

10.7 BIBLIOGRAPHY

- Alston, M. & Bowles, W. 2003. Research for social workers. Sydney: Routledge.
- Babbie, E. 2001. The practice of social research. Sydney: Wadsworth.
- Babbie, E & Mouton, J. 2003. The practice of social research. Oxford: Oxford University Press.
- Beinart, W. 2001. Twentieth Century South Africa. New York: Cambridge University Press.
- Blaikie, N. 2010. Designing social research. Cambridge: Polity Press.
- Bless, C., Higson-Smith, C., & Kagee, A. 2006. Fundamental of social research methods. An African perspective. Cape Town: Juta & Co. Ltd.
- Chambliss, DF & Schutte, RK. 2003. Making sense of the social world: Methods of investigation. London: Pine Forge Press.
- Cane, P. & Atiyah, P.S. 2006. Atiyah accidents, compensation and the law. Cambridge: Cambridge University Press.
- Carney, T. 2006. Social security law and policy. Sydney: The Federation Press
- Case, A & Deaton, A. 1996. Large cash transfers to the elderly in South Africa. Woodrow Wilson School of Public and International Affairs: Princeton University
- Casey, B.H. 2009. Policy learning and social protection: What have we learnt? *International Social Security Review*, 62(4).
- Casey, H.C & McKinnon, R. 2009. Social pensions and policy learning: The case of southern Africa". *International Social Security Review*, 62(4).
- David, M. & Sutton, C.D. 2004. Social research. The basics. London: SAGE Publications.
- Deaton, A. 1997. The analysis of household surveys: a micro-economic approach to development policy. London: Johns Hopkins University Press.

- Department of Welfare (White Paper) 1997. White Paper for Social Welfare. Principles, guidelines, recommendations, proposed policies and programmes for developmental social welfare in South Africa. Pretoria (Government Printers).
- Desai, V & Potter, R. B. 2006. Doing developmental research. California: Sage Publications, Ltd.
- Devereux, S. 2001. Social Pensions in Namibia and South Africa. IDS Discussion Paper. Institute of development studies. England
- Ditch, J. 1999. Introduction to social security policies, benefits and poverty. New York: Routledge.
- Dixon, J.E. 1987. Social Welfare in Africa. USA: Croom Helm.
- De Vos, A.S., Strydom, H., Fouché, C.B. & Delpont, C.S.L. 2005. Research at grass roots. Pretoria: Van Schaik Publishers.
- Esser, T., Ferrarini, T., Nelson, K., & Sjöberg, O. 2009. A framework for comparing social protection in developing and developed countries: The example of child benefits". *International Social Security Review*, 62(1).
- Feins, C.H. 2005. An Economic History of South Africa: Conquest, Discrimination and Development. New York: Cambridge University Press.
- Gill, I.S., Parkard, T & Yermo, J. 2005. Keeping the promise of social security in Latin America. Washington, DC: Stanford University Press.
- Ginsberg, L.H., & Miller-Cribbs, J. 2005. Understanding social problems, policies and programmes. Columbia: University of South Carolina Press.
- Ginneken, W. 2009. Social security coverage extension: A review of recent evidence. *International Social Security Review*, 63(1).
- Goudswood, K. & Caminade, K. 2009. The redistributive effect of public and private social programmes: A cross-country empirical analysis. *International Social Security Review*, 63(1).
- Grinnell, R. & Unrau, Y.A. 2008. Social work research and evaluation: foundations of evidence-based practice. 8th ed. New York: Oxford University Press.

- Haarmann, C. 2000. Social assistance in South Africa: Its potential impact on poverty. University of the Western Cape.
- Hall, R. 2008. Applied social research. Planning, designing and conducting real-world research. Malaysia: Palgrave Macmillan.
- Holmlund, B., Sandmo, A & Steigum, E. 2000. Social security in the twentieth century. Oxford: Blackwell Publishers Ltd.
- Ihori, T. & Tachibanaki, T. 2002. Social security reform in advanced countries: Evaluating pension finance. London: Anthony Rowe, Ltd.
- Israel, M., Hay, I. 2006. Research ethics for social scientists: between ethical conduct and regulatory compliance. London: Sage Publications.
- Jansen van Rensburg, L. 2005. The children's right to social security – South Africa's non compliance with its constitutional and international duties. North-West University, South Africa.
- Johnson, B. & Christensen, L. 2012. Educational research. Quantitative, qualitative and mixed approaches. California: SAGE Publications.
- Johnson, R.W., & Onwuegbuzie, A.J. 2004. Mixed methods research: a research paradigm whose time has come. *Educational Researcher*, 33(7):14-26.
- Jurkowski, E.T. 2008. Policy and programme planning for older adults. New York: Springer Publishing Company, LLC
- Kabeer, N. 2008. Mainstreaming gender in social protection for the informal economy. Commonwealth Secretariat.
- Kaseke, E. 2010. The role of social security in South Africa. *International Social Work*, 53:159.
- Kreuger, L.W., & Neuman, W.L. 2006. Social work research methods: qualitative and quantitative applications. Boston: Pearson Education.
- Kumar, R. 2005. Research Methodology: A step-by-step guide for beginners. London: Sage Publications Ltd.

