

**EVALUATE ACCESSIBILITY AND USES OF CHILD SUPPORT GRANT IN THE
MADIBENG COMMUNITY, NORTHWEST PROVINCE, REPUBLIC OF SOUTH
AFRICA**

by

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DECLARATION OF ORIGINALITY

I hereby declare that this dissertation, unless specifically indicated to the contrary in the text, is my own work.

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October 2012

A handwritten signature in black ink, appearing to read 'Mampuru Ashton Mampa'.

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DEDICATION

I dedicate this work to my mother Francina Mampa and my late father Abram Maketu Mampa.

ACRONYMS

ABET	Adult Base Education Training
CPS	Cash Payment Services
CSG	Child Support Grant
DSD	Department of Social Development
IDASA	Institute for Democracy in South Africa
NGO	Non-Government Organization
OAP	Old Age Pension
OVC	Other Vulnerable Children
SAPS	South African Police Services
SASSA	South African Social Security Agency
SMG	State Maintenance Grant
SOCPEN	Social Pension System
SPSS	Statistical Package for the Social Sciences
UNICEF	United Nation Children’s Fund

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CHAPTER 1

INTRODUCTION TO THE STUDY

1.1 INTRODUCTION

Regardless of the effort of the government of the Republic of South Africa to ensure that all eligible beneficiaries get the grants, there are still challenges related to the accessibility and the use of the Child Support Grants (CSG) in South Africa. According to Williams (2007: 3), in the past years "South Africa's social welfare system has come to play an increasingly important role in the government's poverty reduction strategy, and its restructuring has been one of the most visible and controversial tasks undertaken by the new government".

Irrespective of the significant role that the social welfare system plays (most in particularly the role played by the Child Support Grant) in reducing the level of poverty mostly in rural areas,) the public, policymakers, and academics often view the social protection system with a degree of scepticism (Woolard, 2003). According to Taylor Committee (2002), the scepticism is brought about by the apparent challenges related to the accessibility and use of CSG.

1.2 BACKGROUND TO THE STUDY

South Africa is a complex country marred by its history of racial inequalities from the apartheid era. Conditions in poverty stricken areas, mainly in the rural areas are exacerbated by the growing of HIV/AIDS epidemic, unemployment and lack of basic facilities including water, food, electricity, education, health care and shelter.

Since its inception in 1998, the Child Support Grant (CSG) has been rolled out very rapidly and now reaches more than seven million children. It has a significant impact on the alleviation of poverty by increasing children's access to food, education and health care. Despite this remarkable achievement, not all poor children are accessing the grant. The way in which the grant is distributed is not always consistent across provinces or even within provinces. The implementation of the grant becomes a burden to primary care-givers in their interaction with the

Department of Social Development (DSD), and some of the other government departments (Goldblatt, Solange & Hall, 2006: 7).

While South Africa has one of the most progressive Constitutions in the world, the realization of socio-economic rights for the majority of its population remains a mirage. The South African constitution states that, "Everyone has the right to have access to social security, including if they are unable to support themselves and their dependents, they require appropriate social assistance" yet there is a widespread poverty and unemployment which presents significant challenges to families' capacity to care for their children. Historical inequalities in education, health care, basic infrastructure have contributed to poor service delivery to children. This state of affairs has particularly aggravated the vulnerability of children from poor families (Mirugi-Mukundi, 2009: 1).

South Africa's social security system dates back to the 1920s when the first social pension was introduced as a social safety net for the white population. Gradually, pensions were also provided to the Coloured people, but continued to exclude Africans and Indians. Moreover, discrimination was not only present in the exclusion of population groups; it was also practiced by giving white people a larger pension than the Coloured people (Triegaardt, 2005).

In 1947, the Department of Welfare introduced the State Maintenance Grant (SMG) supporting the Child Protection Act of 1913. The grant was implemented to assist single parent families. It also included the Coloureds and the Indians, thereby partially reducing the discriminatory restrictions existing at the time. In the 1970s the reduction of inequality among the different pensions and grants provided by the state started to slowly take its course. The social Assistance Act of 1992 extended all social security measures to all South African citizens in an equal basis, but access to the SMG was still highly racially biased and had a low correlation with the poverty level of the beneficiary.

The Child Support Grant (CSG) was launched in 1998 by the new multi-racial administration ruling at the time. The renewed social policy of the government, framed under the Reconstruction and Development Programme, provided and

integrated a socio-economic programme for addressing the remaining ills of the apartheid era. The CSG replaced the SMG, conceived as a safety net to children under 7 years old. The grant was not fully functional until the phasing out of the SMG in 2001. The main objective of the CSG was to provide support to all South African children in poverty, eliminating any sort of discrimination in the selection of the beneficiaries (Santana, 2008).

The CSG is available for any South African child's primary caregiver who meets a set of requirements to ensure that children being assisted are children with low resource possibilities. The grant is paid only for caregivers with earnings below a certain level. A caregiver qualifies for receiving the grant if the caregiver and his/her spouse earn less than R1,100 per month and lives in a rural area or in an informal dwelling in the urban area or earn less than R800. 00 per month and lives in informal dwelling in the urban sector. The threshold amount of earnings is decided using a means test (Santana, 2008).

The amount of the grant was R100 per child when the program was initially introduced and it has been increasing over the years, reaching the level of R200.00 for the year 2007. In 2003, the Department of Social Development announced a gradual increase of the minimum age to be eligible for the grant to be effective starting that year. In 2003, children with less than 9 years would be eligible for the grant. In 2004, children under 11 years and in 2005 children under 14 years of age became eligible. Lately the eligibility has increased to children less than 18 years (Santana, 2008).

According to Van Rensburg and Horsten (2004: 54), South Africa has both a constitutional and international obligation to comply with the international standards set out with regard to the social assistance rights of children. Chapter 2 of The Constitution of the Republic of South African (1996: 13) enshrines the right for all to have access to social security. Therefore, the state is under a legal obligation to take 'reasonable legislative and other measures' 'within its available resources' to 'achieve the progressive realization' of this right. Article 22 of the Universal Declaration of Human Rights states that everyone, as a member of society, has the right to social security and is entitled to realization, through national effort and

international co-operation and in accordance with the organization and resources of each State, of the economic, social and cultural rights indispensable for his dignity and the free development of his personality (Unicef: 2004).

In an attempt to reduce poverty and meet the needs of the poorest, the South African government introduced various forms of Social Assistance Grants namely: Foster Grant, Child Support Grant (CSG) and Disability Grant. The fundamental purpose of Social Assistance is to ensure that persons living in poverty are able to access a minimum level of income, which is sufficient to meet basic subsistence needs, so that they do not have to live below minimum acceptable standards. Child Support Grant that replaced the state maintenance grant in 1998 was implemented to reduce the burden on women who are responsible for the care of children up to the age of seven (A Re Ageng, 2001: 108).

Social Assistance refers to an income transfer provided by the government in the form of grants or financial awards to poor households or individuals. The Child Support Grant as mentioned above is the largest social assistance programme in terms of the number of beneficiaries reached. The CSG was introduced in 1998 under the administration of the Department of Social Welfare. It was later transferred to the administration of the South African Social Security Agency. The CSG consists of a cash transfer of R100 per child for all children under the age of seven whose primary caregiver met the criteria of the means test. Both the age criteria and the cash value of the grant have since been raised (Goldblatt, Rosa & Hall, 2006). The critical questions are, who benefits from the CSG? Who in reality has access to the social security system in place and how do the beneficiaries use social assistance?

This study was carried out because there was no previous work found that explicitly investigated the problems and experiences of the child support grant within a specific rural community in the North West Province. It also aims to highlight the problems associated with targeting strategies and offer various proposed solutions to aid social services system to target more effectively and efficiently the poor and the vulnerable. A similar study has been carried out in the community of Mathabatha, Limpopo of South Africa exploring the same issue the study aim to achieve.

1.2.1 The purpose of the CSG

The CSG is intended to be a poverty-alleviating mechanism that seeks to support the income of households to enable them to care adequately for the child, and to provide for his/ her basic needs. It is means-tested, in order to target the poorest families. The CSG was introduced as a replacement grant to the SMG, which was a larger amount but did not benefit the majority of children in need. The intention was to phase in the CSG through incremental age increases; the first age group to be targeted was the 0 to 6 year-olds, as the most vulnerable to poverty, illness and underdevelopment. It was hoped that the nutritional feeding schemes would then assist the child once he/she attended school (Teresa Guthrie children's institute, 2002).

1.2.2 The role of the CSG in household income

The CSG in South Africa is reported to be playing a significant role in improving the lives of poor people. In a study conducted by the Teresa Guthrie children's institute (2002), it was found that the average monthly household income of the sample in the study was R837, and the average monthly per capita income was R131 (less than half the national Minimum Living Level for an average household of seven in March 1999). If there was no CSG, the reported average income would have dropped to R714 for the household and to R109 per individual. This was reduced to below R100 per month if the Western Cape incomes were removed from the calculations (due to it having the highest household and individual incomes in the country). On average, the households in the sample derived one third of their total income from the CSG, a quarter from other state transfers, and just over one third from employment. A significant proportion of households were wholly dependent upon the CSG (18%), or on the CSG and other state transfers (36%) (Teresa Guthrie children's institute, 2002).

Households in the Limpopo Province, where the CSG accounts for an average of 51% of the household income, are the most dependent on the CSG, as are households in informal rural areas. Rural households, particularly in informal areas, are significantly more likely to have the CSG as their only source of income. With regard to expenditure of the CSG, three-quarters of the primary care givers in the survey conducted by Teresa Guthrie children's institute (2002) indicated that they

relied mainly on the CSG to support the child. Generally, those in rural areas relied to a greater extent on the grant than those in the urban areas. More than three-quarters (79%) asserted that the CSG had improved their ability to take care of the child, particularly by allowing them to obtain food and other basic necessities for the child. For the remainder who reported that the CSG had had no impact on their ability to care for the child, they mentioned that this was because the R100 was not enough and that the money was used for the entire household (Teresa Guthrie children's institute, 2002).

1.3 STATEMENT OF THE PROBLEM

Despite the government's effort to bring all eligible South African house-holds to this social assistance (CSG) program, there are a large number of illegible people who are getting grants whilst eligible people are not. Statistical records taken from Social Pension (SOCPEN) (2009/09) show that in 2006 the CSG went over to 7.4 million eligible children aged between 0-13 years. Despite this remarkable achievement, not all poor children manage to access the grant.

According to Budlender (2004), the result of the General House-hold survey undertaken in 2004 shows that there are about 8.8 million children eligible for child support grant. Despite this remarkable achievement, not all poor children access child support grant. This shows that little more than 1.4 million eligible children have yet to access the government's child support grant.

The mandate of the SASSA (South African Social Security Agency) is to administer and dispense government's various forms of Social Assistance including child support grants throughout South Africa. Brynard (2006: 834) observes that the Child Support Grant (CSG) is a South African policy instrument aimed at alleviating child poverty, an objective which is indeed attained successfully.

Early research conducted on grants focused on the implementation, administration and accessibility of the grants (Kola, Braehmer, Kanyane, Morake, & Kimmie 2000; Lloyd, 2000 in Hunter and Adato (2002: 4). Several studies on CSG were conducted in South Africa (Guthrie, 2002; Van der Westhuizen & Van Zyl, 2002 & Hunter, and Adato, 2007), However, no study was carried out specifically on the accessibility and

use of CSG in the Madibeng Community. It is against this background that the study sought to investigate and identify the barriers to accessibility of child support grants to different socio-economic house-holds, specifically to vulnerable children (OVC) living in poor house-holds in the rural and farm communities of Madibeng in the North West Province of South Africa.

1.4 AIMS OF THE STUDY

The aim of this study is to investigate and identify the level of accessibility and use of child support grants to different socio-economic households, specifically to orphaned and other vulnerable children (OVC) living in child-headed households in the rural and farm communities of Madibeng in the North West Province in South Africa.

