voluntary associations are also known as non governmental organizations (NGO's). The activities and interests of associations, which constitute civil society, will always be major factors in the running of any state. All public institutions will, in making decisions and implementing those decisions, have to take into account the attitudes and activities of the institutions constituting civil society. Public

institutions will, for the proper performance of their functions, often establish formal contact with relevant institutions in civil society. The public institutions exist to provide essential services, which individuals and private institutions cannot provide on their own. There must, thus be interaction between the private and public sectors to ensure realistic co-operation for the meeting of communal expectations Mafunisa (2001:180).

The existence of civil society depends on legally enforceable rights of freedom of association and expression, the rule of law and protected citizenship. It is for this reason that individuals enter into a relationship with the state. From this perspective civil society is strengthened by the existence of a democratic state, but civil society can function without democracy. This can be seen through the emergence of vibrant civil society formations during the apartheid years of civil society oppression.

2.5.1. Civil Society and the Transition to Democracy

After the first democratic elections in 1994 the role of civil society changed dramatically vis-à-vis the state and society in South Africa. The 1994 election led to the expectation of a shared path forward for development, since many of the leaders of the anti-apartheid struggle moved to positions of power in the new African National Congress – led government. This resulted in the dearth in civil society leadership, which left civil society organizations weak and at times unresponsive. Many civil society stakeholders had close ties to the new government and, trusting their comrades to deliver their promises, they saw a less obvious role for themselves as watchdogs. Deep loyalty to the anti – apartheid movement also kept voices of criticism at bay as the ANC policy of a unified front prevailed.

2.5.2. Views of Civil Society on Public Participation

As civil society finds its feet ten years into a new democracy in South Africa, there are several challenges, both political and socio – economical that present themselves. Research by Tshishonga, & Mbambo, (2008:98) and the institute for Democracy in South Africa (IDASA) indicate an increase in public participation in government policy formulation since the 1994 elections. Tshabalala, & Lombard, (2009:89) also reports on the size and scope of the non – profit sector in South Africa and how it contributes towards community development. Civil society is vibrant and free to question and contribute towards state policies and actions.

2.6. Obstacles and Challenges to effective Public Participation

Public Participation in policy – making and implementation could present numerous challenges. Some of these challenges are discussed briefly below.

2.6.1. Lack of a Culture of Public Participation

The culture of participation could be described as a lifestyle that upholds the principle of participation while it can also be handed down from one generation to the next. Culture is therefore highly relevant to public participation. During the apartheid era public participation in provincial government has neither been encouraged nor been the norm. Organized public participation in local government was limited to the ratepayers' association in the White local areas. The majority of South Africans, particularly Blacks, were not permitted to participate in policy – making and implementation of decisions that were affecting their lives. Towards the end of this era, in the 1980s, the struggle against apartheid mainly

from Blacks was intensified through inter alia boycotts and political protests. The political activists played a leading role in organizing such boycotts and protests. Following their lead, many people became involved in initiatives intended to dismantle apartheid. Because this was not an avert operation, there was insufficient time to educate people on how to participate in initiatives against the state, to the extent that measures that included intimidation had to be used in order to get members of the public to participate.

In the run – up to and during the 1994 general elections and the 1995 local government elections, political participation reached high levels due to the high expectations people had, based on promises made during the election campaign Masango, (2001: 168). After the elections, the focus of public participation had to change from being against the state to being in favour of the state. This meant that those community members who had for quite some time boycotted the payment for services rendered by their municipality would now be expected to be actively involved in supporting the policies and initiatives of the state.

2.6.2. Lack of Information

The majority of the South African citizens are ignorant regarding the activities and even the existence of public institutions to the extent that they cannot make effective use of provisions for contact with such institutions Cloete, (1996: 27). A lack of information about the functioning of provincial government could also limit public participation at provincial government sphere. The findings of a recent survey nationally by the Khululekani institute of Democracy in South Africa have shown that many citizens do not understand the functioning of their own municipal council and at the same time feel ill informed about decisions made in

Parliament. This implies that due to lack of understanding, it may be that the opportunities for public participation offered by certain institutions are not utilized. For instance, members of a community in a certain ward may not bring their problems, needs and aspirations to the attention of their ward councilor, due to such lack of understanding Masango, (2001:169).

A lack of information may have bearing on the competencies of the members of the public with regard to meaningful public participation. For instance, it is argued that people should have a certain minimum level of intelligence and knowledge for any participation programme to succeed Buccus, (2007:112). Therefore, the fact that the public may lack information about the functions, functioning and even technical matters of provincial government may render public participation ineffective. Commonly utilized participation techniques do not always accommodate lay inputs into the participation process Fagence, (1977:337). Therefore, members of the public who do not have sufficient knowledge to understand and / or make a meaningful contribution to the process of public participation may feel powerless and discouraged.

2.6.3. Inadequate Skills for Public Participation

In addition to the basic knowledge, the effectiveness of participation may depend upon the availability and effective utilization of skills such as public speaking and community organization. The skill of public speaking, for instance plays a role in meetings, radio, and television talk shows and public hearings. People who lack the skills needed in public speaking situation may feel intimidated by the environment of participation and consequently withdraw from the process Masango, (2001: 170).

Community organizations play a crucial role in the effectiveness of public participation. Properly organized communities have better prospects of being effective in the process of participation than the poorly organized ones. This can be attributed to the fact that their members can coordinate their efforts properly and direct them towards their community representatives. Therefore, if communities are poorly organized, it may have negative effects on participation.

2.6.4. Populist Diversity

Population diversity in provincial government constituencies could be detrimental to public participation. For instance, social, cultural and language diversity in constituencies could impede effective public participation Masango, (2001: 170). Due to language diversity in South Africa, English, which is not the mother tongue of most members of local communities, is the main language used in meetings and negotiations. This could have implications for the effectiveness of participation, since communication skills play an important role in participation.

2.6.5. Attitudes and Perceptions towards Public Participation

An attitude may be defined as a predisposition to respond in a consistent manner to a particular person, group, situation or subject Nigro, (1984:39). The attitudes of both public officials and members of the public towards public participation could therefore determine how they respond to it. Problems may develop when such attitudes are unfavourable. Negative attitudes to public participation could be due to the perception people harbour about public participation Masango, (2001:171).

Public Participation could be perceived by public officials to be time – consuming, inefficient, irrational and unproductive. In fact, full citizen participation may retard the planning process Cambra, (2000:47). For instance, this may occur due to delays which could result from attempts by public officials to explain the situation to members of the public since the latter may not understand some technical aspects relating to plans and programmes Cameron, & Stone, (1995:4).

Public participation, if it does not lead to a satisfactory provincial government response, could be perceived by members of the public to be a futile exercise. In addition, members of the public may mistakenly feel that participation is only successful if eventually the people's point of view prevails.