- Lalthapersad-Pillay, P. 2007. The poverty alleviation impetus of the social security system in South Africa. *Africa Insight*, 37 (4). 16-26.
- Leedy, PD & Ormrod, JE. 2009. Practical research. Planning and design. Merrill: Prentice Hall
- Leung, J.C.B. 2006. The emergence of social security assistance in China. *International Journal of Social Welfare*, 15:188-198.
- Lliffe, J. 1987. The African Poor: A History. New York: Cambridge University Press.
- Lund, F. 2002. Crowding in care security and micro-enterprise formation: revisiting the role of the state in poverty reduction and in development. University of Natal, Durban, South Africa.
- Lund, F. 2008. Changing social policy: The child support grant in South Africa. South Africa: HSRC Press.
- Lund, F., Noble, M., Barnes, H. & Wright, G. 2008. Is there a rationale for conditional cash transfers for children in South Africa? Working Paper No 53.
- Mathias, P. & Pollard, S. 1989. The industrial economics: The development of economic and social policies. Boston: Cambridge University Press.
- Matthews, J & Berman, D. M. 2009. Social security, medicare and government pensions: Get the most of you retirement medical benefits. USA: Delta Printing Solutions, Inc.
- Midgley, J., Tracy, M & Livermore, M. 2000. The handbook of social policy. California: Sage Publications, Inc.
- Miron, J.A. & Weil, D.N. 1997. The genesis and evolution of social security. National Bureau of Economic Research: Working paper: Cambridge
- Monette, D.R., Sullivan, T.J. & DeJong, C.R. 2011. Applied social research. A tool for the human services. United States of America: Brooks / Cole Cengage Learning.
- Olivier, M.P., Mpedi, L.G., Jordaan, B. 2009. Understanding Social Security Law. Cape Town: Juta & Co. Ltd.

- Olivier, M.P., Smit, N & Kalula, E.R. 2003. Social Security: A legal analysis. Durban: Interpak Natal Pietermaritzburg
- Panagos, Z. 2001. The Constitutional right to access to social assistance. North-West University: Potchefstroom.
- Pauw, K & Mncube, L. Expanding the social security net in South Africa: Opportunity, challenges and constraints. Development Policy Research Unit. University of Cape Town.
- Powers, GT, Meenaghan, TM & Toomey, BG. 1985. Practice focused research: Integrating human service practice and research. Englewood Cliffs, New Jersey: Prentice-Hall, Inc.
- Report on Incentive Structures of Social Assistance Grants in South Africa 2006. Department of Social Development.
- Reddy, T & Sokomani, A. 2008. Corruption in social grants in South Africa. Institute for Security Studies.
- Riedel, E. H. 2007. Social security as a human right: drafting a general comment on article 9 ICESCR – Some challenges. New York: Springer Verlag.
- Rossi, PH, Lipsy, MW & Freeman, HE. 2004. Evaluation. A systematic approach. California: Sage Publications, Ltd.
- Ruane, J.M. 2005. Essentials of research methods. Australia: Blackwell Publishing.
- Rubin, A & Babbie, E. 2001. Research methods for social work. Belmont: Wadsworth/Thompson.
- Republic of South Africa 1996. The Constitution of the Republic of South Africa, Act 108 of 1996.
- Schutte, R. K. 1996. Investigating the social world: The process and practice of research. California: Pine Forge Press.
- Steele, M. 2006. Report on Incentive Structures of Social Assistance Grants in South Africa. Kesho Consulting and Business Solutions (Pty) Ltd.