1.5 OBJECTIVES OF THE STUDY

This study intended to achieve the following objectives:

- To determine how orphans and other vulnerable children within the identified households. access child support. .
- To determine which serve as barriers to access to child support grant. To determine how child support grant is used for..
- To explore how accessible child support grants are to the orphaned and other vulnerable children within the identified households.
- To determine strategies to improve access to child support by those who need them

1.6 SIGNIFICANCE OF THE STUDY

By evaluating the accessibility and use of Child Support Grant (CSG), the South African Social Security Agency (SASSA) can design tailor made an informed intervention strategies to address challenges of service delivery to the remote villages within the area/community. This study is also of significance in the domain of Social Science as it extends the knowledge base that currently exists in this field.

1.7 RESEARCH QUESTIONS

The study will answer the following research questions:

- How accessible is Child Support Grant for the orphaned and other vulnerable children?
- How accessible is CSG to the eligible, orphaned and other vulnerable children?
- Which factors serve as barriers to access to CSG?
- What do the recipients of CSG use the grant for?
- What can be done to make access to CSG better within the community?

1.8 LIMITATION OF THE STUDY

As the study is only limited to the community of Madibeng, North West Province, the findings cannot be generalised to the rest of the province or any other community.

1.9 CONCLUSION

This chapter introduced a focus on one of the topical issues in the country. The issue of child support is significant since the country is trying to meet the international standards with regard to social assistance. This study will add value to literature on child support and other related topics in the social sciences. This chapter introduced the topic of focus and contents of the study. A brief background was provided, the objectives of the study were stated and the limitation and significance of the study specified.

CHAPTER TWO

LITERATURE REVIEW

2.1 INTRODUCTION

This chapter provides the contextual definition of key words and phrases, and also outlines and discusses a historical background on CSG. The chapter further reviews literature on the purpose of CSG, measuring of CSG, the role of CSG in the household, the changes brought about by CSG in households, two case studies of CSG and its impact in households, the uses of CSG, access to CSG and the barriers of accessing CSG.

According to the findings of IDASA by van der Westhuizen and van Zyl (2002), in many predominantly rural provinces, the method of paying the grants (including CSG) is a problem. The Free State finds it difficult to meet the national norms and standards with regard to the quality of their pay-points. In the Western Cape, there is huge pressure at pay-points to deal with all the pay-outs due to the high take-up rate of grants. In the North West Province there is simply a lack of buildings in the many rural areas. KwaZulu-Natal identified the security risk associated with cash payments at pay-points.

The challenges related to the payment of CSG in Madibeng community are currently varied. Most of Madibeng grant receivers in the other hand reported not to have a major challenge relating to the CSG and as almost half of the respondents (51.0%) receive their CSG payments through the bank system. There, however, are some of the community members who (48%) who still endure the harsh conditions of lack of hard infrastructure (like building) to receive their payment.

Similarly, most of the Madibeng CSG receivers use of the CSG a significant percentage of the respondents (50%) use it for buying grocery for the house, 42% of the respondents thinks that the CSG is exist for the health of the child and only 8% who think that that it is there for the nutritional reasons of the child. These findings

are similar to the finding in Mokoma (2008) who also reported that mostly the grant is used to buy food for the children.

2.2. DEFINITION OF KEY CONCEPTS

2.2.1 Social Security

According to the White Paper for Social Welfare (1997), social security is: "Policies which ensure that all people have adequate economic and social protection during unemployment, ill health, maternity, child rearing, widowhood, disability and old age, by means of contributory and non-contributory schemes for providing for their basic needs. State social assistance grants include the following four categories of benefits: Those associated with old age, disability, child and family care, and relief for the poor. "

Le Roux (2001) identifies four fundamental and inter related elements of social security:

First, it refers to the private savings where people voluntarily save for unexpected contingencies such as disability retirement and chronic diseases. *Secondly*, social insurance refers to joint contributions made by employers and employees to pension or provident funds, or social insurance covering other unexpected events. Government may also contribute to social insurance covering accidents at work. The *third* element is social assistance where non-contributory and income tested benefits provided by the state to groups such as people with disabilities, elderly people, and unsupported children and parents and children who are unable to provide for their own minimum needs. In South Africa this social assistance takes the form of social grants. The *fourth* element is social relief where short term relief to "tide over" people over a particular individual or community crisis. This is non-contributory and needs tested.

2.2.2 Child Support Grant

The CSG as made in terms of section 2(d) of the Social Assistance Act 59 of 1992 is defined as a cash grant from the government to the income of the household of a primary-care giver to enable them to care adequately for the child, and to provide for his/her basic needs.

2.3 MEASURING CSG IMPACT

When measuring the impact of the CSG, it is necessary to obtain data regarding household and child poverty levels before and after the introduction of the CSG, and to measure other indicators of well-being of the recipient children. These should be compared with the same indicators in the group of non-recipient children and households. As mentioned, it is almost impossible to track or control intra-household expenditure, except through care-givers' feedback on the breakdown of expenditure (Teresa Guthrie children's institute, 2002).

Nevertheless, indicators such as the child's nutritional and health status, their school attendance and performance, and other psychosocial indicators would show indirectly the impact of the grant. An immediate problem is that South Africa does not collect regular national indicators of child poverty and well-being, in order to provide a base-line data set of the situation prior to the implementation of the CSG. In addition, due to the short life span of the CSG, a full assessment of its impact cannot yet be undertaken. Only measures of effective administration such as up-take rates, problems with the means-test and administrative systems can be collected at this stage. The analysis of the impact of the SMG11 therefore provides extremely valuable data with which to compare and make assumptions about the impact of the CSG (Teresa Guthrie children's institute, 2002).

2.4 LITERATURE REVIEW IN RELATION TO CONSUMPTION OF CSG BY CAREGIVERS

According to Goldblatt (2006), over recent years the Child Support Grant has become the 'biggest' of the South African social assistance grants in terms of the numbers of beneficiaries it reaches although not in terms of its monetary amount . The CSG is a monthly payment of R200 by the South African government, currently available to primary caregivers (PCGs) – usually the biological mother of the child but also non-biological caregivers such as a Grandmother, aunt or other of children under the age of 14 years. It is targeted through a means test towards poor PCGs who, together with their partners, earn below a minimum level of income (Hunter et al., 2008).

2.5 THE CHANGES BOUGHT BY CSG IN FAMILIES

According to a study by Hunter, et al. (2008), the respondents indicate that the CSG has enabled them to meet a number of households and child living needs. Almost half point to the CSG as having enabled them to buy food for the household; some indicate that this has brought about change from how things were before:

“The money has been very helpful to make sure that they are not suffering from hunger. They have managed to put a plate of food on the table. She says that the situation is still difficult but the grant has contributed a lot to make sure that they eat. She thinks that food is important to keep them alive and strong.” (ZU1 Thwala)

In the household of six adults and six children, two CSGs and one CDG constitute the only sources of income. Clearly the CSGs, along with the bigger grant play an important role in meeting this household's basic needs.

Hunter et al. (2008) cite the story of a grandmother whose daughters have died, leaving four children in her care who conveys a similar sentiment about the CSG:

“She said she is happy about the money. She said if she was not getting it she does not know what she would have done. To put food on the table is a very hard responsibility. She said that she thanks government for it.” (BF Ndlovu).

For the household in the Battlefields locality, however, the CSG money has provided the household with food, but the household is sometimes still not able to meet all of its food needs.

According to Hunter et al. (2008), others also convey positive sentiments about the grant because it has brought a change from how things were before. A key informant from a PC shares these sentiments with a reflection on the Zululand rural locality 1 as a whole:

“There is a belief that the CSG is very helpful to people in this community. It has brought a big difference into people's lives. The people were very poor and

unemployed in the past. Even though they are still poor ... they can manage to pay school fees for children. They can buy food for the children and their own families. The grant recipients can manage to buy clothes for themselves. She says that the CSG has done a lot for the [Zululand locality 1]. The people don't sleep without food. It has been so difficult because the people are unemployed in this community. The people can support their families through this CSG" (ZU1 KI PC member).

According to Hunter, et al. (2008), it should be noted that this is a generalization and it does not point to specific households. Nevertheless, the stated benefits of the CSG include increased purchasing power to meet households' children's and recipients' needs. In line with what this PC member states, a number of respondents specify that the CSG increases purchasing power for the unemployed or for those who do not earn big salaries, enabling them to provide for their children or their households:

"She thinks that the CSG money is helpful to the unemployed mothers, especially those who do not get financial support from the fathers of their children". (ZU1 Msimango-Thandi)

The respondent lives with her husband who is unemployed but receives a CDG on behalf of their deaf daughter. Another daughter has completed her schooling but is unemployed and receives no support from the father of her children, so this comment could refer to the situation of her daughter.

Across the studied households, the CSG has enabled child food purchases, payment of school fees and child clothes purchases. The CSG also supplements household income, and has enabled some households to obtain electricity, pay for medical expenses, and according to one respondent it has enabled her to care for her sick son (Hunter, et al., 2008).

It is interesting to note the difference between a household in which necessities were met before CSG receipt, and ones in which they were not, when considering what the CSG has enabled or changed. For two urban households it was not possible to buy adequate essentials before CSG receipt. Other households are able to buy

essentials before the grant receipt and so the CSG means something different – it means that non-essential items can now be bought (Hunter, et al., 2008).

Study respondents were specifically asked if the CSG had enabled them to access credit, and while some said that this was not the case – mainly because the amount of the CSG is so little – two respondents said that they had heard of other CSG recipients accessing credit, from loan officers and money lenders. A further two respondents said that they personally access credit due to their CSG receipt. Here is the account of one of them:

“Although she had not used the grant to access credit at the shops, it was helping her in terms of credit from the stokvels and mashonisa. She would indicate to the mashonisa that she was going to receive the money on a certain day, and the mashonisa would then advance her the money. It was assisting as an assurance to the mashonisa that she was going to get paid” (SC Kuzwayo-Sibongile).

In this case the grant enables this CSG recipient to lend money from a moneylender. For the other study respondent, the CSG enables her to access credit at a shop:

“Yes, once the grant is on, the recipient can use the card to access credit. She has done that at a local shop to get groceries. She does understand that some recipients even apply for loans that are equal to the grant. They get the loans from the moneylenders or even borrow from the neighbours on the strength that they will be paid [the grant and therefore be able to] pay it back” (SC Ndaba).

It is clear, however, that the existence of other incomes in the household means that choices of purchases bought with ‘CSG money’ may be affected by what others buy with income.

2.6 CSG SPENDING ACROSS HOUSEHOLDS

Hunter, et al. (2007) conducted a study on spending of 'CSG money' in all study households. The study found that the money was used to pay school and crèche fees and for school uniforms, electricity and water. The grant was also used for transport to government offices, pay points and in looking for work. Goldblatt (2006) has outlined broadly what grant recipients in her study in Gauteng and the North West indicated that they spent the CSG on: "Interviewees said that they used the grant to support the whole household. Some interviewees said they used the grant to take the child to a doctor and buy medicine where public hospitals were inaccessible". To our knowledge no research has given a more detailed breakdown of what the CSG is spent on and therefore a lot of detail has been given here in order to provide as much information as possible on this issue. Since most of the households in our study have sources of income other than the CSG, the fact that respondents see these as expenditures of the CSG does not mean that these are items that would not have otherwise been bought without the grant. This shows the type of items that people perceive as what the CSG is spent on (and to an extent what they see it should be spent on) (Hunter, et al., 2007).

According to Hunter, et al. (2007), information given by respondents in their study about their spending (ranging from one month's worth of CSG expenditure for some to all three months as well as observation material for others) was entered into an excel spread sheet, and percentages of total CSG spending were calculated for different types of expenditures. It should be noted that fieldworkers were not always sure that they trusted the spending amounts stated by respondents, although they felt fairly sure about the purchased items stated. This they attributed to recall difficulties and not to any false information given purposely by respondents. Therefore, percentage spending figures reflected in total CSG spending should be interpreted with this in mind.

It was frequently stated that the CSG was spent on food, both for children in the household (not necessarily CSG children) and for the household as a whole. Food to be consumed only by children constitutes a small percentage of the overall CSG spending (three percent to 18 percent of respondents) with the following children's

food listed as having been bought: polony, biscuits, milk, cereal, yoghurt, sweets, chips, maas. Food for the household is frequently mentioned as a spending item (six percent to 93 percent of respondents) and a range of food items are stated. Staples such as rice and mealie-meal, vegetables, meat, tea, milk powder, maas, cooking oil, juice, and tinned goods, are some of the food items stated. In some cases it is not specified whether the food is for children or for adults (Hunter et al., 2007).