2.6.6. Costs of Participation

Public participation may be costly in terms of staff, time and money. For instance, members of the public usually have other commitments, and it is a myth that poor people have an excess of free time. The time available for participating in public affairs may be limited hence consistently high levels of participation tend to be ideal rather than the practical norm over a long period of time, especially as far as the attendance of meetings and / or public hearing go. It may even be necessary to hire more staff or train current members of staff to cope with the demand for increased dialogue (Fagence, 1977: 36). Resourcing public participation is a critical issue. Political Office bearers must be prepared to devolve sufficient power and spend sufficient money to make public participation work

2.7. International Experiences of Public Participation

The importance of comparative analysis in public participation cannot be over – emphasized. This could be done by drawing some comparisons between the best practices of public participation throughout the world and those of South Africa. According to the United Nations, public participation in decision – making is on the increase in Africa but this has yet to increase substantially that access of women and youth to decision making processes (SARDC/IUCN/SADC, 1994, cited in GEO 2000). This observation is quite significant given the fact that both women and youth together often constitute two of the most active components of society without whose contribution in the policy – and decision – making processes African societies cannot claim to embrace good governance and democracy.

2.8. Canada Health Policy Case Study

The case study begins by outlining the legislative framework in which Canadian health and healthcare are situated. The formulation of the Canada Health Act of 1999 is briefly outlined to illustrate that: (1) the evolution of Medicare has been widely supported by citizens, indicative of the depth of citizen involvement and investment in national health care, (2) the evolution of the system has placed hospitals and physician services at the heart of Canada health care system and correspondingly, (3) the evolution of Medicare has established specific stakeholders, most prominently, physician and hospital associations – as central to the policy development process. This has resulted in the effective involvement of prominent stakeholders and experts" in policy development for health, while the roles of citizens – as individuals and / or coalitions – have only

recently become more clearly defined and understood Democracy and Governance, (2005:23).

In 1994, the Federal Government committed itself to examining the health system in the Speech from the throne. The national Forum on Health, a federal initiative with the mandate to involve and inform Canadians and to advise the federal initiative with the mandate to involve and inform Canadians and to advise the federal government on innovative ways to improve their health system and the health of Canada's people was the fulfillment of this commitment.

This case study highlights several unique aspects of the forum. First the forum involved both citizens and stakeholders and makes deliberate efforts to incorporate and balance the views of both. Second, the forum structures its public consultation in two phases. The first phase involves an initial scooping of health concerns and ideals that Canadians have regarding the present the future direction of health and health care issues, and the second phase allowes the forum to ground test its directions before they become recommendations. Finally, the forum make use of public deliberation as a tool for citizen participation. The forum illustrates that Canadian citizens are able to constructively inform policy development when supported by accessible and timely information. This finding is essential in light of the widely held belief that policy development within Canada's health sector is too complex to allow citizens to be effective participants (OECD, 2001:85).

2.9. Public Consultation on Education Policy in the Czech Republic

This case study begins with an overview of the legal and institutional context for access to information and public consultation in the Czech

Republic. Traditional means of providing public information originating from government by citizens were recently strengthened by the first appointment to the post of Ombudsman in December 2000. The report charts the growing use of websites and portals by the public administration at the national, regional and local levels to provide information to citizens – but it should be noted that the use of the internet for on – line consultation remains rare.

The case study itself focuses on recent public information and consultation campaign based on independent reports and additional interviews with key participants. It finds that the public participation process was largely focused on education professionals and that less attention was paid to providing information to, or soliciting the views of, the general public (including parents and students). Finally, it recognize that these initial efforts to introduce broad – based public consultation in national policy – making represent an essential culture shift and positive contribution to strengthening government – citizen relations in the Czech Republic (OECD, 2001:145).

2.10. Public Participation in the integrated development planning process of local government

The South African government has committed itself to instituting wide ranging participatory processes in the different spheres and institutions of governance in the country. The attempt to introduce participatory and direct democracy is evident, in addition to institutions and processes at national and provincial levels, in the policy formulation and planning processes of local government structures. The Constitution of the Republic of South Africa of 1996 mandates local government to provide democratic and accountable government for local communities and encourage the

involvement of communities and community organizations in the matter of local government (Houston, 2001:78).

In consequences, measures have been introduced to entrench popular participation in the workings of local government structures. Measures have also been introduced to transform the functions of local government in South Africa to emphasize development rather than regulation, as was the case under the previous dispensation. In combination, developmental local government is defined as local government committed to working with citizens and groups within the community to find sustainable ways to meet the social, economic and material needs and improve the quality of their lives" (RSA, 1998b, Section B).

Municipal authorities are legally obliged to involve civil society formations in the formulation of municipal budgets, planning and developmental priorities. This is largely done through the establishment of integrated development plans (IDP) at a local government level, in terms of legislation developed by the national departments of land affairs and constitutional development. The requirements to establish IDP's at a local government level, in terms of legislation developed by the National Departments of Land Affairs and Constitutional Development. The requirements to establish IDPs represents a fundamental departure from previous local authority governance and planning practices; it is now commonly accepted that apartheid local government was an extremely closed, bureaucracy – dominated institution.

The previous system of local government was basically unjust, premised on upholding the standards of living of Whites at the expense of the development of Blacks. This resulted in the unequal development of the urban environments of white and black people. Apartheid – era local

government, with its separate structures for White and Blacks, was also characterized by bureaucracy dominated, top down decision making. Civil society participation in black local government was totally absent. Finally, local government for Blacks was based on an elaborate set of urban controls, aimed at administering people, instead of promoting development. In contrast, the commitment to justice, Participatory democracy, poverty and racial redress, and the opening of opportunities for integrated holistic planning underpin the new system of local government Parnell & Pieterse, (1999:118).

2.11. Measures for Public Participation in the Planning process of Local Government Structure

The initial enabling legislation for public participation in the planning processes of local government was the Development Facilitation Act (No. 67 of 1995). The Development Facilitation Act No. 67 of 1995 placed a responsibility on all local authorities to prepare land development objectives that define the nature and extent of development over five year period. Land development objectives were to be created for service delivery, land use control, environmental planning and development strategies. Local government structures were required to seek public participation in the setting of these objectives under the terms of Section 27 of the Act Section 27 stipulates that land development objectives must be set in a manner in which members of the public and interested bodies shall be consulted" (Section 27 [4] a).

2.12. Encouraging Community Involvement and Participation

Encouraging effective citizenship and participation depends on attitudes towards government and the so-called structures. The power of the

citizens to penetrate the government structures and to exert influence has been blunted by the requirements of those who govern society as a closed system. What is needed is a new ethos with the emphasis on planning with communities rather than for communities. According to Meyer, (1994:198), the demise of a strong commitment by politicians to expand their broad based involvement in economic, political, and technical environments is illustrative of reduced confidence in governance structures. The continuous pattern of boycotts, curtailments, sanctions, derailments and many other hedging activities serves as a testimony and profile of a citizenry dominated by unilateral government action.

It is therefore not strange that attitudes towards the formal governing structures have been significantly affected by the media, especially the newspaper and television. They have also been affected by the use of language such as Afrikaans, by religion and by many cultural activities. The determined and continued demand for an equitable and representative government forced the governing party to unveil a complex public service system and gradually remove most barriers from a wide range of points of access, which allows for broad based citizen participation. Examples such as the process to elect a new board for the South African Broadcasting Corporation, various forums for negotiating alternatives to the old system, and commissions of enquiry require no discussion. The dominant of citizens behaviour by politicians and public administrators is not the most important issue for a just system. What is required, however is a shift from executing decisions, strategies and processes towards formulating programme goals and objectives that are representative, accountable, transparent, fair, equitable and reasonable. These values should be honoured by the majority Bayat,(1994:46).