- Strydom, E. M. L. 2006. Essential social security law. Cape Town: Juta & Co Ltd.
- Tabor, S.R. 2002. Assisting the poor with cash: design and implementation of social transfer programmes. The World Bank.
- Tashakkori, A & Teddlie, C. 2003. Foundations of mixed methods research: Integrating quantitative and qualitative approaches in the Social and Behavioural Sciences. California: Sage Publications, Inc. Thousand Oaks.
- Taylor Committee (Committee of Inquiry into a Comprehensive System of Social Security for South Africa) (2002). Transforming the Present - Protecting the Future: Consolidated Report: Report of the Committee of Inquiry into a Comprehensive System of Social Security for South Africa. Pretoria, Department of Social Development.
- Thyer, B. A. 2001. The handbook of social work research methods. California: Sage Publications, Inc. Thousand Oaks.
- Triegaardt, J & Patel, L. (2005) Social Security . In Patel, L. Social welfare and social development in South Africa. New York: Oxford University Press.
- Tropman, JE, Erlich, JL & Rothman, J. 1995. Tactics and techniques of community intervention. Itasca, Illinois, F.E: Peacock Publishers.
- Van der Berg, S. Louw, M & du Toit, L. 2007. Poverty trends since the transition: what we know. Department of Economics. University of Stellenbosch.
- Van Rensburg, L.J & Horsten, D. 2004. The inadequacy of the Social Grant System available to children in South Africa. *Journal for Juridical Science*, 29 (3):52-57.
- Woodside, M.R., & McClam, T. 2011. An introduction to human services. United States of America: Thomson Brooks/Cole
- Woolard, I., Harttgen, K., & Klasen, S. 2010. The evolution and impact of social security in South Africa.
- Worden, N. 2000. The making of modern South Africa: conquest, segregation and apartheid. New York: Blackwell Publishing.

Yates, BT. 1996. Analysing costs, procedures, processes, and outcomes in human services. London: Sage Publications.

Yin, J.Z., Lin, S & Gates, D. F. 2000. Social security reform: options for China. Singapore. World Scientific Publishing Co. Pty. Ltd.

Zastrow, CH. 2003. The practice of social work. Canada: Brooks/Cole – Thomson Learning.

South African legislation

The Constitution of the Republic of South Africa, Act No. 108 of 1996

The South African Social Assistance Agency Act, No. 9 of 2004

The Social Assistance Act, No. 13 of 2004

The Public Finance Management Act, No. 1 of 1999

The Promotion of Administrative Justice Act, No. 3 of 2000

The Promotion of Access to Information Act, No. 2 of 2000

Official Reports

Department of Social Development, Annual Report 2006

SASSA Annual Report 2009/2010

SASSA Annual Report 2010/2011

SASSA Fact Sheet: Issue no 9 of 2012

SASSA Strategic Plan 2010/2013

ANNEXURE 1: QUESTIONNAIRE: FRONT-LINE STAFF

THE ADMINISTRATION AND PROVISIONING OF SOCIAL GRANTS IN THE NORTHERN CAPE AND WESTERN CAPE: ITS STRENGTHS AND WEAKNESSES.

This questionnaire has been designed to explore the administration and provisioning of social grants in SASSA in the Northern Cape and Western Cape. It forms part of an investigation to assess grant administration, its strengths and weaknesses in these two regions. Your co-operation in this venture is necessary and appreciated. By completing the questionnaire you give consent to partake in the research.

This questionnaire must be completed by the person who is responsible for taking down grant applications.

Please complete this questionnaire as honestly as possible. The information given by you will not be linked to you. Below are a couple of guidelines to complete the questionnaire. Please follow them closely. Your participation in the research is voluntary and permission for conducting the survey has been obtained from the National Office.

- 1. Always give your personal honest opinion.**
- 2. Indicate by means of a cross (X) in the space where applicable.**
- 3. Answer all the questions as completely as possible.**

Region

Northern Cape	1
Western Cape	2

District

Frances Baard (Kimberley)	1
John Taola Gaetsewe (Kuruman)	2
Namaqua (Springbok)	3
Pixley Ka Seme (De Aar)	4
Siyanda (Upington)	5
Athlone	6
Bellville	7
Cape Town	8
Eerste Rivier	9
Gugulethu	10
Khayelitsha	11
Mitchell's Plain	12
Wynberg	13

1. How long have you been working in this position?

0 – less than a year	1 year to less than 3 years	3 years to less than 5 years	5 years or more
1	2	3	4