2.6.1 Spending on clothing

Spending on clothing for both children and adults is mentioned, but not frequently. In some cases it is not clear whom the clothing is for. Only three recipients buy clothes for themselves – a pinafore, a skirt and socks, and a skirt are the items bought. Both new and second-hand clothing bought for children: water proofs, hats, running shoes, jackets, dresses, tracksuits, jerseys, socks, shorts, shirts, vests, sandals, pyjamas, school shoes are all mentioned. In addition, it should be noted that clothing for children is not only purchased for CSG children. As a percentage of overall CSG spending per month, between 12 % and 71 % is spent on children's clothing.

2.6.2 Non-food household items

Non-food household items are also mentioned, and 3 % to 36 % of monthly CSG income is spent on these items: soap, toothpaste, washing powder, toilet paper, vaseline, brooms, steelwool, hair relaxer, MCO (cream for rubbing), face wash, face cream, perfume, light bulbs. Other items purchased include electricity or fuel (that is, electricity cards, paraffin, wood, gas stove), which ranges from 3 % to 30 % of monthly grant amounts. School fees (12 % to 29 %) and transport costs (2 % to 26%) are also mentioned, the latter relatively frequently (Hunter, et al., 2007).

2.6.3 Medical expenses

Medical expenses for the household and a child are mentioned twice each, but relatively large amounts are noted for children's medical expenses: R40 and R50. Payments to burial societies are mentioned by two recipients, as are spending on loans or interest (R30, R60) – these amounts are substantial if the value of the CSG is considered. Payments to savings clubs or stokvels are noted by three of our study

respondents, all of whom earn two CSGs each, and also the proportion of the CSG spent on this is large – figures of R100 are nearly always cited. Finally, a few respondents indicated that they used some of their grant to pay for a place in a payment queue.

Some of our respondents noted that they do not have any CSG money remaining at the end of the month. Not all of the grant money is recorded as spent for each month, however. Some respondents indicate what the remaining money will be spent on.... (if the month is still underway), others say they do not remember what it was spent on (if the month has passed). Some state that they intend to or are saving the remaining money – for domestic emergencies, food for the rest of the month, school fees or for unforeseen medical expenses. Between 4% and 83 % of monthly grant amounts is recorded as remaining at the month end (Hunter, et al., 2007).

2.7 CASE STUDIES

The following case studies are presented and discussed to illustrate the use of CSG.

2.7.1 Case study 121: One CSG and no other income

Ntombi lives in the Midlands locality. She is 35 and has completed Grade 5. She is the PCG recipient of her daughter Bonggi, who is six, and she has been receiving the CSG since 2000. She lives in a household in a rural area with four other adults and six children. She is responsible for the care of two orphans who are her nephews. She is also responsible for the care of an 18-month old baby and a 10-year old child – the children of her cousin. The children's mother, who lives in Johannesburg, is responsible for the costs of care for the baby, and also pays for the 10-year old's school fees. Ntombi had a two month temporary job as a domestic worker in March and April, before fieldwork started in June, but now receives no income other than a CSG worth R170 a month. The only other regular income to the household is her Grandmother's OAP. Ntombi and her Grandmother are responsible for buying groceries for the household. Ntombi is paying back a loan she took in April, which she has to finish paying by the end of July. She is also a member of a burial society on behalf of the household.

The fieldworker accompanied Ntombi to be paid during the first month of fieldwork. Ntombi insists that she decides what to spend the grant on without anyone else's intervention. The fieldworker was able to observe that Ntombi spends most of the money on purchasing items that contribute too little in running the family.

It is likely that some of the remaining money was spent on food as this is bought in the month one and three, and Ntombi does indicate that she and her Grandmother are responsible for groceries for the household. However, it is not clear if she paid R20 for school fees for her daughter as this is mentioned in the other two months and specified as something she does not want to miss paying. In month three the account of what the CSG was spent on is more detailed:

- *She bought Rama (margarine) for R2,99 for the household*
- *She bought juice for R6,99 for the household*
- *She bought two loaves of bread for R2,99 each for the household to eat for breakfast*
- *She bought a packet of apples for R7,99 for the household. She wanted to buy fruit for the household members. They haven't eaten fruit for a long time and this will help the children who can take it to school with their lunch boxes*
- *She bought a packet of Niknaks chips for R5,99 for all the children in the household. Her intention was to buy something nice for the kids. She always buys something good for the children if its pay day*
- *She paid R20 in school fees for Bongi at the crèche. She does not want to miss paying for Bongi's school fees, even for a single month*
- *She paid R50 for the burial society. It's a monthly instalment. It will help them in the future if somebody in the household dies*
- *She says that she is saving the rest of the money to buy daily bread for breakfast and for food to make curry to have with mealie-meal and rice.*

The total spending accounted for in month three is R99.95. Over the three months there is no mention made of the loan she is paying back, which appeared in the information collected for the household map at the start of the fieldwork period. Her payment towards burial society membership is unusual when compared with the

spending detailed by other CSG recipients in our study, but this is likely due to the fact that there have been numerous deaths in this family over time. Ntombi has spent her grant on a range of items for various people – the CSG child, the household as a whole and specifically on children in the household. Ntombi seems to be paying R20 for her daughter to go to crèche each month. She also spends about a quarter of her grant money on medication for her nephew when he is unwell. Overall it is clear that the grant is a small amount when the actual costs of the items purchased is considered.

From Ntombi's case it is evident that some kind of intervention is necessary to assist some young mothers in the management of the CSG to ensure that some amount of money benefits the children in need.

2.7.2 Case study 222: Two CSGs and no other income

Mbali, 22, who is attending grade 12, lives in the Zululand 1 locality. She receives two CSGs for each of her children - a four-year old girl and a boy of one year. She stays in a rural household with five other adults and 10 children. In 1999, she had to leave school because she fell pregnant, but she resumed her studies the following year. In 2002 she fell pregnant again and left school. She started receiving the two CSGs in September 2003. At the beginning of 2004 she started to attend school again. Three other household members also receive grants: her Grandmother receives an OAP, her mother receives two CSG's, and her father earns a CDG on behalf of his deaf daughter, who attends a nearby school for the disabled. A few months earlier her mother started a small business selling chicken pieces and paraffin. She turns over between R300 and R500 a month.

Mbali says that she is the main person who makes decisions on how to spend her CSG money. There is a belief in this household that all the household members who earn a grant must buy two live chickens on the day they are paid. This has to be done because they believe that they get these grants as gifts from their ancestors. In the first month, in August, Mbali tells the fieldworker that she spends the two CSGs on the following:

- She paid R100 for the rotational stokvel, of which she is a member. They are a group of six women. Their intention is to save money.
- She bought a live chicken for R30 for the household members to eat. She buys chicken on pay days²³
- She bought a skirt for R80 for herself. It was a beautiful skirt and she liked it
- She bought maas for R10 for the children in the household to eat. The children like maas
- She couldn't remember the other things she spent the money on, but she saved the rest of the money for daily needs, like bread

The spending that is accounted for totals R220 – about two-thirds of her grant income that month.

The amount provided by two grants enables Mbali to spend just under a third of her grant earnings on stokvel membership. Both she and the other case study respondent save money to spend on the daily needs of the household. Both respondents save some of their money every month. The higher amount enables more investment (in the stokvel) although Ntombi also invests in the burial society. The two recipients both spend their grant amounts on food for the household and children each month. Mbali buys clothes every month – either for herself or for her children – while Ntombi does not. This could be because the larger grant amount enables this form of spending. Like Ntombi, Mbali spends her grant money on a variety of individuals: the household as a whole, the children in the household, the CSG children and herself.

2.8 THE USE OF THE CSG WITHIN THE HOUSEHOLD

According to Delany, Ismail, Graham and Ramkissoo (2008), in Review of Child Support Grant, households had low levels of monthly income. Levels of household income were lower in rural or informal urban areas than formal urban areas. Where income is limited and *per capita* income is low, any grant money coming into the household, such as the CSG, is likely to be pooled to cover general household expenses rather than being spent solely to maintain the targeted child.

The study found that just over half of the recipients (51%) reported pooling the grant money with other household income, although this was likely to be an underestimate as recipients were aware that the grant is intended for the targeted child. Such practices dilute the benefits of the CSG for the targeted child, but this would be relieved to an extent if the grant were to be extended to all children. On average the CSG accounted for 40% of reported household income (Delany, et al., 2008).

Dependence on the CSG was even higher when the personal incomes of the primary caregivers were considered. The CSG therefore acts as a lifeline for many households in the face of high levels of unemployment and limited opportunities for economic development. Food formed the largest category of expenditure across all

groups, but was higher among those eligible for the grant. CSG recipients were most likely to report increased spending on food since receiving the grant, with school fees, uniforms and electricity also being mentioned. This is in line with the growing body of evidence that the CSG is used for essentials such as food, basic services and education-related cost (Delany, et al., 2008).

2.9 Literature review in relation to accessibility of the CSG

2.9.1 Access to services

Cash transfers alone are not sufficient to reduce poverty, they should be accompanied by other poverty alleviation programmes and developmental initiatives. Such initiatives in South Africa include access to free basic health care for children under six years; school nutrition programmes; access to school fee exemptions; and, increasingly, no-fee schools. Other measures that do not target the child specifically but which aim to improve household wellbeing include access to free basic services, housing subsidies, public works programmes and Adult Basic Education and Training (ABET) (Delany et al., 2008).

Levels of access to such measures varied greatly among participants in this study. School attendance is compulsory in South Africa for children aged seven to 15 years, and the level of school enrolment was high for this age group. This was less likely to be the case for older children, with reported attendance at school falling to 85% for children aged 17 years. In approximately two-thirds of cases, households reported paying school fees for children aged seven to 17 years (Delany et al., 2008).

Surprisingly, this study did not find that recipients of CSG are less likely to pay school fees, despite government policy that recipients of poverty-linked state social grants are not required to pay such fees. However, the monetary value of fees paid by households for CSG beneficiaries was lower than for children not receiving the grant. Knowledge of exemptions and how to apply for them appeared to be low. No-fee schools were in the process of being implemented at the time of this study, and dedicated research would be required to fully assess the impact of amendments to the national norms and standards for school funding in recent years (Delany et al., 2008).

Child beneficiaries of the CSG were more likely to attend a crèche or preschool than children of the same age group who were not receiving the grant. Approximately 70% of children aged seven to 13 years had access to free food through the school nutrition programme. This was particularly the case amongst children in rural or informal urban areas. Access was higher amongst CSG beneficiaries (74%) than amongst non-beneficiaries in the same age group (62%). Almost all caregivers were aware of the availability of preventive health care measures and free primary health care for children under the age of six years (Delany, et al., 2008).

Three-quarters had taken their child to a public health care facility the last time he or she was sick. Ability to access public clinics was high, although the required travel times were longer in rural and informal urban areas. Reported access to preventive health measures, such as growth monitoring and vaccinations, was also high among young children. Participation in other programmes, however, such as registering as indigent with the municipality in order to obtain assistance with basic services, accessing the public works programmes, applying for housing subsidies and registering for ABET programmes was low. It is not clear if this is due to a lack of knowledge on the part of caregivers or limited provision of these programmes. Receipt of the CSG should act as a gateway for caregivers to access other poverty alleviation measures, and greater communication about these programmes is required (Delany, et al., 2008).

2.9.2 Implementation of and barriers to accessing the CSG

CSG recipients were asked about their experiences of the application process, while those who were not receiving the grant were asked why. Overall, those who had been successful in accessing the grant were relatively positive about the process, but a number of areas of challenges require further attention. The most common challenges were difficulties in obtaining the required documentation for the application. These include delays in obtaining or replacing birth certificates and identity documents; the time and travel required collecting such documentation; and challenges faced by non-biological guardians in accessing the correct documentation for children now in their care. This makes the intention that the grant 'follows the child' difficult to implement in practice (Delany et al., 2008).