Organizing communities for sound public administration and participation is premised on the process of encouraging free, unrestricted and continued participation in the collective affairs of any community or society.

2.13. Tools in facilitating Public Participation

There are different methods of public participation and each method has its particular characteristics, its strengths and weaknesses. The best method is most suitable one, which can only be identified once objectives of the Initiatives and the purpose of the participation have been established. Examples of participation method that can be used by service providers and researchers to involve members of the public in rural projects, namely public meeting, public hearings, open houses, focus groups, workshops, and newsletters and reports.

2.13.1. Public Meetings

Public meetings are normally semi-formal or formal sessions at which there are both registered and unregistered presentations. The format can be volatile and may not be appropriate in circumstances where there is significant tension among interests. These are structured opportunities for the general public to hear and make comment. Public groups, service providers and the general public are encouraged to attend, listen, raise questions and make presentations to the chairperson, panel, or facilitator. Public meeting should be well advertised and normally occur in the early stage of planning process, as part of the preliminary organization assessment stage.

Such meetings should held during mid-week evenings or, if appropriate on Saturdays. Public meetings should not normally be scheduled on holidays, during peak vacation periods, or during periods when major portions of local populations may be absent. Public participation includes the people 's involvement throughout the decision making process Mattessich, & Monsey, (2008:113).

2.13.2. Public Hearing

A public hearing is a formal meeting between citizens and project implementers in order to discuss a particular project. Public hearing meeting are carried out during decision-making process. The objective of public hearing is to promote and facilitate communication between project implementers and the public so that information, opinions or objections expressed by the public are taken into account by the project implementers at the decision making moment, thereby strengthening the decision.

2.13.3. Open Houses

In open house the public is invited to drop at any time at a set location on a sat day or days and times. Open house consists of displays, printed materials and staff to answer questions and to record and discuss issues.

2.13.4. Focus Groups

A focus group is a small group discussion with professional leadership. It is a meeting of a carefully selected group of individuals convened to discuss and give opinions on a single topic. Participants in a focus group are selected in two ways random selection and non-random selection.

2.13.5. Workshops

Workshops are structured meeting aimed at defining issues, evaluating criteria or creating options. They are designed to produce a group product and are useful for bringing together stakeholders with different values and perspectives. Workshops are best when specific problems need to be resolved, but the success of a workshop relies on its design and management.

2.14. Conclusion

Public Participation processes is a welcome phenomenon LimpopoProvince, as it essentially serves to strengthen a country's democratic processes. Current evidence suggests that public participation and partnership between government and civil society organization are successful and productive ways to ensure robust democracy and better delivery to communities. Public participation encourages members of the public to assume more responsibility for their actions and enables provincial government to address issues with which the people usually grapple, but without any possible solutions. In addition, public participation increases the effectiveness of the provincial government's initiatives.

2.15. Detailed Research Questions

The main questions posed for the study are the following:
- Are the residents of Fetakgomo Local Municipality aware of the existence and functioning of Limpopo Legislature
- Does the community of Fetakgomo Local Community knows what role to play in the decision making of the Province?
- Are the services offered by the Limpopo Legislature known by the residents of Fetakgomo Local Municipality?

- Are the services of the Legislature accessible by the residents of Limpopo Province?
- What is the nature and content of the public awareness of Limpopo Legislature?
- What are the models of Public Participation?
- What are the obstacles and challenges to effective Public Participation?
- How the public awareness programme was previously implemented?
- What are the tools of facilitating effective Public Participation?
- What are the strategic interventions necessary to improve / enhance Public Awareness?

<center>CHAPTER: THREE</center>

<center>RESEARCH METHODOLOGY</center>

3.1.   Introduction

Research is the cornerstone of any science, including both the hard science such as chemistry or physics and the social science such as psychology, management, or education. It refers to the organized, structured, and purposeful attempt to gain knowledge about suspected relationship. This chapter outlines the procedure that the researcher will follow in collecting data using different research methods and techniques.

3.2.   Research Design

For the purpose of the study the researcher has followed qualitative method. Blondel (1992:29) indicate that qualitative methodologies refer to research which produces descriptive data generally, individual own spoken or written words. William (2005:19) also state that qualitative data is based on meanings expressed through words and other symbols or metaphors. Mouton (2001: 25) states that the research design is a plan or blue print of how you intent conducting the research.

3.3. Study Area

The study was conducted at the Limpopo Legislature within the Lebowakgomo   Government complex fifty kilometers away from Polokwane and the Fetakgomo Local Municipality and it is located within the Sekhukhune District Municipality in Limpopo.

The municipality is totally rural in nature with a population of approximately 105 196 people that reside in 87 settlements of which majority are small, i.e., less than 1000 people / inhabitants. The municipal area covers 11123 kilometer, which represents 8.4% of the Sekhukhune District total land area. The municipality is divided into thirteen wards.

3.4. Population

The targeted groups for the study were youth, women, and elderly people, farm workers from the Fetakgomo Local Municipality and employees of Limpopo Legislature.

3.5. Sampling Method

The Fetakgomo Local Community consists of 600 households, from which 10% of the households were used as a sample. Simple random sampling was used as a selection method for our sample.

The sampling method used is supported by Mouton (2000:104) who states that purposive sampling allows us to choose a case because it illustrates some feature or process in which they are interested. This does not mean purposive sampling provide a simple approval to any case chosen. Instead purposive sampling demands that one things critically about the parameters of the population once interested in and choose one sample case carefully on those basis.

3.6. Data Collection

3.6.1. Self administered questionnaire

Self administered questionnaires were distributed to twenty five employees of Limpopo Legislature including senior management

team. Sixty self administered questionnaires were distributed to the targeted residents of Fetakgomo Local Municipality. Both employees of the Legislature and the targeted residents of Fetakgomo Local Municipality were given one week to complete the questionnaires. The respondents were assisted in filling the questionnaire to areas where they don't understand.

3.6.2. Interviews

Structured interviews were conducted to ten employees of Limpopo Legislature and thirty targeted residents of Fetakgomo Local Community. The interview process took a period of one week and each interviewee was for fifteen minutes long. The interview were conducted in two languages, Sepedi and English.

3.7. Data Analysis

Content analysis was used to analyze data as the most important techniques in social science. The content analyses was used to describe data on text, images and expressions that are created to be seen, read, interpreted, and acted on for their meanings.

3.8. Delimitation of the Study

The study could not be made all over the Limpopo Province due to lack of financial resources, time and human capital. It will be necessary for other studies to be conducted in other districts in the near future.

3.9. Ethical Consideration

Mouton (2001:238) states that the ethics of science concerns what is wrong and what is right in the conduct of research and such conducts has to conform to generally accepted norms and values. Mouton (2001:233) further states that ethical issues arise from once interaction

with other people and the environment, especially at the point where there is potential or actual conflict of interest. As a way of adhering to ethical issues that occur in science, the researcher considered the following when designing the research that would utilize participants who are human beings:

- The researcher will at all times be professional and apply his/her expertise objectively accurately and justly.
- The researcher will protect the integrity of participant and the institution consent.
- The researcher will be consent regarding who, when and how the research should be conducted.
- The researcher will explain to the participants that the envisaged research posses no physical, emotional, intellectual or social harm to research participants Mouton (2001:36).
- The researcher will consider the issues of privacy, anonymity and confidentiality in his/her research, i.e. privacy of the data, as well as that of and or for the respondents and participants in the research. Because of the sensitivity of the issues to be discussed, the participants will be assured of confidentiality.