2. Do you have adequate work space?

Yes	1
No	2

3. How often do you get training on the implementation of policy changes in SASSA?

Never	Sometimes	Most of the times	Always
1	2	3	4

4. How often do you receive supervision from supervisors during the implementation of policy changes?

Never	Sometimes	Most of the times	Always
1	2	3	4

5. How often do you receive mentoring from supervisors during the implementation of policy changes?

Never	Sometimes	Most of the times	Always
1	2	3	4

6. How often do you receive support from supervisors during the implementation of policy changes?

Never	Sometimes	Most of the times	Always
1	2	3	4

7. How many applications forms do you receive in any given day?

0 – 10	11 – 19	20 – 29	30+
1	2	3	4

8. Do you successfully complete all application forms received in any given day?

Never	Sometimes	Most of the time	Always
1	2	3	4

9. How long does it take to do the attesting on one application form?

Less than 30 minutes	30 minutes to less than an hour	An hour to less than two hours	Two hours or more
1	2	3	4

10. Do you get the necessary support from your colleagues to do your work?

Never	Sometimes	Most of the time	Always
1	2	3	4

11. Do you receive any policy document / guidelines that regulate the implementation of policy changes in SASSA?

Never	Sometimes	Most of the times	Always
1	2	3	4

12. Do applications get lost / misplaced after the application process?

Never	Sometimes	Most of the times	Always
1	2	3	4

13. When applications get lost / misplaced, what are the reasons why applications get lost / misplaced?

		Yes	No
1	No proper mechanism in place to record the movements of files		
2	Lack of office space		
3	Lack of filing space		
4	Staff carelessness		
5	Too much applications to work with		
6	Other (Please specify)		
7	Not applicable		

- Please specify other

14. How often do you experience technical difficulties with the computer equipment?

Never	Sometimes	Most of the times	Always
1	2	3	4

15. When you do experiencing technical difficulties with computer equipment, how long does it take to resolve it?

Less than a day	One to three days	Three to five	More than five days	Not applicable
1	2	3	4	5

Thank you for completing the questionnaire

ANNEXURE 2: QUESTIONNAIRE: DATA-CAPTURER

THE ADMINISTRATION AND PROVISIONING OF SOCIAL GRANTS IN THE NORTHERN CAPE AND WESTERN CAPE: ITS STRENGTHS AND WEAKNESSES.

This questionnaire has been designed to explore the administration and provisioning of social grants in SASSA in the Northern Cape and Western Cape. It forms part of an investigation to assess grant administration, its strengths and weaknesses in these two regions. Your co-operation in this venture is necessary and appreciated. By completing the questionnaire you give consent to partake in the research.

This questionnaire must be completed by the person who is responsible for the capturing of grants on the SOCPEN system.

Please complete this questionnaire as honestly as possible. The information given by you will not be linked to you. Below are a couple of guidelines to complete the questionnaire. Please follow them closely. Your participation in the research is voluntary and permission for conducting the survey has been obtained from the National Office.

1. **Always give your personal honest opinion.**
2. **Indicate by means of a cross (X) in the space where applicable.**
3. **Answer all the questions as completely as possible.**

Region

Northern Cape	1
Western Cape	2

District

Frances Baard (Kimberley)	1
John Taola Gaetsewe (Kuruman)	2
Namaqua (Springbok)	3
Pixley Ka Seme (De Aar)	4
Siyanda (Upington)	5
Athlone	6
Bellville	7
Cape Town	8
Eerste Rivier	9
Gugulethu	10
Khayelitsha	11
Mitchell's Plain	12
Wynberg	13

1. How long have you been working as a data capture officer?

Less than a year	1 year to less than 3 years	3 years to less than 5 years	5 years or more
1	2	3	4

2. Do you have adequate work space?

Yes	1
No	2

3. How often do you get training on the implementation of policy changes in SASSA?

Never	Sometimes	Most of the times	Always
1	2	3	4

4. How often do you receive supervision from supervisors during the implementation of policy changes?

Never	Sometimes	Most of the times	Always
1	2	3	4

5. How often do you receive mentoring from supervisors during the implementation of policy changes?

Never	Sometimes	Most of the times	Always
1	2	3	4

6. How often do you receive support from supervisors during the implementation of policy changes?

Never	Sometimes	Most of the times	Always
1	2	3	4

7. How many applications forms do you receive in any given day?

0 – 10	11 – 19	20 – 29	30+
1	2	3	4

8. Do you successfully capture all application forms received in any given day?

Never	Sometimes	Most of the time	Always
1	2	3	4

9. How long does it take to do the capturing on one application form?

Less than 30 minutes	30 minutes to less than an hour	An hour to less than two hours	Two hours or more
1	2	3	4