Early access to the CSG is important because very young children are particularly vulnerable to the effects of nutritional deprivation and malnutrition. It was encouraging to note that a high proportion of caregivers of young children had first enquired about the grant when the child was less than six months old. However, the time taken to obtain, submit the required documentation (birth certificates in particular), for the payment to be processed and to reach the caregiver meant that caregivers may only receive the grant several months after the first enquiry (Delany et al., 2008).

Receipt of the CSG was relatively low in the first six months of a child's life, but increased in the second six months and in the second year. Given the important role the CSG can play in facilitating access to nutrition early in life – and particularly as children move from breast milk to solids in the first three to six months – such delays are likely to further disadvantage vulnerable young children. A third (30%) of caregivers of children under the age of 14 years submitted their application within a week of their first enquiry about the CSG, but a similar proportion (35%) reported that applying took between one and three months. The most common reason given for a delay of longer than three months was lack of or difficulties accessing documentation (Delany, et al., 2008).

This was serious challenge in rural or informal urban areas. There was no evidence of recipients having to make payments in order to apply, although applicants did incur associated costs such as travel. In the focus group discussions, participants voiced frustration at the lack of communication by officials regarding the status of applications. Approximately 10% of caregivers of children fewer than 14 years of age reported that payment of the grant took less than one month, while another quarter received their payment within two months. These applications include those made in the early years of the implementation of the CSG (Delany, et al., 2008).

Payment processing times reported by caregivers of children less than two years were shorter, with almost half reporting payment within two months. Three-quarters of recipients reported living within half an hour's travel time of the pay point or facility from which they collect their grant, although travel times were shorter in urban areas. Most recipients reported collecting the grant as cash rather than through the banking

system, with recipients living in urban areas more likely to use the banking option (Delany, et al., 2008).

Reasons for not using the banking facility included the concern that the bank charges involved would eat into an already modest grant; the lack of access to banks (particularly in rural areas); and the costs or difficulties of travelling to the bank. These concerns should be borne in mind when considering ways in which to increase the efficiency of the payment system. Areas that require further attention in order to improve the efficiency and effectiveness of the CSG system include the following (Delany, et al., 2008):

- The CSG is intended as one of a 'basket' of services aimed at reducing poverty holistically. Receipt of the CSG should act as a form of gateway or referral to other poverty alleviation programmes in a more co-ordinated and pro-active manner than is currently the case.
- While a number of poverty alleviation policies have been implemented to assist vulnerable families, further communication about these programmes is required to ensure that caregivers are able to access these benefits at a local level. This would include greater co-ordination between programmes to refer eligible participants from one to another.
- Difficulties with documentation and administrative barriers remain a challenge in the application process. The current requirement that official documentation is needed for identification means that administrative delays in obtaining the documentation delays access to the grant. Consideration should be given to alternative forms of identification.
- Improved co-ordination between the different stakeholders involved in the process is necessary, as is the provision of more easily accessible services. A practical example of this is increasing the reach of mobile 'one stop' units in rural areas, which would allow eligible applicants to submit their application and receive a letter of approval within a day. Further assessment of the impact of such mobile units would be needed to ensure they were effective. The use of alternative forms of identification would also improve the application process.

- A review of the means test is required to avoid excluding those who are eligible for the grant. Issues to be taken into consideration include the following:
 - Increasing the income threshold in line with inflation.
 - Taking into account the number of children being supported by the caregiver's income. However this needs to be done without adding to the administrative burden of the means test for the applicants.
 - Further consideration needs to be given to the extent to which the spouse's income is available to contribute to the upkeep of the child, especially since spouses may not live in the same household as the child.
- Practical measures to improve access to the grant among caregivers of young children should be considered. Examples include education campaigns and posters in communities and at hospitals or antenatal clinics; and facilities at hospitals or clinics to assist with registration of births.
- Children aged 14 will be able to access the CSG as from January 2009, but there is as yet no firm plan to roll out to older children. Extension of the grant to this age group will assist in fulfilling the government's mandate to.

2.10 CONCLUSION

In this chapter, Social Security, and Child Support Grant have been explained at length. According to Guthrie (2001) the focus of CSG is on child's welfare due to low level of household income per month, many families further use the grant to support the whole family. The methodology used to undertake this research is discussed in the next chapter three.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 INTRODUCTION

This chapter outlines the methodology upon which the entire research was based as well as, the strategy, selection criteria and procedures that the researcher identified and employed for this study. The following aspect of the research methodology will be discussed; the research design, population, sample, instrument, data collection method, the data type, method of data analysis, and the discussion on the ethical consideration arising out of human subjects.

3.2 RESEARCH DESIGN

Burns and Grove (2001:237) describe research design as the blueprint of a study that aims at increasing control over factors that can optimize the validity of the findings. Mouton (2001:56) points out that the design of research focuses on the “end product, the point of departure and the logic of the research”. The study used a descriptive survey research design with a bit of explorative approach. This design enabled the researcher to provide insights, understanding and evaluate the current accessibility and use of child support grants in the Madibeng community (Methews & Ross, 2010:111).

3.3 POPULATION

Brink (1996: 132) defines population in research as the entire group of persons that is of interest to the researcher, and which meets the criteria for inclusion in the study. As this research is aimed at evaluating the current accessibility and use of child support grants, the population of the study comprises all the parents and guardians of the beneficiaries of Child Support Grants of Madibeng community.

3.4 SAMPLE

According to Burns, *et al.*, (2007:324), sampling involves selecting a group of people, events, behavior or other elements to conduct a study. One-hundred (n=100) adults of Madibeng were selected to participate using simple random sampling as

quantitative probability sampling method. In this way each member of the population has an equal and known chance of being selected (Matthews and Ross, 2010) and there is less opportunity for systematic bias.

3.4.1 Procedure used to select participants

The participants were selected as follows:

- Names of adults taken from the list of Madibeng community residents were written each on a piece of paper (slip);
- The slips were placed in a box;
- The box was shaken to let the slips mix well;
- The slips were then drawn out one by one until the desired sample size was reached.

3.4.2 Selection requirements

Only residents of Madibeng Community who are over 18 years of age and who are either parents or guardians of the beneficiaries of the Child Support Grant were included in the study.

3.5 INSTRUMENT

According to Wegner (1993:17), "the design of a questionnaire is critical to ensure that the correct research questions are addressed and that accurate and appropriate data for statistical analysis is collected".

A self-designed semi-structured questionnaire as explained by Matthews and Ross (2010:218) was used to collect data. The questionnaire was divided into two sections. Section A was designed to seek participants' demographic variables such as gender, age, and Socio-Economic states information (SES). Section B contained both structured and unstructured questions designed to collect information on the indicators of accessibility and use of child grants.

3.5.1 Demographic Information

The researcher recognizes that the socio-economic and cultural background of the respondents have an influence in their accessibility and usage of Child Support

Grants. In Section A, (Demographic Information) the following variables were referred to as:

Demographic data/variables

- **Gender:** the sex of the respondent, which was measured by the respondent indicating if they are male or female.
- **Age:** the number of years of life up to the date the respondent completed the questionnaire. This was measured by the respondent choosing the age cohorts they belonged to.
- **Race:** 100% black African

Socio-Economic status variables

- **Level of education:** the highest level of formal schooling of the respondent. This was measured by the respondent selecting the appropriate level of education.
- **Marital Status:** the status of the respondent, which was measured by the respondent selecting if they are married, divorced, widower, cohabiting, engaged or single.
- **Household Income per month:** income of the respondent, which was measured by the respondent selecting the appropriate amount of income received on the monthly basis including social grants.

3.5.2 Questionnaire translation

To ensure the credibility of data, two translation techniques; ethnographic and back translation were used to translate the questionnaire from English (source) to Setswana (target-the language of the participants). With the help of a local contact person, the researcher used ethnographic translations techniques as explained by Burns, *et al.*, (2001) in attempting to maintain meaning and cultural content of the Batswana tribe. In the translation process (the researcher with the help of the local

contact person) translated questions from the original language, English to the target language, Setswana then back translated from the target to original language. The process was repeated using translators who were not involved in the study. Inconsistencies were detected through the repetition of the process and by way of administering the questionnaire to bilingual subjects.

3.6 EVALUATION OF THE QUESTIONNAIRE

Cooper & Schindler (2011) identify three key criteria for evaluating a questionnaire, namely: validity (content and construct), reliability, and practicality. These are discussed below as follows:

3.6.1 Content Validity

Cooper and Schindler (2011) define validity as the degree to which an instrument measures what it is designed to measure. The researcher worked with the supervisor to assess the questionnaire for the purpose of identification and elimination of questions with repetition and "dual-meaning". Furthermore, as discussed in Sub-section 3.5.1 further validation was done in a pilot test. The participants in the pilot study were requested to assess the questionnaire in terms of its clarity, understandability, flow and construction. The questionnaire was revised following the data from the pilot.

3.6.2 Construct Validity

To achieve construct validity numerous sources from the literature review were used as guidelines in the construction of the questionnaire (Cooper & Schindler, 2001; Ivy, 2002). Three factors were identified as key in answering the research question. These include Knowledge of Child Support Grant, Access to Child Support Grant and Uses of Child Support Grant.

3.6.3 The Reliability of the instrument

The reliability of a research instrument concerns the extent to which the instrument yields the same results on repeated trials (Cooper & Schindler, 2001:216). To test the reliability of the questionnaire the researcher conducted two pilots with different participants in which the same scale was administered to the same people after a

period of time. The reliability of the instrument in this regard was estimated by testing the consistency of the responses between the two tests.

3.7 PRACTICABILITY OF THE INSTRUMENT

According to Cooper and Schiondler (2001:218), the operational requirements of a questionnaire require it to be practical. The practical criterion of a questionnaire includes; convenience, consistency, economical, and interpretability.

3.7.1 Convenient

According to Peehbi (2006), an instrument is said to be convenient if it is easy to administer and participants can complete it with the assistance of the researcher. This means it must have clear instructions, a good design and layout. Instructions for completing the questionnaire for this research were provided in the letter of Information and the questionnaire itself. The researcher also followed the recommendation of Cooper & Schildler (2011) and designed the questionnaire in such a way that it is conveniently readable and has been re-read to pick out minor mistakes such as spelling, syntax, and punctuation errors. Furthermore, the researcher took in notice the recommendations by Cooper and Schildler (2011) and placed personal items at the end of the form as should any demographic items.

3.7.3 Economy

The questionnaire was designed in such a way that the process of data collection becomes flexible, efficient and economic. As Cooper and Schindle (2001) point out, a questionnaire allows respondents to have more time to think about the questions. To accommodate this, the questionnaire was designed to be simple and to take no more than 20 minutes to complete (Cooper & Schindler, 2002:314).

3.7.4 Interpretability

Interpretability is explained as Cooper and Schindler, (2011) is taken into consideration. Data interpretation was therefore done in conjunction with the supervisor, hence, it can be concluded that the questionnaire meets the requirements of validity, reliability, and practicality.

3.8 RECRUITING SUBJECTS AND PROCESS OF DATA COLLECTION

As Madsen, Mirza, Holm, Hilsted, Kampmann and Riss (2002: 158) point out, "effective recruitment of subjects is crucial to the success of the study". Papadopoulos and Less (2002) identify some of the factors that influence the decision of the participants to participate in the study mainly as ethics of the researchers, the subjects' fear of the unknown, time and travelling constraints and the nature of the informed consent. In this study, the researcher adopted an approach that is pleasant, positive, informative and non-aggressive as follows:

To ensure a conducive environment for the participants to be comfortable in their natural setting, appointments with the participants were arranged a week before the interview. Participants were allowed to choose the venue and time (preferably in the mornings-see Subsection 9.8 Consistency). A day before the interview, the participants were called and reminded about the appointment. During the interview day, the participants were informed of the purpose of the study, the procedure and reason of choosing the sample size as a condition for participation, methods of ensuring confidentiality and anonymity of participants in the study and that their participation is voluntary and that they were free to withdraw from the study at any time should they wish to do so. The participants were also given an opportunity to ask questions or comments before signing the consent letter.