3.10. Conclusion

On this chapter the process of data collection was made questionnaires were distributed to targeted groups and enough time was given to the respondents to fill the questionnaires and to respond. After the process of collecting information received from the respondents, the information has to be presented, analyzed, and interpreted.

CHAPTER: 4

PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

4.1. Introduction

Content analysis is potentially one of the most important techniques in the social science. The content analysis views data as representations not of physical events but of texts, images, and expressions that are created to be seen, read, interpreted, and acted on for their meanings, and must therefore be analyzed with such uses in mind. Analyzing texts in the contexts of their uses distinguishes content analysis from other methods of inquiry. Qualitative content analysis is described as conflicting opinions and unsolved issues regarding meaning and use of concepts, procedures, and interpretation.

4.2. Responds from Fetakgomo Local Community

A pie chart and bar graph was used below to illustrate the important information received from both the questionnaires and interviews made from the Fetakgom Local Municipality.

4.2.1. Research Participants

Self administered questionnaire were distributed to four groups which includes: youth, workers, women and elderly people or senior citizens. Each group consisted of Fifteen (15) individuals and each individual was given questionnaire.

Figure 4.2.1. Illustrations of Participants / Respondents

Legend:
- Elderly People
- Youth
- Workers
- Women

4.2.2. Existence of Limpopo Legislature
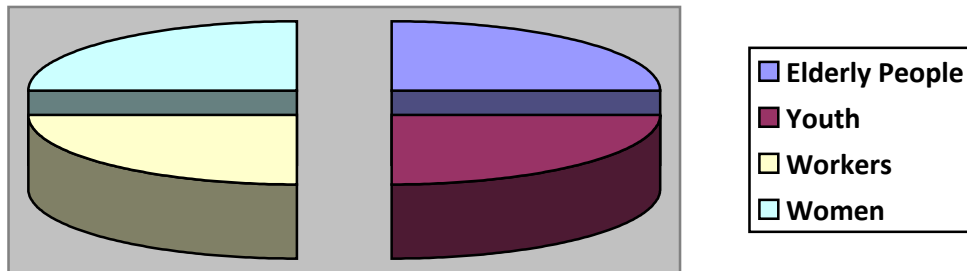
Legend:
- Disagree About Existence
- Agree About Existence
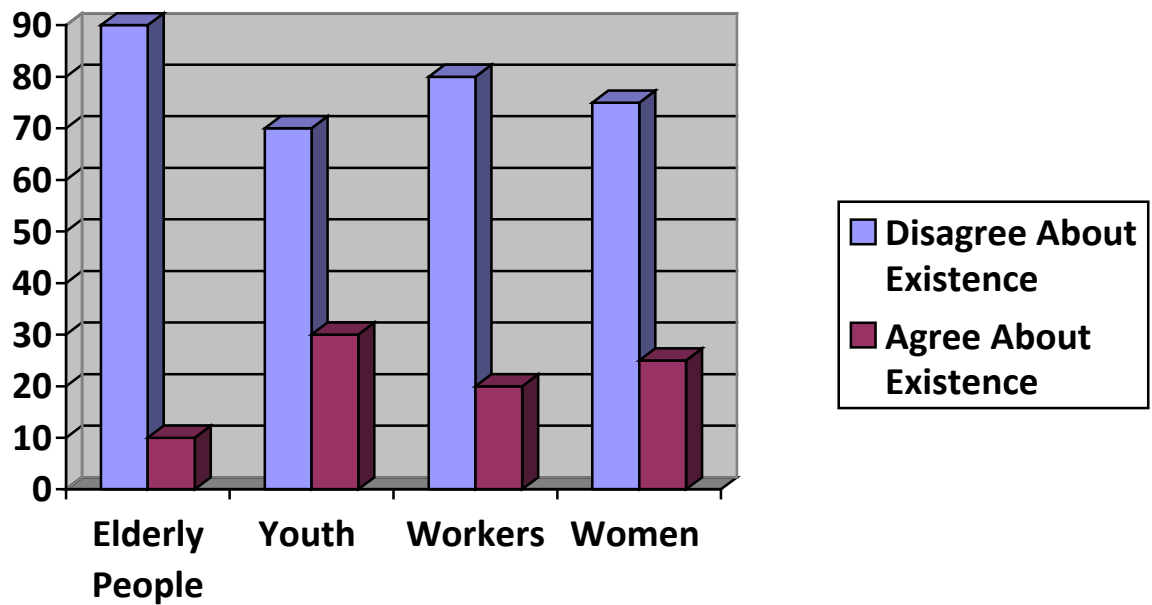
Participants gave different views about the existence of the Limpopo Legislature and responded as follows:

Ninety percent (90%) of the participants from the elderly group indicated that they did not know anything about the existence of the Limpopo Legislature. While ten percent (10%) from the elderly group knew about the existence.

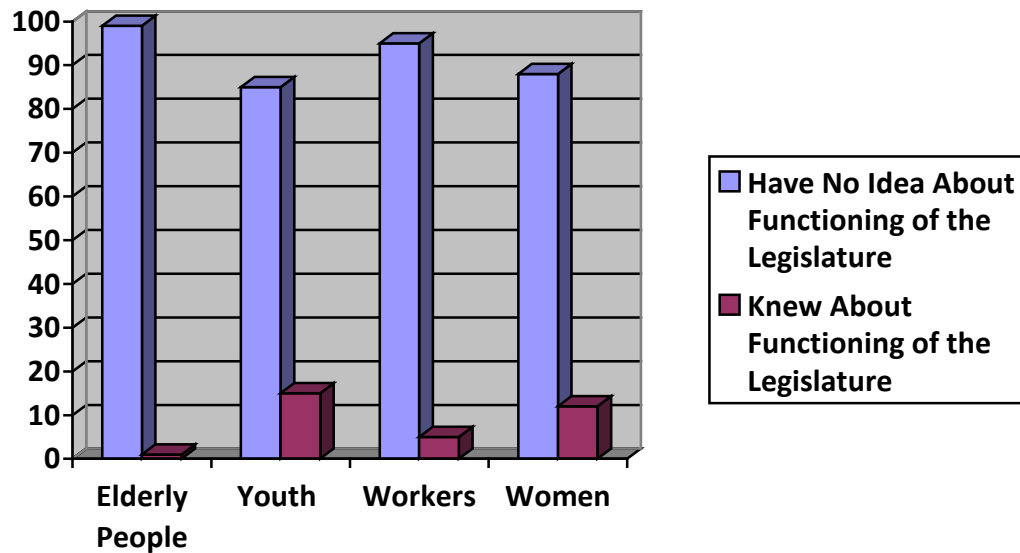Seventy percent (70%) of the participants from the youth did not know about the existence of the Limpopo Legislature, while thirty percent (30%) of the participants from the youth group knew about the existence of the Limpopo Legislature.