10. Do you get the necessary support from your colleagues to do your work?

Never	Sometimes	Most of the time	Always
1	2	3	4

11. Do you receive any policy document / guidelines that regulate the implementation of policy changes in SASSA?

Never	Sometimes	Most of the times	Always
1	2	3	4

12. Do applications get lost / misplaced before or after capturing?

Never	Sometimes	Most of the times	Always
1	2	3	4

13. When applications get lost / misplaced before or after capturing, what are the reasons?

		Yes	No
1	No proper mechanism in place to record the movements of files		
2	Lack of office space		
3	Lack of filing space		
4	Staff carelessness		
5	Too much applications to work with		
6	Other (Please specify)		
7	Not applicable		

- Please specify other

14. How often do you experience technical difficulties with the computer equipment?

Never	Sometimes	Most of the times	Always
1	2	3	4

15. When you do experiencing technical difficulties with the computer equipment, how long does it take to resolve it?

Less than a day	One to three days	Three to five days	More than five days	Not applicable
1	2	3	4	5

16. Do you receive incomplete applications?

Never	Sometimes	Most of the times	Always
1	2	3	4

17. When you do receive incomplete applications, how do you handle it?

File the application as incomplete	1
Take the application back to the first attesting officer	2
Contact the applicant to return to the office for completion of application	3
Wait until the client come back to do a follow-up on the application	4
Process the application	5
Other (Please specify)	6
Not applicable	7

- Specify other

18. Any suggestions how to handle incomplete applications?

19. Do backlogs exist with regard to the capturing and approving of normal applications?

Never	Sometimes	Most of the times	Always
1	2	3	4

20. When backlogs exist with regard to the capturing of normal applications, what are the reasons why?

		Yes	No
1	Staff shortage		
2	Lack of office space		
3	Lack of connectivity points		
4	Staff carelessness		
5	Too many applications to work with		
6	System related problems		
7	Other (Please specify)		
8	Not applicable		

- Please specify other

21. Any suggestions how the handling of normal applications can be improved?

22. Do backlogs exist with regard to the capturing and approving of review cases?

Never	Sometimes	Most of the times	Always
1	2	3	4

23. When backlogs exist with regard to the capturing and approving of review cases, what are the main reasons why?

		Yes	No
1	Staff shortage		
2	Lack of office space		
3	Lack of connectivity		
4	Staff carelessness		
5	System related problems		
6	Because reviews are handled by head office		
7	Beneficiaries do not comply with notifications		
8	Other (Please specify)		
9	Not applicable		

- Please specify other

24. Any suggestions how the handling of reviews can be improved?

25. What are the major challenges with regard to the capturing and approval of applications?

26. Any suggestions to improve services at the data section?

Thank you for completing the questionnaire

ANNEXURE 3: QUESTIONNAIRE: PAY-POINT TEAM MEMBER

THE ADMINISTRATION AND PROVISIONING OF SOCIAL GRANTS IN THE NORTHERN CAPE AND WESTERN CAPE: ITS STRENGTHS AND WEAKNESSES.

This questionnaire has been designed to explore the administration and provisioning of social grants in SASSA in the Northern Cape and Western Cape. It forms part of an investigation to assess grant administration, its strengths and weaknesses in these two regions. Your co-operation in this venture is necessary and appreciated. By completing the questionnaire you give consent to partake in the research.

This questionnaire must be completed by the person who is responsible for working at pay-points during payment cycles (pay-point team member)

Please complete this questionnaire as honestly as possible. The information given by you will not be linked to you. Below are a couple of guidelines to complete the questionnaire. Please follow them closely. Your participation in the research is voluntary and permission for conducting the survey has been obtained from the National Office.

- 4. Always give your personal honest opinion.**
- 5. Indicate by means of a cross (X) in the space where applicable.**
- 6. Answer all the questions as complete as possible.**

Region

Northern Cape	1
Western Cape	2

District

Frances Baard (Kimberley)	1
John Taola Gaetsewe (Kuruman)	2
Namaqua (Springbok)	3
Pixley Ka Seme (De Aar)	4
Siyanda (Upington)	5
Athlone	6
Bellville	7
Cape Town	8
Eerste Rivier	9
Gugulethu	10
Khayelitsha	11
Mitchell's Plain	12
Wynberg	13

1. Is the pay-point disabled friendly?

Yes	1
No	2

2. Are there enough chairs for beneficiaries to sit on during payments?

Never	Sometimes	Most of the time	Always
1	2	3	4

3. Are there toilet facilities at the pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

4. Is there drinking water available at the pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

5. Does the payment contractor arrive late at the pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

6. Does the SASSA staff arrive late at pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

7. Do payments at pay-points commence on time as scheduled?

Never	Sometimes	Most of the time	Always
1	2	3	4

8. When payments are delayed, how long does it take before payments commence?

15 – 44 minutes	45 - 59 minutes	An hour	More than an hour	Not applicable
1	2	3	4	5