The researcher then administered the questionnaire to the participants in Tswana. The administration of the questionnaire was conducted through structured interviews with the participants. In this way the data collection process tended to emulate natural conversation that intended to make the participants feel at ease.

To ensure consistency in the process of data collection, the researcher supervised the process of data collection himself. Depending on availability of participants, interviews were preferably conducted on Saturdays in the morning (between 09h00 to 11h00). This, according to Burns, et al. (2001), ensures that the energy level and the state of mind of the participants are consistent.

3.9 DATA COLLECTION

Data collection procedure comprised of trained data-collectors administering the interview schedule. This method was used to gather information on the geographical positioning of four (4) villages in the Madibeng community and their ranking of wealth against one another so that the four villages of poor (M1), medium (M2) and affluent (M3) levels should be the basis of the socio-economic study.

Permission was granted by the research ethics of the North West University and the local authorities of Madibeng community to conduct a study. Only residents of Madibeng Community who are either parents or guardians of the beneficiaries of the Child Support Grant were included in the study. Participants were informed of the purpose of the study and possible benefits for participating before they gave their consent to participate. In order to make sure that the data collected is credible and to improve the response rate, the researcher used the 'complete and collect' method. Through the use of this method the researcher was able to conduct the interviews on spot and thereby ensure that the questions in the questionnaire are easy to understand and further to avoid the incompleteness of the questionnaire.

3.9.1 Procedure of data collection

The following systematic procedure was used in collecting the data:

- Appointments with the participants were arranged a week prior the interviews.
- Participants chose a setting with little distraction. Avoided loud noises or lights, and ensured the interviewee is comfortable.
- The researcher explained the purpose of the interview to the each participant.
- The format of the interview was explained to the participants. Explain the type of interview you are conducting and its nature. If you want them to ask questions, specify if they're to do so as they have them or wait until the end of the interview.
- The length of the interview was indicated to the participants.
- Participants were requested to ask question for clarity before the commencement of the interview.
- The researcher asked the participants to record the interviews.
- If consent given, the interview was conducted.

3.10 TYPE OF DATA

For the purpose of this study the researcher used both primary and secondary data as detailed below.

3.10.1 Primary Data

According to Ivy (2002), primary data is raw data collected for a specific research purpose. For the purpose of this research, the primary data was collected using a self-designed questionnaire that was administered on the spot to the participants.

3.10.2 Secondary Data

Ivy (2002) defines secondary data as already published and collected for other reasons other than the specific research question under investigation. Matthews and Ross (2010: 284) defines secondary source of data as the data used by the researcher which has already been collected and produced by other researchers. For collection of this type of data, a thorough literature review was undertaken on accessibility and uses of Child Support Grant.

3.11 DATA ANALYSIS

IBM Statistical Package for Social Science was used to capture the quantitative data. The researcher opted to use Jones (2007) instruction on the use of Software to Analyse Qualitative Data. To this end SPSS was used to compute the general descriptive statistics including frequencies and percentages.

3.12 ETHICAL CONSIDERATIONS:

Vadum and Rankin (1998: 76) describe ethics as rules that suggest expectation about the most correct way to conduct research. In order to ensure that the researcher was operating within the expected research ethics limits, the following steps were taken to satisfy ethical requirements for the study:

- Permission to conduct the study was obtained from the Ethics Committee of the North West University, as well as the local authorities of Madiheng Community where the study was conducted.

- Informed consent from the participants was obtained before involving them in the study (Burns, et al. 2001:193). A consent letter outlining three elements of consent process: information, comprehension and voluntariness were used to recruit the respondents for the study.
- To ensure confidentiality every participant was interviewed separately and only pseudo names were used during the interview.

3.13 CONCLUSION

Chapter Three described the research design, instrument, methods data analysis and issues pertaining to good research ethics. The results of the data collected using methods as explained in this chapter are presented and discussed in the following Chapters.

CHAPTER FOUR

RESULTS OF THE RESEARCH

4.1 INTRODUCTION

This chapter reports the findings of the research tests identified in the methodology as outlined in Chapter Three. The chapter is divided into 3 subsections and a conclusion. Subsection 4.2 presents the results of the reliability test; 4.3 describes the sample characteristics; subsection 4.4 describes the socio-economic characteristics; and subsection 4.5 presents results that answer research questions 1 to 4.

4.2 RESULTS OF THE RELIABILITY AND VALIDITY TESTS

Cronbach Alpha test was used to measure the internal consistency of the factors used in the questionnaire. It is most commonly used when you have multiple Likert questions in a survey/questionnaire that form a scale and you wish to determine if the scale is reliable. Bryman (1995:57) advises that 0.80 is the minimum acceptable level of internal reliability.

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.707	.646	19

The findings indicate Cronbach's Alpha of 0.707 which indicates an acceptable level of internal consistency for our scale with this specific sample.

4.3 SAMPLE CHARACTERISTICS

Table 4.2.1 below presents the characteristics of the sample described by identifying the percentage of respondents by age, racial group, home language, level of education, marital status, employment status and household income (per month) gender, race, age and tenure.

Table 4.3.1: Sample characteristics

		Frequency (n)	Percentage (%)
Age	20-30	56	56.0
	31-40	34	34.0
	41-50	7	7.0
	50 and above	3	3.0
	Total	100	100.0
Racial group	Black	95	95.0
	Coloured	5	5.0
	Total	100	100
Home Language	Sotho Group	70	70.0
	Nguni Group	22	22.0
	Other languages	8	8.0
	Total	100	100
Level of Education	No schooling	6	6.0
	Primary	57	57.0
	High school	37	37.0
	Total	100	100
Marital Status	Single	60	60.0
	Married	9	9.0
	Cohabitation	31	31.0
	Total	100	100.0
Employment Status	Student	1	1.0
	Self employed	88	88.0
	Employed	11	11.0
	Total	100	100

Table 4.3.1 reveals the percentage of respondents by age. For this research, most respondents (56%) were between the age group of 20-30 years of age, followed by respondents between the age group of 31-40 (34%). Very few respondents (3%) were between the age group of 40-50 and 50 and above. The majority (70%) of the respondents belonged to the Sotho language group, Twenty-two (22%) belonged to the Nguni language group with 8% unspecified language. Many of the respondents (57%) never went to school, followed by 37% of the respondents with primary level as their highest level of education and 6% with high school level of education. Most of the respondents (60%) were not married meaning that many children rely on one parents for sustenance and consequently a need for CSG. 31% respondents who indicated that that they are living together with their partners (not married) and 9% were married. Most of the respondents (88%) who participated in the study reported that they were unemployed. This implies that many families rely on CSG to feed their family members. Eleven percent (11%) of the respondents was self-employed with only 1% as a student.

4.4 SOCIO-ECONOMIC DETAILS

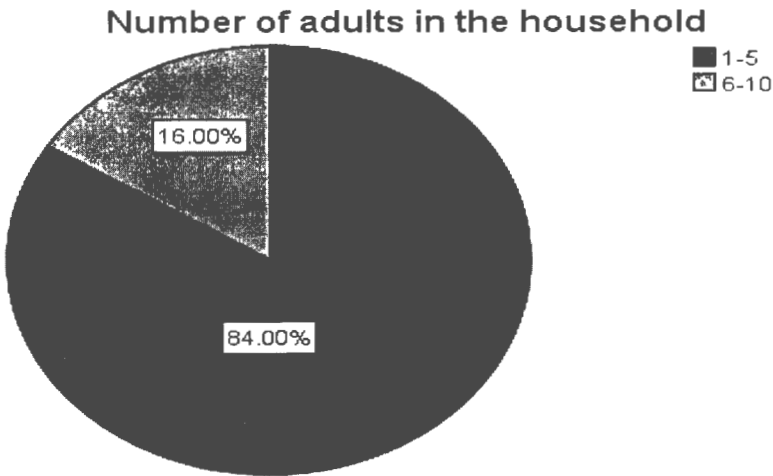
The following pie-charts present the socio-economic characteristics of the sample described by identifying the percentage of respondents by their employment status, number of people in the household, number of young people (below 18 years of age) in the household, household income per month (including the amount received from Child Support Grant) and means of transportation used to travel.

PIE CHART 4.4.1: Percentage Response Rate by employment status.



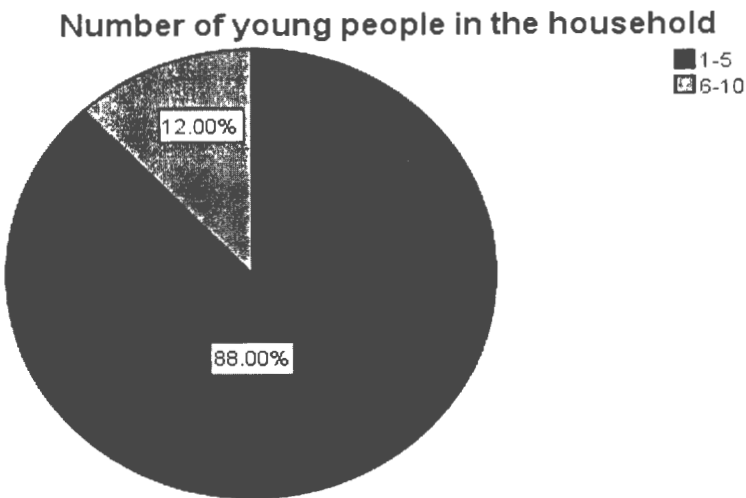
Chart 4.4.1 indicates that a significant number (88.0%) of the participants who took part in the study reported that they were self-employed corresponding with reported high rate of unemployment in the area. 11% who reported that they were employed and only a percentage of the participants reported to be students.

PIE CHART 4.4.2: Percentage Response Rate by number of adults in the household.



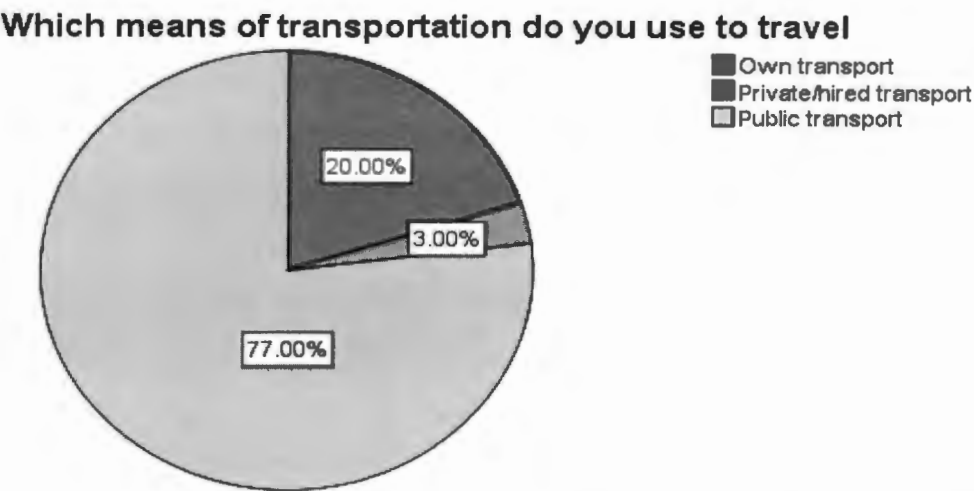
PIE CHART 4.4.2 indicates that the majority of the households have 1 to 5 adults living in the same household and the remainder 16% are 6 to 10 adults.

PIE CHART 4.4.3: Percentage Response Rate by number of adults in the household



PIE CHART 4.4.3 indicates that the majority of the household the respondents come from have 1 to 5 number of young people living in the same household which is fewer compared to only 12% who live with 6 to 12 young people.

PIE CHART 4.4.4: Percentage Response Rate by means of transportation used for travelling.



Like any other rural community in South Africa, most (77.0%) of the Madibeng community members rely mostly on public transport such a taxis and buses as their mode of transport.