Eighty percent (80%) of the participants from the workers group have showed lack of information about the existence of the Limpopo Legislature, while one indicated he knew about the existence of the Legislature from the media. Twenty percent (20%) of the workers knew about the existence of the Limpopo Legislature.

Seventy Five percent (75%) of the participants from the women did not know about the existence of the Limpopo Legislature, while twenty five (25%) of the women knew about the existence of the Legislature.

Based on the information collected this indicates that Limpopo Legislature is not known by the people of Fetakgomo Local Municipality and other areas, therefore an intervention need to be made to ensure that residents of Fetakgomo Local Municipality are educated about the existence of the Limpopo Legislature.

4.2.3. Function of the Legislature

Ninety nine percent (99%) of the participants from the elderly group
showed lack of information about the function of the Limpopo legislature,
while one percent (1%) of the participants from the elderly group knew
about the function of the Legislature.

Eighty five percent (85) of the participants from the youth category showed
lack of information about the function of the Legislature, while fifteen
percent (15%) of the participants from the youth group knew about the
function of the Legislature. From the youth category indicated that they
knew about the function of the Legislature as a law making institution.
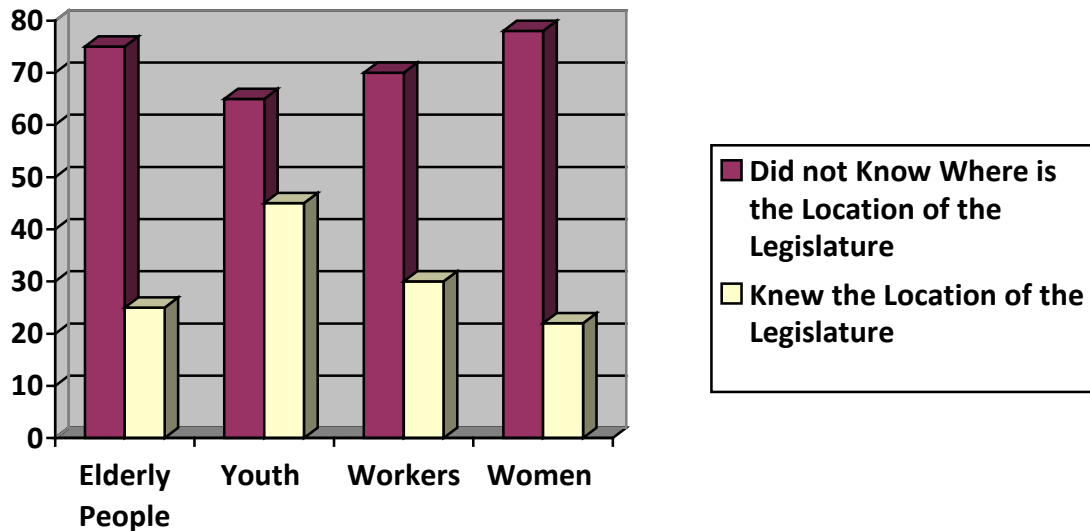
Ninety five percent (95%) of the participants from the working class
showed lack of information about the operation of the Legislature, while
Five percent (5%) of the participants from the working class knew about
the operation of the Legislature. Five percent (5%) of the working class
indicated that they know about the function of the Legislature through the

Standing Committee of Public Accounts on radio.

Eighty eight percent (88) women have shown lack of information about the function of the Legislature, while twelve percent (12%) indicated that they knew about the function of the Legislature.

Based on the information received from the participants only a higher number of youth and women knew about the function of the Limpopo Legislature. This means that educational workshops have to be recommended about the functioning of the Legislature to the residents of the Fetakgomo Local Municipality.

4.2.4. Location for the Legislature

Seventy five percent (75) of the participants from the elderly group had no idea where the Legislature building is found. Twenty five percent (25%) of the participants from the elderly group knew where the Legislature building is found.

Sixty five percent (65%) of the youth participants did not know where the Legislature building is found, while fourty five (45%) of the youth knew where the location of the Legislature.

Seventy percent (70%) participants from working class indicated that they did not know where the Limpopo Legislature building is found, while thirty percent (30%) of the working class knew where the location of the Legislature is.

Seventy eight percent (78%) of the participant from the women group indicated the did not know where is the Location of the Legislature, while twenty two percent (22%) of women knew the location of the Legislature.

Based on the information collected from the participants, thirty percent average of all the groups knew the location of the Legislature and its buildings. It will be important for Limpopo Legislature to make road shows to the public about its' activities and existence as part of the recommendations from the data collected.

4.2.5. How to participate in the Legislature
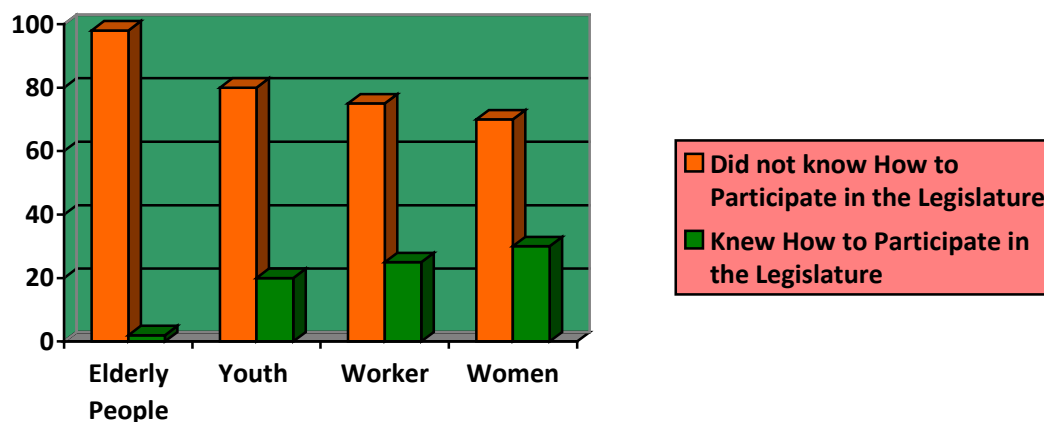
Ninety eight percent (98%) of the participants from the elderly group did not know how to participate in the activities of the Legislature. Two percent (2%) percent of the elderly group knew how to participate in the activities of the Legislature.

Eighty percent of the (80%) youth did not know how to participate in the activities of the Legislature, while twenty percent (20%) of the youth knew how to participate in the activities of the Legislature.

Seventy five percent (75%) of workers did not know how to participate in the activities of the Legislature, while twenty five percent (25%) knew how to participate in the activities of the Legislature through workers parliament.

Seventy percent (70%) of women did not know what role to play in decision making of the Government, while thirty percent (30%) percent knew what role to play in the Legislature but they were never given an opportunity to participate.

Based on the information collected, most of the people in the Fetakgomo Local Municipality did not knew about their significant role to play in the activities of the Legislature. Therefore, it is necessary for the Limpopo Legislature to make public awareness programmes on activities of the Limpopo Legislature.

4.3. Responds from Limpopo Legislature Officials

A pie chart and bar graph were used below to illustrate the important information received from both the questionnaires and interviews made from the Limpopo Legislature.

4.3.1. Research Participants

Self administered questionnaires were distributed to both management and employees of the Limpopo Legislature to collect data for the study.