9. Are beneficiaries informed about delays?

Never	Sometimes	Most of the time	Always
1	2	3	4

10. Are there broken payment machines during payments at pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

11. When machines break down during payments, how long does it take before payments commence?

15 - 44 minutes	45 - 59 minutes	An hour	More than an hour	Not applicable
1	2	3	4	5

12. Is there enough money at pay-points to pay all beneficiaries?

Never	Sometimes	Most of the time	Always
1	2	3	4

13. When there is not enough money at the pay-point, how long does it take to get more money?

Less than 30 minutes	30 minutes to less than an hour	An hour to less than two hours	Two hours or more	Not applicable
1	2	3	4	5

14. How long do beneficiaries wait in the queue before they receive their grant payment?

Less than 30 minutes	30 minutes to less than an hour	An hour to less than two hours	Two hours or more
1	2	3	4

15. Do beneficiaries receive wrong grant amount payments?

Never	Sometimes	Most of the time	Always
1	2	3	4

16. Do hawkers and vendors sell products inside the pay-points?

Yes	1
No	2

17. Are security guards available at the pay-points during payments?

Never	Sometimes	Most of the time	Always
1	2	3	4

18. Who is responsible for controlling access at pay-points?

		Yes	No
1	Volunteer		
2	Security guard from the paymaster		
3	SASSA staff		
4	All of the above		
5	There is no control access		
6	Other		

- Please specify others

19. Is the pay-point fenced all around?

Yes	1
No	2

20. What types of infrastructure is been utilized at pay-points? Mark only one.

School / class room	1
Church	2
Community hall	3
Tent	4
Open shelter	5
Other (Please specify)	6

- Please specify others

21. Is there a first aid kit available at the pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

22. What would you regard as major challenges at pay-points?

23. What are the implications of these challenges on service delivery?

24. Any suggestions to improve services at pay-points?

Thank you for completing the questionnaire

ANNEXURE 4: QUESTIONNAIRE: BENEFICIARIES AT PAY-POINTS

THE ADMINISTRATION AND PROVISIONING OF SOCIAL GRANTS IN THE NORTHERN CAPE AND WESTERN CAPE: ITS STRENGTHS AND WEAKNESSES.

QUESTIONNAIRE FOR ELIGIBLE BENEFICIARY:

This questionnaire has been designed to explore the administration and provisioning of social grants in SASSA in the Northern Cape and Western Cape. It forms part of an investigation to assess grant administration, its strengths and weaknesses in these two regions. Your co-operation in this venture is necessary and appreciated. By completing the questionnaire you give consent to partake in the research.

This questionnaire must be completed by a recipient of a social grant at the pay-point. The pay-point team members should assist beneficiaries in completing the questionnaire.

Please complete this questionnaire as honestly as possible. The information given by you will not be linked to you. Below are a couple of guidelines to complete the questionnaire. Please follow them closely. Your participation in the research is voluntary and permission for conducting the survey has been obtained from the National Office.

- 7. Always give your personal honest opinion.**
- 8. Indicate by means of a cross (X) in the space where applicable.**
- 9. Answer all the questions as complete as possible.**

Region

Northern Cape	1
Western Cape	2

District

Frances Baard (Kimberley)	1
John Taola Gaetsewe (Kuruman)	2
Namaqua (Springbok)	3
Pixley Ka Seme (De Aar)	4
Siyanda (Upington)	5
Athlone	6
Bellville	7
Cape Town	8
Eerste Rivier	9
Gugulethu	10
Khayelitsha	11
Mitchell's Plain	12
Wynberg	13

1. Is the pay-point disabled friendly?

Yes	1
No	2

2. Are there enough chairs for beneficiaries to sit on during payments?

Never	Sometimes	Most of the time	Always
1	2	3	4

3. Are there toilet facilities for beneficiaries to use at the pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

4. Is there drinking water available for beneficiaries at the pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

5. Does the payment contractor arrive late at the pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

6. Does the SASSA staff arrive late at pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

7. Do payments at pay-points commence on time as scheduled?

Never	Sometimes	Most of the time	Always
1	2	3	4

8. When payments are delayed, how long does it take before payments commence?

15 – 44 minutes	45 - 59 minutes	An hour	More than an hour	Not applicable
1	2	3	4	5

