
Perceptions of informal settlement residents on water
supply and sanitation: the case of Boiketlong in Emfuleni
Local Municipality

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Mini – dissertation submitted in partial fulfilment of the requirements for the
degree Magister Artium (Development and Management)

at

North-West University (Vaal Triangle Campus)

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June 2014

ABSTRACT

Informal settlements in South Africa face common challenges of inadequate services delivery or none. The basic services which most informal settlement residents need for survival are water supply and sanitation. The state of affairs in informal settlements with regard to water supply and sanitation is that the infrastructure for such services is of poor quality, and requires urgent improvement in order to meet international standards. In many informal settlements people still travel long distances to collect water, while the majority still use pit latrines.

The objective of the study is to establish the perceptions of informal settlement residents on water supply and sanitation in their area of residence. The study also aims at investigating survival strategies utilised by such residents with regard to water supply and sanitation. The focus is on the Boiketlong informal settlement, situated in the Emfuleni Local Municipality area of jurisdiction in Gauteng, South Africa.

The role of the municipality, operating within the existing framework of legislation relevant to water supply and sanitation, forms part of the aims of the study. The recommendations made at the end of the study are intended to add value to the development of strategies aimed at improving service delivery in informal settlements.

ACKNOWLEDGEMENTS

I wish to thank the Almighty God for protecting me and giving me courage to complete this project, despite many challenges.

My special thanks to Prof. Tempelhoff for his patience and guidance throughout the course of this study. Your support, comments and leadership enabled me to continue my studies. May God bless you.

My special thanks to all participants in the study, particularly Metsi-a-Lekoa staff, Mr A. Nyathi and Mr M. Maboya. I am deeply grateful to the community members of Boiketlong, who were willing to share information with me on the project. It is also with fond memories that I posthumously thank the late Mr Molefi Ntjama, a community leader in Boiketlong, for helping me to conduct some of the research fieldwork.

I am equally thankful to all my friends and colleagues who believed in me, Ms F. Avrakotos for her role in ensuring that the graphs were relevant and presentable, Mr G. Mhlongo for first editing the manuscript, and Ms M. Van der Merwe for the final editing.

I am also thankful to my family and children for being there for me, despite the limited time I spent with them.

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DECLARATION OF AUTHENTICITY

I hereby declare that *Perceptions of informal settlement residents on water supply and sanitation: the case of Boiketlong in Emfuleni Local Municipality* is my own work. It has been submitted for the MAGISTER ARTIUM degree to North West University (Vaal Campus). All the sources I have used or quoted have been indicated and acknowledged by means of complete references.

Signed at Vanderbijlpark on _____

Cornelius Tsotang Musa

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ACRONYMS

ANC	African National Congress
CBO	Community Based Organisation
COGTA	Cooperative Government and Traditional Affairs
DA	Democratic Alliance
DPLG	Department of Provincial and Local Government
DWAF	Department of Water Affairs and Forestry
ELM	Emfuleni Local Municipality
EHP	Environmental Health Practitioner
IDP	Integrated Development Plan
MOA	Musa Oral Archive
PAC	Pan Africanist Congress
PMS	Performance Management System
RDP	Reconstruction and Development Programme
SA	South Africa
SERI	Socio-Economic Rights Institute of <i>South Africa</i>
WSP	Water and Sanitation Program
WSSD	Water Supply and Sanitation Development
VIP	Ventilated Improved Pit