Figure 4.3.1. Illustrations of Participants / Respondents
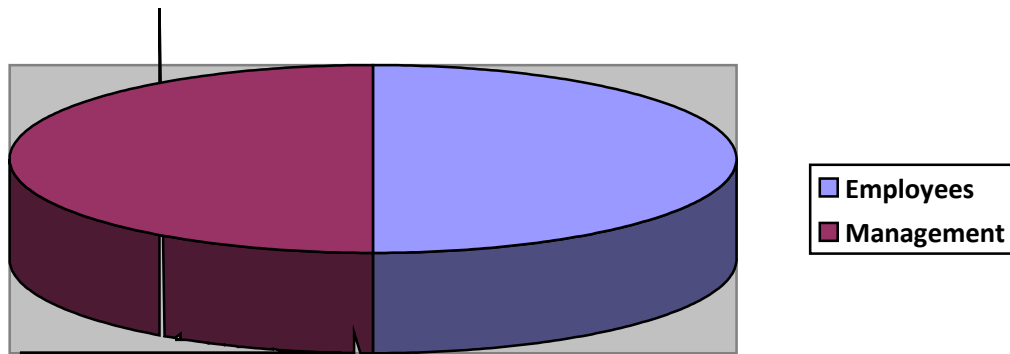
4.3.2. Impact on Public Awareness
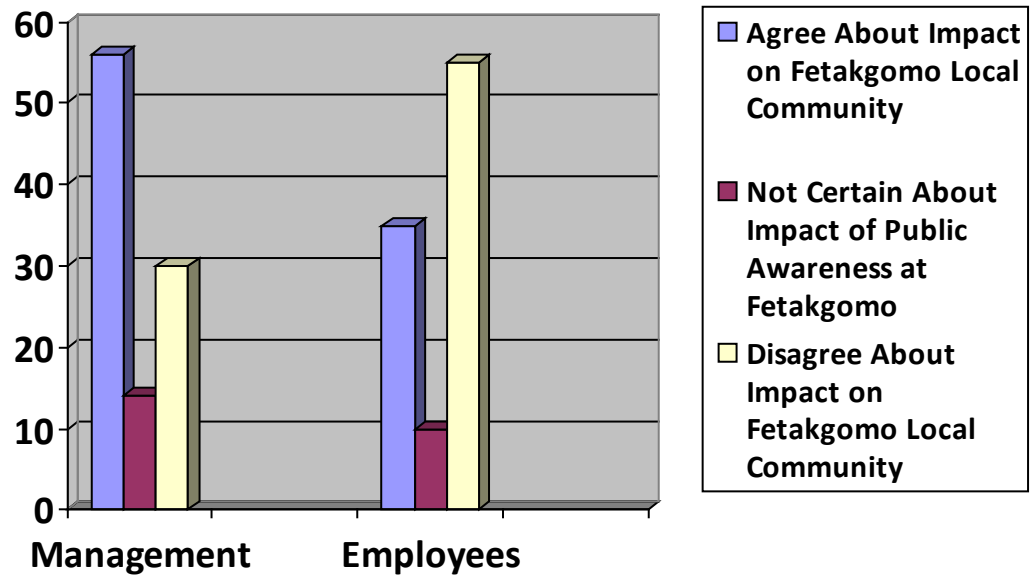
Thirty percent (30%) of the management team indicated the Limpopo Legislature is not making an impact of public awareness to the community of Fetakgomo Local Municipality, while fifty five percent (55%) of the management indicated that through the media public awareness activities are promoted and that make an impact to the people of the Fetakgomo Local Community. Ten percent (10%) of the management team indicated that they are not certain whether the Legislature is making any impact.

Seventy five (55) percent of employees stated that the Limpopo Legislature is not making any impact regarding the public awareness activities to the residents of Fetakgomo Local Community. Ten percent (10%) of the employees indicated that they are not certain whether the legislature is making an impact on public awareness to the Fetakgomo Local Community.

Based on the information collected, there is no impact made on public awareness activities to the community of Fetakgomo Local Community.

4.3.3. Equipment of Public Participation Unit
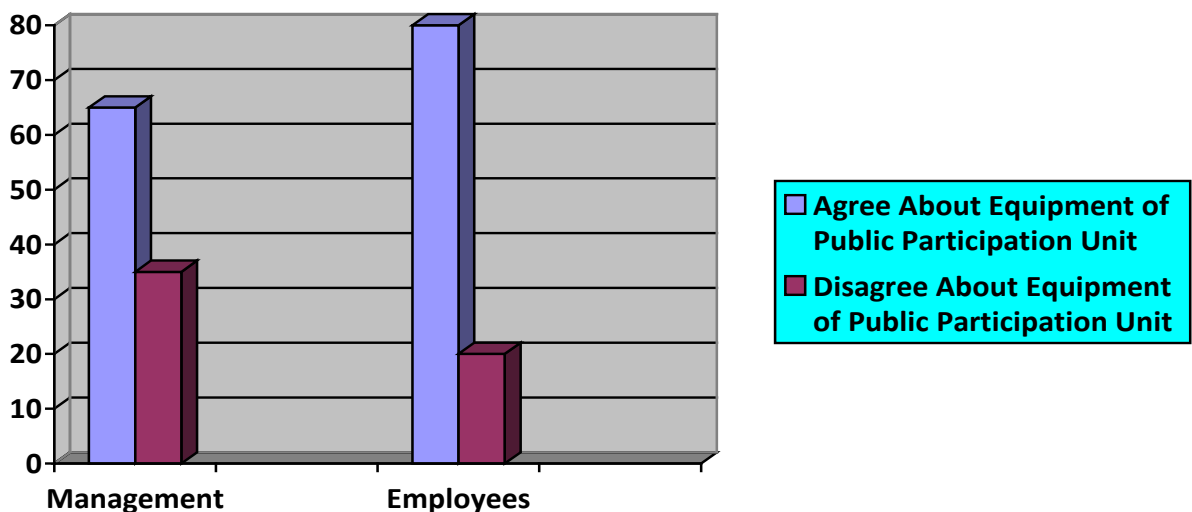
Sixty five percent (65%) of the management indicated that the Limpopo Legislature public participation unit is understaffed. While the other thirty five percent (35%) indicated proper planning should be made accompanied by resources to make public awareness activities.

Eighty percent (80%) of the employees also stated that public participation unit is understaffed and while the other twenty percent (20%) indicated that public participation unit in the Legislature is not understaffed.

Based on the information collected this showed that public participation strategic planning should be conducted and more employees for public participation unit should be recruited to make awareness activities.