9. Are beneficiaries informed about delays?

Never	Sometimes	Most of the time	Always
1	2	3	4

10. Are there broken payment machines during payments at pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

11. When machines break down during payments, how long does it take before payments commence?

15 - 44 minutes	45 - 59 minutes	An hour	More than an hour	Not applicable
1	2	3	4	5

12. Is there enough money at pay-points to pay all beneficiaries?

Never	Sometimes	Most of the time	Always
1	2	3	4

13. When there is not enough money at pay-points to pay all beneficiaries, how long does it take to get more money?

Less than 30 minutes	30 minutes to less than an hour	An hour to less than two hours	Two hours or more	Not applicable
1	2	3	4	5

14. How long do you wait in the queue before you receive your grant payment?

Less than 30 minutes	30 minutes to less than an hour	An hour to less than two hours	Two hours or more
1	2	3	4

15. Do you receive wrong grant amount payments?

Never	Sometimes	Most of the time	Always
1	2	3	4

16. Do hawkers and loan sharks harassed you at pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

17. Are security guards available at the pay-points during payments?

Never	Sometimes	Most of the time	Always
1	2	3	4

18. Do you feel safe at the pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

19. How far is the pay-point from your home?

		Yes	No
1	Walking distance	1	2
2	Need to make use of public transport	1	2
3	Need to make use of own transport	1	2
4	Other	1	2

- Specify other

20. Do you experiencing problems at the pay-points?

Never	Sometimes	Most of the time	Always
1	2	3	4

21. When you do experiencing problems, who do you speak to at pay-points?

		Yes	No
1	SASSA official	1	2
2	Payment contractor	1	2
3	Volunteers	1	2
4	Other	1	2
5	Not applicable	1	2

- Specify others

22. When you do speak to somebody at the pay-points, are your problems resolved?

Never	Sometimes	Most of the time	Always	Not applicable
1	2	3	4	5

23. Is there shelter in the queue at the pay-point?

Yes	1
No	2

24. Does the grant improve your quality of life?

Did not improve at all	Improve a little	Improve moderately	Improve a lot
1	2	3	4

- Please motivate

25. Please indicate your degree of satisfaction with the services SASSA renders at the pay-points.

Very unsatisfied	Unsatisfied	Satisfied	Very satisfied
1	2	3	4

- Please motivate

26. What would you like to see improve about grant administration policies in SASSA?

Thank you for completing the questionnaire.



**The Office of the CEO
Private Bag X55662
Arcadia
Pretoria
0083**

Request to conduct research in SASSA.

Purpose

The purpose of this letter is to request approval to conduct research for academic purposes in SASSA.

Background

I am currently employed by SASSA and function as a district manager (Siyanda district) in the Northern Cape. I am also a registered student at the North-West University for the PhD in Social Work. The research is for academic purposes. An empirical study (research) of such a nature forms part of the requirements for the fulfilment of the PhD in Social Work.

Certain policy changes were made since the inception of SASSA in order to expand its services and to reach more people. For improved service delivery, the researcher wants to determine how the grant administration system operates.

The objectives of the study are therefore to:

- Describe the current social security system of South Africa;
- Assess the strengths and weaknesses of the South African Social Security Agency and
- To develop a memorandum of the strengths and weaknesses to be submitted to the top management of SASSA.

Discussion and Motivation

For economic reasons only four regions will form part of this research project. Two urban, namely Western Cape and Gauteng, and two rural regions, Northern Cape and Limpopo will form part of the target group. Four paypoints per region will be included in the project. A total of twenty staff members as front-line staff per region will be included in the project. The supervisors of these front-line staff will be identified and trained to administer the questionnaires on behalf of the researcher. The grant administration managers at regional office level will be included in the sample in order to explore policy matters, specifically how new policy changes are managed.

Attached is the approved research proposal as well as the different questionnaires which will be used during the research project. A comprehensive report will be made available to the Agency once the research is completed. The research will take approximately three (3) months.

Financial Implications

All costs involved will be carried by the researcher.

Mr. Donald Joseph: District Manager
Siyanda District
19 January 2010

Recommended / Not Recommended
Mr. Stalin Links
Acting Regional Executive Manager (Northern Cape)
Date:

Approved / Not Approved
Acting Chief Executive Officer
Mr. C Pakade
Date:



The Office of the Regional Executive Manager: Northern Cape
95-97 Du Toitspan Road
Du Toitspan Building
Kimberley

Purpose

To inform the REM about a research project that will be conducted in the Northern Cape Region.