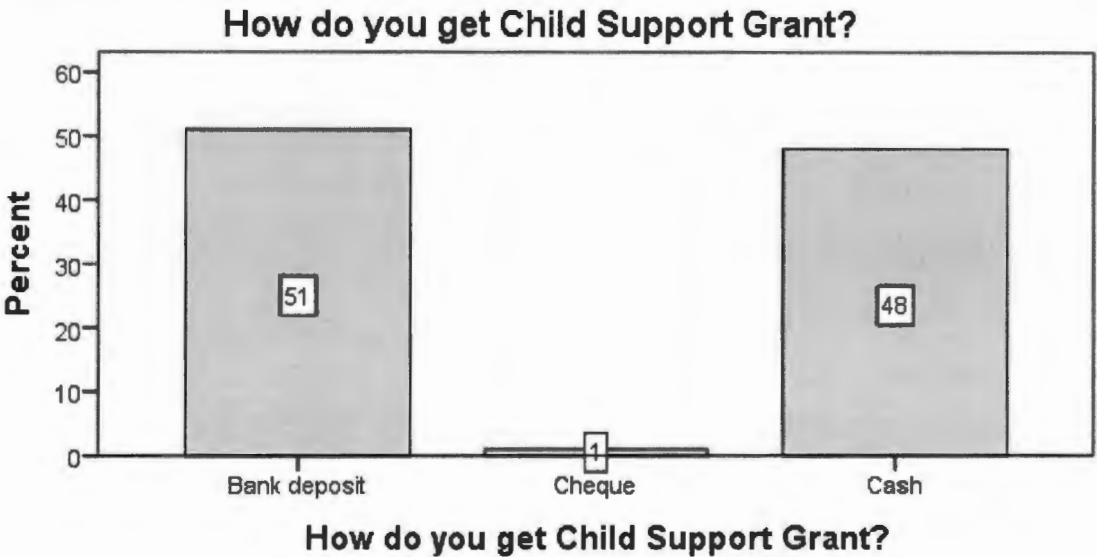
4.5 RESULTS OF RESEARCH QUESTION ONE

4.5.1 Research Question One: How accessible is CSG for orphaned and other vulnerable children?The results for Research Question One are shown in **TABLES** and **BAR-CHARTS** below which contain results of the accessibility of Child Support Grant in the villages of the research site. The results are discussed in the preceding bar-charts.

Table 4.5.1: How accessible is CSG within the four villages.

	Frequency (n)	Percentage (%)
Bank deposit	51	51
Cheque	1	1
Cash	48	48
Total	100	100

Bar Chart 4.5.1: How accessible is CSG in four villages

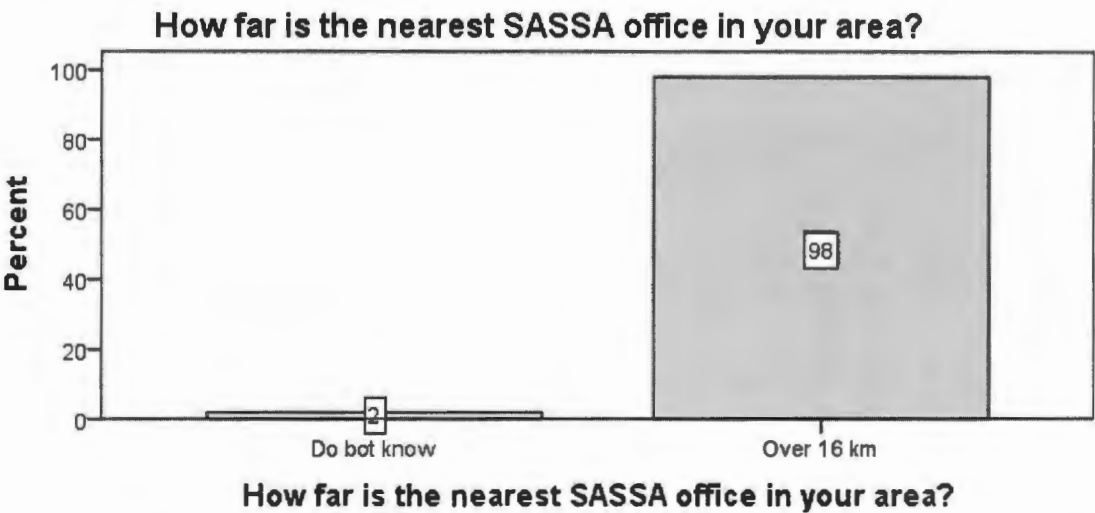


BAR CHART 4.5.1 indicates that almost half (51%) of the respondents receive their CSG payments through the bank system, 48% reported that they receive the grant by way of cash in hand payment and only 1% reported in a cheque form. This shows an improvement in the payment system and avoids the excruciating long queue commonly experienced before.

Table 4.5.2: How far is the nearest SASSA office in your area?

	Frequency (n)	Percentage (%)
Do not know	2	2.0
Over 16 km	98	98.0
Total	100	100.0

Bar Chart 4.5.2: Percentage response rate indicating the distance of SASSA office from the respondents' village

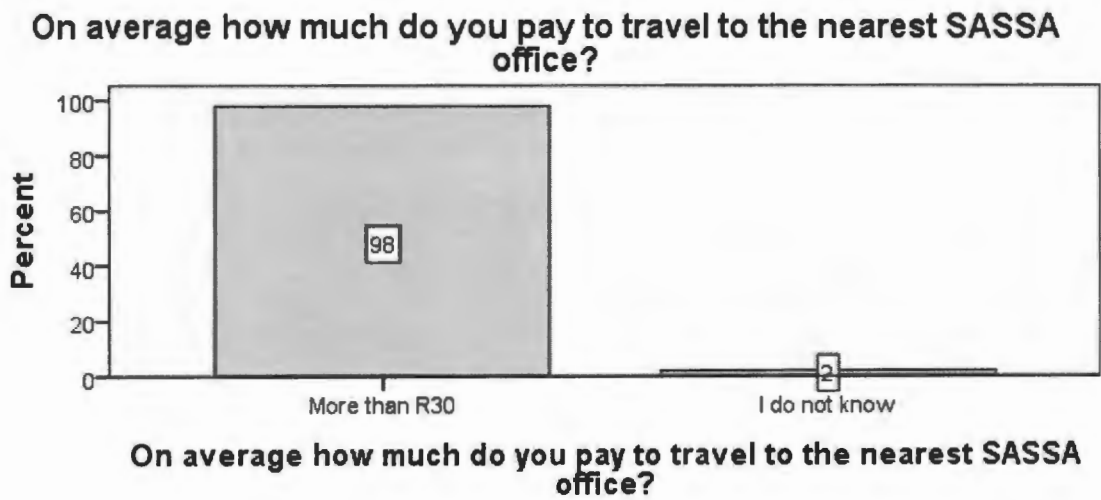


Participants were requested to mark the appropriate distance between SASSA office and their place of residence. Five options were given, that included, Do not know, Less than 5 km, 6-10 km, 11-15 km and above 16 km. **BAR CHART 4.5.2** indicates that nearly all the despondence (98%) reported that they travel as far as above 16 kilometres to access SASSA services. Only 2% indicated that they do not know the distance between the nearest SASSA office and their residential place. This makes it difficult for people in Madibeng to easily access services of SASSA.

Table 4.5.3: On average how much do you pay to travel to the nearest SASSA office?

	Frequency (n)	Percentage (%)
More than R30	98	98.0
I do not know	2	2.0
Total	100	100.0

Bar Chart 4.5.3: Percentage response rate showing the amount of travelling fee they pay to the nearest SASSA office.

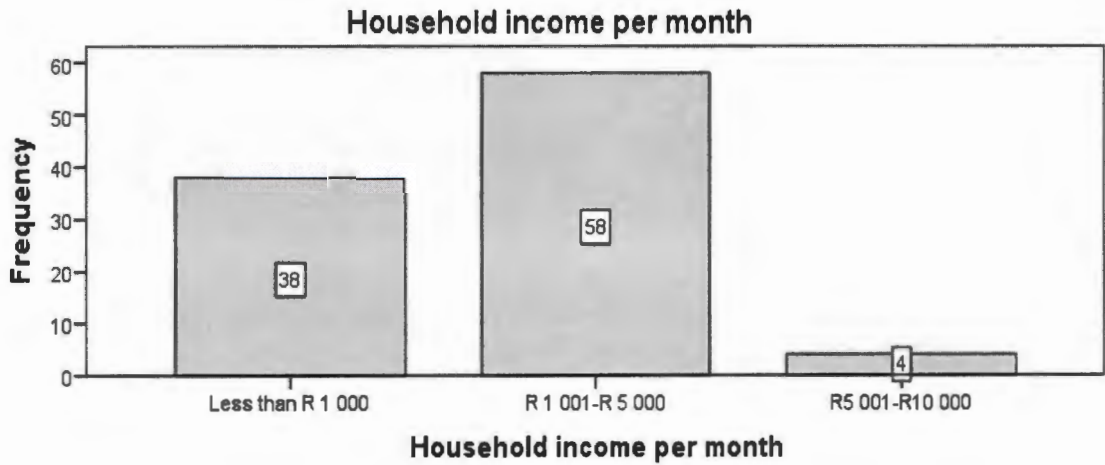


BAR CHART 4.5.3 indicates that many beneficiaries of the CSG pay a lot of money to go to the nearest SASSA office. As the chart indicates, nearly all the participants (98%) reported that they pay more than R30 to travel to the nearest SASSA office. Only 2% indicated that they do not know the amount of money they pay to travel to the nearest SASSA office.

Table 4.5.4: Household income per month.

	Frequency (n)	Percentage (%)
Less than R 1 000	38	38.0
R 1 001-R 5 000	58	58.0
R5 001-R10 000	4	4.0
Total	100	100.0

Bar Chart 4.5.4: Percentage response rate showing the household income per month.



BAR CHART4.5.4 indicates that over half of the respondents (58%) earn between R1 001 and R5 000 per month, followed by those with the household income per month of less than R1 000 and only 4% earn between R5 001 to R10 000. This therefore, indicates that the residence of Madibeng community is mostly underprivileged people.

4.6 RESULTS OF RESEARCH QUESTION TWO

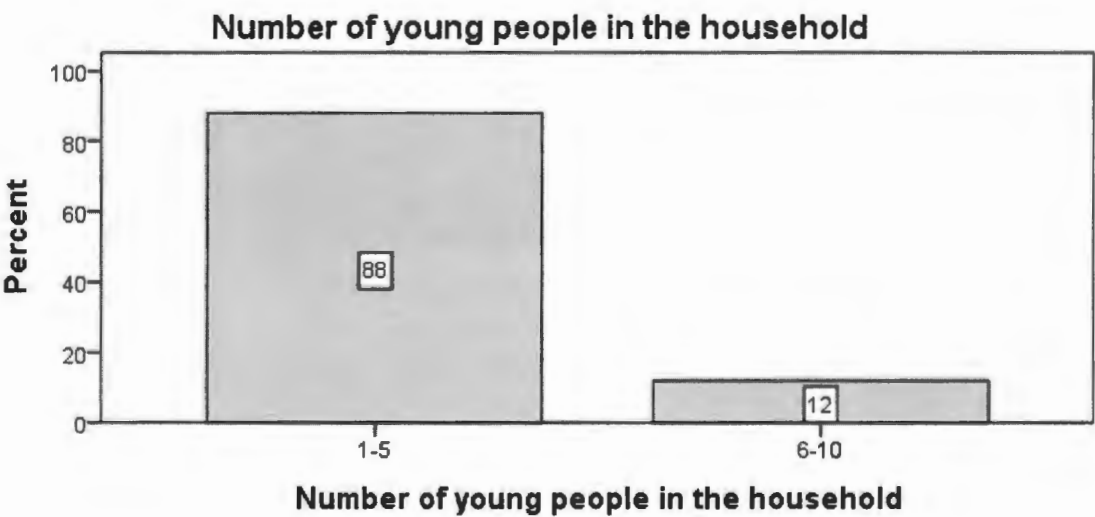
4.6.1 Research Question Two: How accessible is CSG to the eligible orphaned and other vulnerable children?

The results for Research Question Two are shown in **TABLES** and **BAR-CHARTS** below which contain results of the accessibility of Child Support Grant to the eligible children.

Table 4.6.1: Number of young people in the household.