4.3.4. Meeting Constitutional Mandate
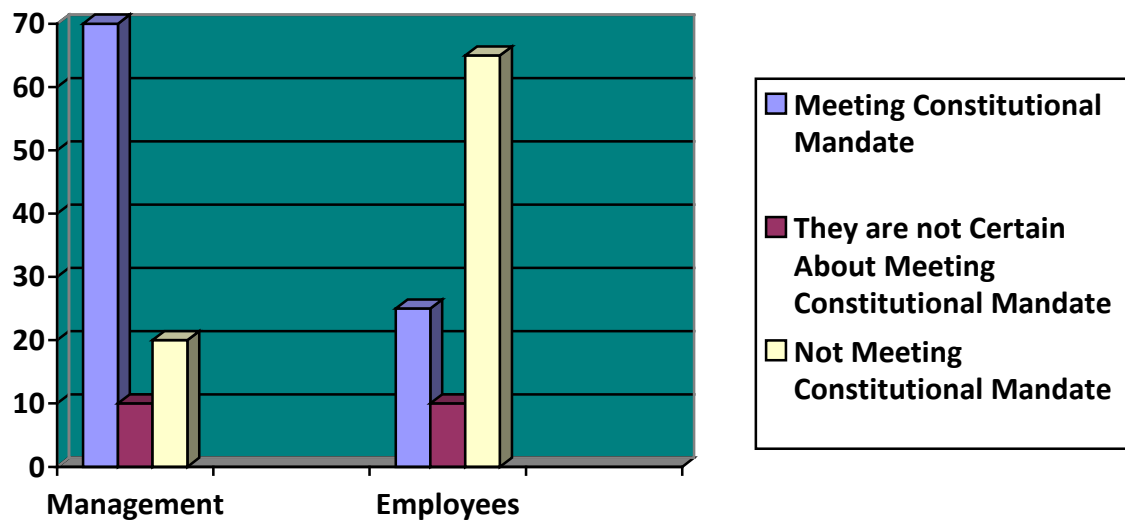
Seventy percent (70) of management indicated that the Limpopo Legislature is meeting its constitutional mandate as prescribed in the Constitution of the Republic of South Africa 1996, while twenty percent (20%) of management indicated that the Limpopo Legislature is not meeting its constitutional

mandate. Ten percent (10%) of the management indicated that they are not certain about whether the Limpopo Legislature is meeting its constitutional mandate.

Twenty five percent (25%) of the employees indicated that the Legislature is meeting its constitutional mandate as prescribed in the constitution, while Ten percent (10%) of the employees in the Legislature indicated that they are not certain whether they are meeting the constitutional mandate. Sixty five percent (65%) of the employees indicated that the Legislature is not meeting its constitutional mandate.

Based on the above information collected from both employees and management, agrees that Limpopo Legislature is not meeting its' constitutional mandate regarding its awareness of activities and public participation.

4.4. Conclusion

Content analysis was used to analyze collected data from different targeted groups. Bar graph was used to illustrate how information was interpreted from different respondents. Different views from respondents were presented on this chapter as evidence from the field. Therefore, conclusion and recommendation will be presented from Chapter Five of the research report.

CHAPTER: 5

CONCLUSION, RECOMMENDATIONS AND IMPLICATIONS

5.1.   Conclusion

The present study was prompted by the lack of awareness about the activities and services rendered by the Legislature with regard to Fetakgomo Local Municipality under Sekhukhune District Municipality. According to the Constitution of the Republic of South Africa of 1996, Limpopo Legislature has a mandate to raise awareness about its operation and services to the residents of the Limpopo Province.

The study has revealed that the Legislature's public participation unit is not functioning at their full capacity due to insufficient resources and shortage of human capital. These challenges led the residents of the Fetakgomo Local Municipality not to know their rights and duties as citizens of the Limpopo Province in participating in the activities of the Legislature. Residents of Fetakgomo Local Municipality were not educated on when, why and how they should participate in the activities of the legislature.

Public participation is the cornerstone of democracy and therefore, it should always be taken into account by political office bearers and public officials in a democratic state. Furthermore, public participation is a catalyst for effective service delivery. Therefore, for sustainable democracy and effective public service delivery to be attained, effective public participation is necessary. Ongoing public participation by an

informed public could contribute towards ensuring that effective policy implementation becomes a reality.

5.2. Recommendations

Based on the critical issues raised and the challenges identified, the following recommendations are drawn in this regard:

5.2.1. Public Meetings

Public meetings are normally semi-formal or formal sessions at which there are both registered and unregistered presentations. The format can be volatile and may not be appropriate in circumstances where there is significant tension among interests. These are structured opportunities for the general public to hear and make comment. Public groups, service providers and the general public are encouraged to attend, listen, raise questions and make presentations to the chairperson, panel, or facilitator. Public meeting should be well advertised and normally occur in the early stage of planning process, as part of the preliminary organization assessment stage.

Such meetings should held during mid-week evenings or, if appropriate on Saturdays. Public meetings should not normally be scheduled on holidays, during peak vacation periods, or during periods when major portions of local populations may be absent. Public participation includes the people's involvement throughout the decision making process Reddy & Sikhakhane, (2008:15).

5.2.2. Public Hearing

A public hearing is a formal meeting between citizens and project implementers in order to discuss a particular subject. Public hearing

meeting are carried out during decision-making process. The objective of public hearing is to promote and facilitate communication between project implementers and the public so that information, opinions or objections expressed by the public are taken into account by the project implementers at the decision – making moment, thereby strengthening the decision.

5.2.3. Open Houses

In open house the public is invited to drop at any time at a set location on a Saturday or days and times. Open house consists of displays, printed materials and staff to answer questions and to record and discuss issues.

5.2.4. Focus Groups

A focus group is a small group discussion with professional leadership. It is a meeting of a carefully selected group of individuals convened to discuss and give opinions on a single topic. Participants in a focus group are selected in two ways; random selection and non-random selection.

5.2.5. Media

Radio slots about the activities of the Legislature will assist the public to be more knowledgeable about the legislature. A radio slot should be made in a form of competition asking people about what they know about the Legislature.

5.2.6. Roadshows

Roadshows about the activities of the Legislature should be made on weekend to allow workers and students to participate on information sharing sessions with officials of the Legislature.

5.2.7. Workshops

Workshops are structured meeting aimed at defining issues, evaluating criteria or creating options. They are designed to produce a group product and are useful for bringing together stakeholders with different values and perspectives. Workshops are best when specific problems need to be resolved, but the success of a workshop relies on its design and management.

5.2.8. Educational Campaign

This will include door to door campaign about the activities of the Legislature during the weekend.

5.2.9. Newsletters and Reports

Newsletters can be used to give updates on initiatives and encourage stakeholders' interest. Therefore, newsletters should deal with important issues.

5.3. Implications

Based on the information that was collected from the field regarding holding meetings on weekends, as recommendation from the respondents this implies that lot of people who are not available during the course of the week will be able to attend including the workers and part of the youth.

Educational workshops will have a positive effect as part of the recommendations because young people will be taught from school about the activities of the Legislature and their rights to participate in the decision making of the province.

Distribution of brochures and pamphlets will have a negative impact because most of the adult in Fetakgomo Local Municipality can not read and write therefore it will be necessary for the brochures and pamphlets to be written in the language that is commonly used by the residents.

There is a need for a similar study that would be based on monitoring and evaluation of community participation to the activities of the Legislature. The study will be made as customer satisfaction survey to check the varied groups of people that take part in the activities of the Legislature.