Background

The Siyanda District manager in the Northern Cape, Mr. Donald Joseph, is a registered student at the North-West University (Potchefstroom Campus) for PhD Social Work. A comprehensive research forms part of the fulfilment of the requirements for completion of the PhD (see attached proof of registration as well as the approval letter from the Acting CEO to conduct the research).

Discussion and Motivation

The research will commence during June 2011. Although the research is for academic purposes, the results would obviously be of immense advantage to SASSA. The title of the research is: "An evaluation of the administration and payments of social grants in the Northern Cape and Western Cape: Its strengths and weaknesses. For economic

and practical reasons will the research only be conducted in two regions, namely the Northern and Western Cape. All five districts in the Northern Cape will form part of the target group, especially those districts where applications are taken down, together with at least two local offices per district. Four data-collection instruments (questionnaires) were developed. The first questionnaire targets the attesting officer who takes down grant applications. The second questionnaire targets the capturers, the third targets the pay-points and the fourth questionnaire targets the beneficiaries. Personal and telephonic interviews will also be conducted with the grant administration managers.

Financial Implications

The researcher has been awarded a SASSA study aid which will cover the costs. Any other costs outside the ambit of the study aid will be the responsibility of the researcher. Study leave and vacation leave will be taken to conduct the research.

Recommendation/s

It is therefore recommended that:

- 1.) The REM allows the official to conduct the research in the region;
- 2.) The REM informs all the different district managers, local office and grant administration managers about the research in order to secure effortless access to offices, service points and pay-points.

Mr. Donald Joseph
Siyanda District Manager
23 May 2011

Approved/ Approved

Mr. Stalin Links
Acting Regional Executive Manager (Northern Cape)
Date:



The Office of the Regional Executive Manager: Western Cape
20th Floor Golden Acre
Adderley Street
Cape Town

Purpose

To inform the REM about a research project that will be conducted in the Western Cape Region.

Background

The Siyanda District manager in the Northern Cape, Mr. Donald Joseph, is a registered student at the North-West University (Potchefstroom Campus) for PhD Social Work. A comprehensive research forms part of the fulfilment of the requirements for completion of the PhD (see attached proof of registration as well as the approval letter from the Acting CEO to conduct the research).

Discussion and Motivation

The research will commence during June 2011. Although the research is for academic purposes, the results would obviously be of immense advantage to SASSA. The title of the research is: "An evaluation of the administration and payments of social grants in the Northern Cape and Western Cape: Its strengths and weaknesses. For economic and practical reasons will the research only be conducted in two regions, namely the

Northern and Western Cape. Only the urban districts/areas in the Western Cape, namely Athlone, Bellville, Cape Town, Wynberg, Eerste Rivier, Gugulethu, Khayelitsha and Mitchell's Plain will be included in the research project. In the Western Cape, at least two local offices in close proximity of the district office will be included. Four data-collection instruments (questionnaires) were developed. The first questionnaire targets the attesting officer who takes down grant applications. The second questionnaire targets the capturers, the third targets the pay-points and the fourth questionnaire targets the beneficiaries. Personal and telephonic interviews will also be conducted with the grant administration managers.

Financial Implications

The researcher has been awarded a SASSA study aid which will cover the costs. Any other costs outside the ambit of the study aid will be the responsibility of the researcher. Study leave and vacation leave will be taken to conduct the research.

Recommendation/s

It is therefore recommended that:

- 1.) The REM allows the official to conduct the research in the region;
- 2.) The REM informs all the different district managers, local office and grant administration managers about the research in order to secure effortless access to offices, service points and pay-points.

Mr. Donald Joseph
Siyanda District Manager
23 May 2011

Approved/ Approved

Dr. W Terblanche

Regional Executive Manager (Western Cape)

Date:

ANNEXTURE 8: DECLARATION: EDITING

Annette Combrink Language Services
Plot 25 Vyfhoek, PO Box 19124, Noordbrug 2522
Tel: 082 551 9840, Fax: 0862954164
E-mail: Annette.Combrink@nwu.ac.za

Declaration

This is to declare that I, Annette L Combrink, accredited translator/language editor of the South African Translators' Institute, have edited the study by

DONALD EDWARD JOSEPH

With the title

**An assessment of the strengths and weaknesses of the
South African Social Security Agency in the Northern and
Western Cape Provinces**



Prof. Annette L Combrink
Accredited translator and language editor,
South African Translators' Institute
Membership no. 1000356

Date: 15 November 2012