	Frequency (n)	Percentage (%)
1-5	88	88.0
6-10	12	12.0
Total	100	100.0

Bar Chart 4.6.1: Percentage response rate indicating the number of young people (below 18 years of age)

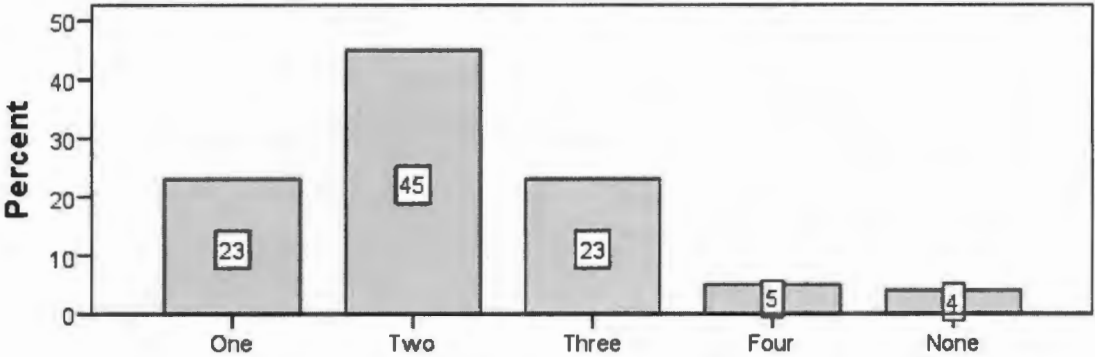


BAR CHART 4.6.1 indicates that the majority of the household of the respondents come from 1 to 5 young people living in the same household which shows a high need of CSG in the community. Only 12% live with 6 to 12 young people. **Table 4.6.2: How many children in the household are eligible to get CSG?**

	Frequency (n)	Percentage (%)
One	23	23.0
Two	45	45.0
Three	23	23.0
Four	5	5.0
None	4	4.0
Total	100	100.0

Bar Chart 4.6.2: Percentage response rate indicating the number of eligible children in the household.

How many children in the household are eligible to get Child Support Grant?



How many children in the household are eligible to get Child Support Grant?

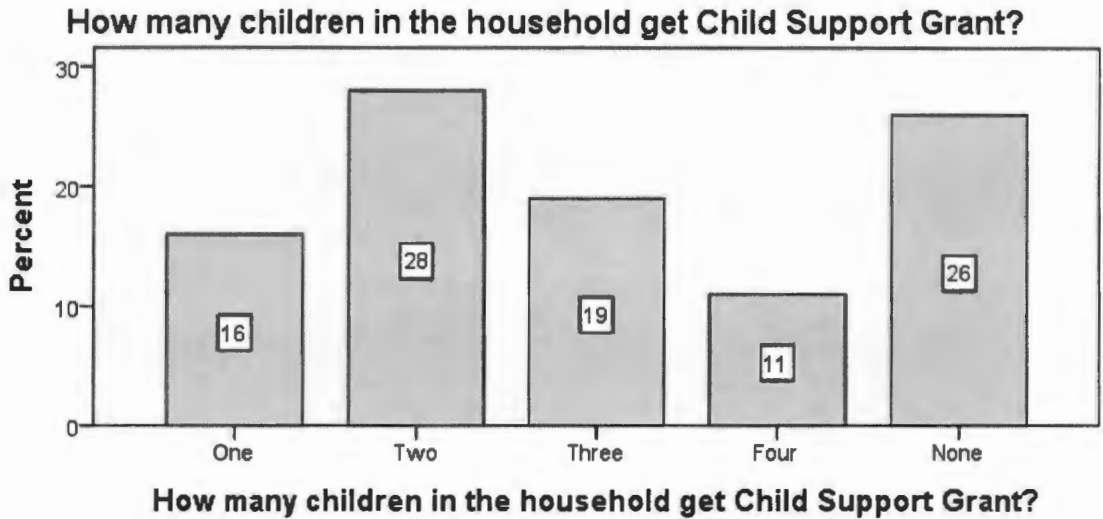
Participants were asked an open ended question requesting them to give (in number) the number of eligible children to get Child Support Grant. The researcher entered the numbers raw as given into the SPSS software to get the frequency output. **BAR CHART 4.6.2** indicates that most of the households (45%) have only two children who are eligible to get CSG. Twenty-three percent of the households have either one or three eligible children, with 5% of the household with four eligible children and 4% with none.

Table 4.6.3: How many children in the household get CSG?

	Frequency (n)	Percentage (%)
--	---------------	----------------

One	16	16.0
Two	28	28.0
Three	19	19.0
Four	11	11.0
None	26	26.0
Total	100	100.0

Bar Chart 4.6.3: Percentage response rate indicating the number of children in the household who get CSG.

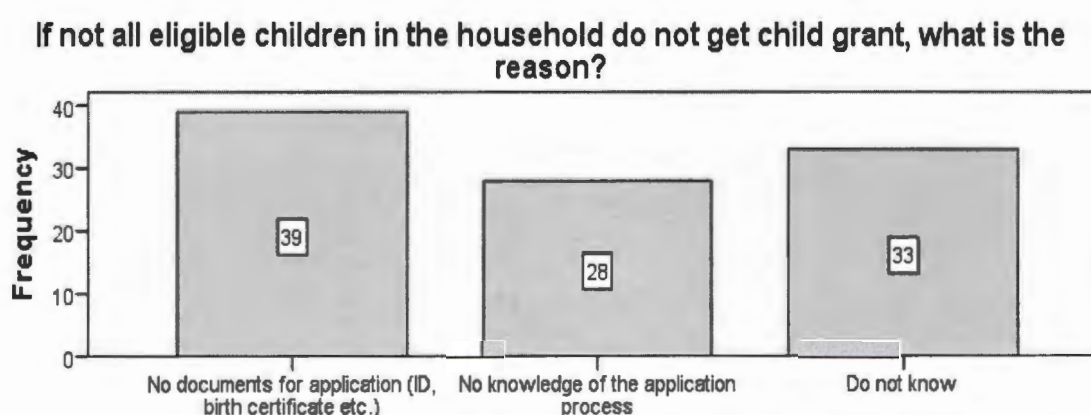


Participants were asked an open ended question requesting them to give (in number) the number of children in the household who get Child Support Grant. Numbers were entered raw as given into the SPSS software to get the frequency output. **BAR CHART 4.6.3** indicates that most of the households (28%) have only two children who are getting CSG followed by 26% who reported to have no children getting CSG. Nineteen percent of the household reported to have three children receiving CSG with 16% households with only one child and 11% with four children getting CSG.

Table 4.6.4: If not all eligible children in the household do not get CSG, what is the reason?

	Frequency (n)	Percentage (%)
No documents for application (ID, birth certificate etc.)	39	39.0
No knowledge of the application process	28	28.0
Do not know	33	33.0
Total	100	100.0

Bar Chart 4.6.4: Percentage response rate indicating the reasons why not all eligible children in the household do not get CSG.



If not all eligible children in the household do not get child grant, what is the reason?

Participants were asked an open ended question to provide reasons why not all eligible children in their households do not receive Child Support Grant. The respondents were to choose amongst; lack of application documents, lack of knowledge and not knowing as the three main reasons. The responses were recoded and captured using the SPSS software to get the frequency output. **BAR CHART 4.6.4** indicates that the majority of the respondents cited a lack of proper application documents such as the ID, birth certificates etc. as the main reason why not all eligible children in the household do not get Child Support Grant. Thirty-three percent of the respondents indicated that they do not know the reasons and twenty-eight percent cited a lack of knowledge as a reason why not all eligible children in the household do not get Child Support Grant.

4.7 RESULTS OF RESEARCH QUESTION THREE

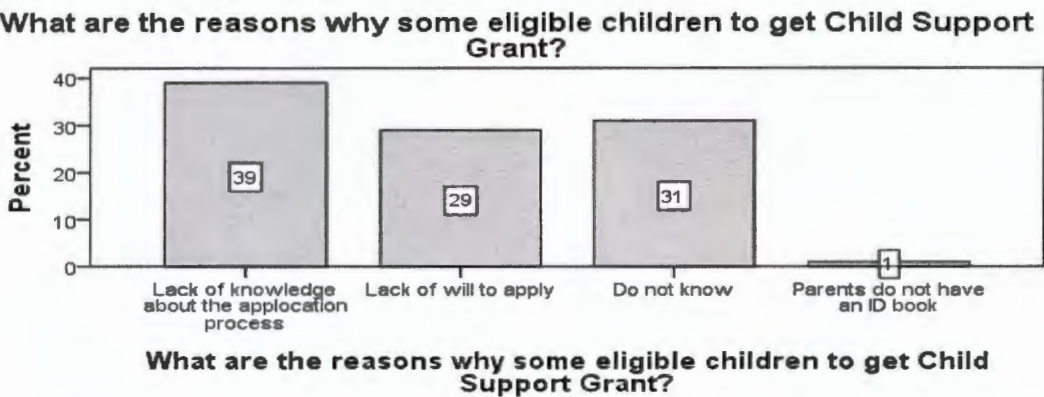
4.7.1 Research Question Three: Which factors serves as barriers to the distribution of the CSG?

The results for Research Question Three are shown in TABLES and BAR-CHARTS below which contain results of the distribution of the Child Support Grant to the eligible beneficiaries and process of applying for Child Support Grant.

Table 4.7.1: Reasons why some eligible children to get CSG?

	Frequency (n)	Percentage (%)
Lack of knowledge about the application process	39	39.0
Lack of will to apply	29	29.0
Do not know	31	31.0
Parents do not have an ID book	1	1.0
Total	100	100.0

Bar Chart 4.7.1: Percentage response rate of the reasons why some eligible children to get CSG?



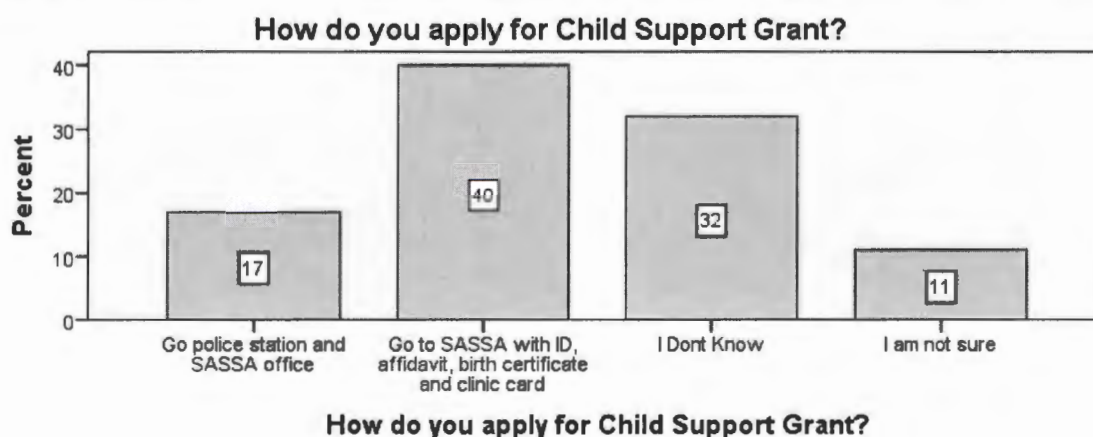
BAR CHART 4.7.1 shows that, in terms of the reasons why some eligible children do not get Child Support Grant. Clearly most community members lack the necessary knowledge about the application process (39%) allude to a lack of knowledge about the application process as the main reason, 29% indicates the lack of will of the of

the parents/guardians to apply, 31% mention that they do not know and very few respondents cite the reason as parents who do have an Identity Document.

Table 4.7.2: How do you apply for CSG?

	Frequency (n)	Percentage (%)
Go police station and SASSA office	17	17.0
Go to SASSA with ID, affidavit, birth certificate and clinic card	40	40.0
I do not know	32	32.0
I am not sure	11	11.0
Total	100	100.0

Bar Chart 4.7.2: Percentage response rate of the process of applying for CSG?