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Consistency Matrix

Sub-Problem	Hypotheses / Propositions / Research Question	Source of theory	Source of data	Types of data	Analysis
	Research Question:1 Are the residents of Fetakgomo Local Municipality aware of the existence and functioning of Limpopo Legislature	The Republic of South Africa Constitution of 1996, Mafunisa (2005:11) (Cloete, 1993:9).	Secondary Data	Primary and Secondary	Interviews and Questionnaires
	Research Question:2 Is the community of Fetakgomo Local Community knows what role to play in the Legislature in terms of decision making?	The Republic of South Africa Constitution 1996, (Houston, 2001:78). (Parnell & Pieterse, 1999:118).	Secondary Data	Primary and Secondary	Interviews and Questionnaires
	Research Question:3 What is the nature and content of public awareness of Limpopo Legislature	(O'Connor, 2004:11). Held (1993:15) (Masango, 2001: 170)	Secondary Data	Primary and Secondary	Interviews and Questionnaires
	Research Question:4	(Democracy	Secondary	Primary	Interviews and

	How the public awareness was previously implemented?	and Governance, 2005:23). (Meyer: 1994:198). (Masango, 2001: 170)	Data	and Secondary	Questionnaires
	Research Question: 5 What are strategic interventions necessary to improve / enhance Public Awareness?	(Meyer: 1994:198). (Theron in Davids et al, 2005:113). Hillard and Kemp (1999:43)	Secondary Data	Primary and Secondary	Interviews and Questionnaires

My name is Johannes M Maruma, a student of Masters in Public Administration at University of Limpopo (Turfloop Graduate School of Leadership). I am currently doing research for completion of my studies. My research topic: THE ROLE OF THE LIMPOPO PROVINCIAL LEGISLATURE IN PROMOTING PUBLIC AWARENESS ACTIVITIES IN THE FETAKGOMO LOCAL MUNICIPALITY. Your views will contribute to research project for my completion of my studies. The information gathered will strictly be used for academic purposes. I therefore invite you, to voluntarily without any financial benefits, complete the questionnaire.

My contact details are as follows; Tel: 015 633 8197, Fax: 086 609 0432, Cell: 0732534407

1.1. Is the service rendered by Limpopo Legislature has an impact on the residents of Fetakgomo Local Municipality?

Tick Yes / No below:

Yes	
No	

Elaborate:_____

_____

_____

_____

1.2. Is Limpopo Legislature Public Participation Unit is equipped enough to make people aware about the services rendered by Limpopo Legislature

Tick Yes / No below:

Yes	
No	

Elaborate:_____

_____

_____

_____

1.3.   Is Limpopo Legislature services accessible to the people of Limpopo

Province?

Tick Yes / No below:

Yes	
No	

Elaborate:_____

_____

_____

_____

1.4.   How often do you visit District Municipality and Local Municipality to make

public awareness programme?

Choose from the option below by ticking the appropriate choice:

Weekly	
Monthly	
Quarterly	
Semester	
Annually	
None	

1.5.   Which area of Public Awareness needs to be improved?

Elaborate:_____

_____

_____

_____

_____

1.6.   Is the Legislature meeting its constitutional mandate in terms of service

delivery?

Tick Yes / No below:

Yes	
No	

Elaborate:_____

_____

_____

_____

1.7.   With the experience you have in this institution, do you think the Legislature

is achieving its goal in terms of making people to participate in the activities

of government?

Tick Yes / No below:

Yes	
No	

Elaborate:_____

_____

_____

_____

1.8.   Do you think the people of rural areas in Limpopo Province know about the services rendered by the Limpopo Legislature?

Tick Yes / No below:

Yes	
No	

Elaborate:_____

_____

_____

_____

1.9.   What recommendations will you make to the Legislature to ensure that people participate fully in the activities of government?

Recommendations:_____

_____

_____

_____

_____

__Thanking you for your time and contribution__

1. **Interview Questions (Limpopo Legislature Officials)**

- Our government believes that services should be accessible to the people. Do you think Limpopo Legislature is accessible to the people of Limpopo Province?

- Are the services offered by the Limpopo Legislature known by the residents of Fetakgomo Local Municipality?

- With the experience you have in this institution, do you think the Legislature is achieving its constitutional mandate of people participating in the activities of government?

- Do you think the people at rural areas know about the services rendered by Limpopo Legislature?

- What is the nature and content of the public awareness of Limpopo Legislature?

- How was the public awareness programme previously implemented?

- How many times do you visit District and Local Municipality about the issue of Public Awareness?

- What are the strategic interventions necessary to improve / enhance Public Awareness at Limpopo Legislature?

My name is Johannes M Maruma, a student of Masters in Public Administration at University of Limpopo (Turfloop Graduate School of Leadership). I am currently doing research for completion of my studies. My research topic: THE ROLE OF THE LIMPOPO PROVINCIAL LEGISLATURE IN PROMOTING PUBLIC AWARENESS ACTIVITIES IN THE FETAKGOMO LOCAL MUNICIPALITY. Your views will contribute to research project for my completion of my studies. The information gathered will strictly be used for academic purposes. I therefore invite you, to voluntarily without any financial benefits, complete the questionnaire.

My contact details are as follows; Tel: 015 633 8197, Fax: 086 609 0432, Cell: 0732534407

1. **Self Administered Questionnaires (Fetakgomo Local Community)**

1.1. Do you know about the existence of Limpopo Legislature as an institution of Government?

Tick Yes / No below:

Yes	
No	

1.2. What are the services rendered by Limpopo Legislature as an institution of government?

Elaborate:_____

_____

_____

_____

1.3. How many times do you hear about the Limpopo Legislature?

Choose below:

Daily	
Weekly	

Monthly	
Quarterly	
None	

1.4. As residents of Fetakgomo Local Municipality, do you know what role to play in the Legislature?

Tick Yes / No below:

Yes	
No	

If the answer is Yes,

Elaborate:_____

_____

_____

_____

1.5. Which area in the Limpopo Province is the Limpopo Legislature situated?

Tick the appropriate one below:

Polokwane	
Seshego	
Lebowakgomo	
Tzaneen	
None of the above	

1.6. Are you aware that the residents of Fetakgomo Local Municipality can take part in the decision making of the Province?

Tick Yes / No below:

Yes	
No	

1.7. How often do you visit the building of the Limpopo Legislature?

Choose the appropriate answer below:

Daily	
Weekly	
Monthly	
Quarterly	
None	

1.8. Did you ever participate in activities or programmes of the Limpopo Legislature?

Tick Yes / No below:

Yes	
No	

If the answer is Yes, indicate which activity and where? _____

_____

_____

1.9. As residents of Fetakgomo Local Municipality, what recommendation would you make to improve public participation in the Legislature and to ensure that people of Fetakgomo Local Community participate fully?

Elaborate:_____

_____

_____

_____

_____

_____

Thanking you for your time and contribution

1. Interview Questions (Fetakgomo Local Community)

- What do you know about the existence of Limpopo Legislature?

- Do you know which geographical area is Limpopo Legislature situated?

- What are the functions of the Legislature?

- How many times do you hear about services rendered by the Limpopo Legislature?

- As a resident of Fetakgomo Local Municipality, are you aware about the role that you can take in decision making of the country?

- Do you think the services of the Legislature are accessible?

- Have you ever participated in any activity of the Limpopo Legislature?

- What recommendation would you propose to improve public participation of people in the activities of the Legislature?

- What strategy can we use to ensure that people of Fetakgomo Local Municipality participate in the activity of the Legislature?