Participants were asked to explain the process of applying for Child Support Grant. The responses were recoded and captured the SPSS software to get the frequency output. **BAR CHART 4.7.2** shows that most of the respondents (43%) seem not to have a clear idea of the process of applying for a Child Support Grant as 3% indicated that they do not know with 11% indicating that they are not sure of the process. 40% of the respondents explained that in order to apply for a Child Support Grant a parent/guardian needs to visit the SASSA office with the following documents; an Identity Document of the applicant, affidavit from the South African Police Services (SAPS), birth certificate of the child and a clinic card. Almost 17% of

respondents seem to have an idea. However, they are not clear of the details of the process as they mention going to the SAPS then SASSA office.

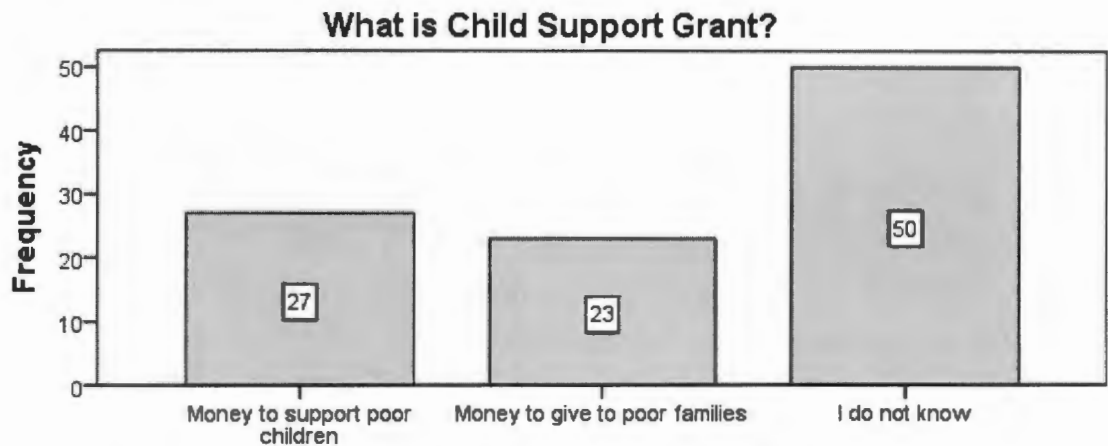
4.8 RESULTS OF RESEARCH QUESTION FOUR

4.8.1 Research Question Four: How do the recipients of CSG use the grants?
The results for Research Question Four are shown in **TABLES** and **BAR CHARTS** below which contain the results of whether or not the respondents know; do not know the reasons for the existence of CSG, the reasons for the existence of CSG the official use of the CSG.

Table 4.8.1: What is CSG?

	Frequency (n)	Percentage (%)
Money to support poor children	27	27.0
Money to give to poor families	23	23.0
I do not know	50	50.0
Total	100	100.0

Bar Chart 4.8.1: Percentage response rate indicating what CSG is according to the respondents.



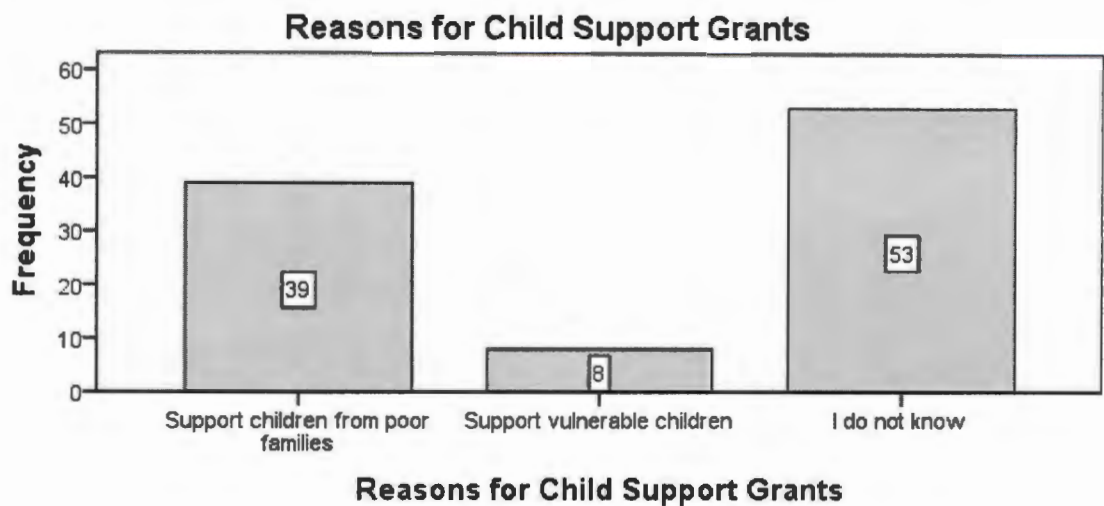
What is Child Support Grant?

Participants were asked to explain what Child Support Grant is. The responses were captured the SPSS software to get the frequency output. **BAR CHART 4.8.1** shows that according a half of the participants (50%) do not know what child Support is, 27% know CSG as money that is meant to support poor children and 23% indicate that CSG is money given to the poor families.

Table 4.8.2: Reasons for CSG

	Frequency (n)	Percentage (%)
Support children from poor families	39	39.0
Support vulnerable children	8	8.0
I do not know	53	53.0
Total	100	100.0

Chart 4.8.2: Percentage response rate indicating the reasons for CSG



Participants were asked an open ended question to give the reasons why they think Child Support Grant is given to eligible children in South Africa. The researcher recoded the responses of the respondents and captured them in the SPSS software to get the frequency output. **BAR CHART 4.8.2** shows that just over half of the participants (53%) do not know the reasons for the existence of Child Support Grant, followed by 39% who cites the reason for the existence of CSG as means to support children from poor families and only 8% indicating that CSG is meant to support vulnerable children.

Table 4.8.3: Official uses of CSG in South Africa?

	Frequency (n)	Percentage (%)
Health of the child	42	42.0
Grocery for the house	50	50.0
Nutrition of the child	8	8.0
Total	100	100.0

Bar Chart 4.8.3: Percentage response rate of the official uses of CSG



BAR CHART 4.8.3 shows that in terms of the use of the CSG, a significant percentage of the respondents (50%) use it for buying grocery for the house, 42% of the respondents think that the CSG is exist for the health of the child and only 8% who think that that it is there for the nutritional reasons of the child.

5. CONCLUSION

In conclusion, the results obtained show the characteristics of the sample, the socio-economic details and the participants, further they show the way the respondents understand Child Support Grant, and the challenges associated with respondents' access to CSG. A discussion of these results with reference to the reviewed literature in Chapter 2 follows in Chapter 5.

CHAPTER FIVE

DISCUSSION, RECOMMENDATIONS AND CONCLUSION

5.1 INTRODUCTION

Chapter Five discusses the results as presented in Chapter Four, summarises the research and provides recommendations. The chapter includes a discussion of the sample and socio-economic characteristics, reliability and validity, the research questions, conclusion and recommendations. The four research questions are scrutinised and compared with the reviewed literature (Chapter Two) with a purpose of evaluating accessibility and uses of Child Support Grant in the Madibeng Community, North West Province, Republic of South Africa.

5.2 THE CHARACTERISTICS OF THE SAMPLE POPULATION

The findings show that the community is characterised by mostly people with primary level of education (57%) who are self-employed (88%) from the households with income of between R 1 001 to R 5 000 (58%). In concord with the findings in this study, the Madibeng IDP of 2011 reports a low level of literacy in the municipality with 15% of the population without education and 27% rate unemployment which explains the reason behind most community members opting for self-employment.

5.3 DETAILS OF SOCIO-ECONOMIC

Table 4.3.1 in Chapter 4 shows that the majority of the Madibeng community is self-employed (88%). Cross-tabulating the eighty-eight percent of the self-employed community members with the house-hold income per month indicates that mostly (56.8%) earns between R 1 001 to R 5 000. In addition, the Madibeng municipality in its 2011 IDP admits that a large segment of the population is generally poor reflective of the low education level. With a household income of between R 1 001 to R 5 000 it is evident that the many members of the community cannot afford the luxury of own transport (20%) and therefore relies heavily on public transport (77%). The community is characterised by house-holds with many young people (88% less than 18 years of age) compared to eighty-four percent of older people above 18 years of age).

It is evident that rural households, particularly in informal areas, are significantly more likely to have the CSG as their only source of income and that generally relied to a greater extent on the grant than those in the urban areas (Teresa Guthrie children's institute (2002). The study conducted by the Teresa Guthrie children's institute in 2002 reveals that on average, households derived one third of their total income from the CSG and that a significant proportion of households were wholly dependent upon the CSG. In slide contrast with the literature, in this study however, it was found that even if the CSG contributed to the general household income per month significant members of the community are depended on self-employment for subsistence.

5.4 HOW ACCESSIBLE IS CSG WITHIN THE MADIBENG COMMUNITY.

Accessibility in this study was measured by the method the grants is collected, the distance to the nearest SASSA offices, the amount the paid to travel from to and from the nearest SASSA office. In discussing the accessibility of the CSG, the results as presented by **BAR CHART 4.4.1**, **BAR CHART 4.4.2** and **BAR CHART 4.4.3** in Chapter 4 will be compared with the secondary data found in the literature.

5.4.2 The distance between the SASSA office and residential place

The distance between the SASSA office and residential place of the grants receivers was also considered in relation to accessibility. **BAR CHART 4.4.2 9** (in Chapter 4) indicates that nearly all the despondence (98%) reported that they travel as far as over 16 kilometres to access SASSA services. Interestingly in the survey conducted by IDASA, van der Westhuizen and van Zyl (2002) the North West Province is not acknowledged to have accessibility challenges associated its rural nature and lack of necessary hard infrastructure such as roads. In their report, Van der Westhuizen et al. (2002:3), state that: "The second largest problem identified is the accessibility of services, especially in rural areas in provinces like the Free State, Northern Cape, Kwa-Zulu Natal and Limpopo Province. The widespread location of clients and bad roads create obstacles in the delivery of services. It can be costly for the poor to travel to departmental offices to apply for grants or to pay-points to collect grants. Provinces with vast rural areas struggle to reach grant recipients and the lack of vehicles is a problem in some provinces".

The challenges of accessibility related to the lack of roads are further compounded by the distance; the amount of transport fee; and the predominant mode of transport most community members have access to. The Madibeng community (98%) reported that they travel as far as over 16 kilometers to access SASSA services, pay more than R30 to travel to the nearest SASSA office and 77% uses public transport as mode of transportation.

5.5 HOW ACCESSIBLE IS CSG TO THE ELIGIBLE ORPHANED AND OTHER VULNERABLE CHILDREN?

Accessibility to eligible children in this study was measured by documenting the number of young people (younger than 18 years) in the household; number of children in the household eligible to get Child Support Grant; number of children in the household get Child Support Grant; and reasons why not all eligible children in their households do not receive Child Support Grant.

5.5.1 Eligible children

Statistically, many of the approximately 18, 2-million children under the age of 18 years in South Africa in July 2006 (Children's Institute, 2008) were living in poverty. In that year, 68% or 12, 3-million children lived in households with a reported income of less than R1 200 per month (Children's Institute, 2008). Since income facilitates access to nutrition, basic services and education, such low levels of income impact on the ability of to meet children's basic needs. In Madibeng, most of the children live in household with low level of income.

Participants were asked an open ended question requesting them to give (in number) the number of eligible children to get Child Support Grant. The researcher entered the numbers raw as given into the SPSS software to get the frequency output. **BAR CHART 4.5.2** indicates that most of the households (45%) have only two children who are eligible to get CSG. Twenty-three percent of the households have either one or three eligible children, with 5% of the household with four eligible children and 4% with none.

5.6 WHICH FACTORS SERVES AS BARRIERS TO THE DISTRIBUTION OF THE CSG?

In this study, identified factors that serve as barriers to the distribution of the Child Support Grant are; the process of applying for the grant and the reasons why some eligible children do not get Child Support Grant.

5.6.1 Reasons why some eligible children do not get CSG

The Madibeng community cites lack of knowledge about the application process combined with lack of will of the parents/guardians to apply as the two main reasons behind barriers to apply for CSG. These findings are similar to those found from the survey conducted by IDASA (Van der Westhuizen & Van Zyl, 2002). The findings of the survey state that the main obstacle in the delivering of grants are lack of staff and staff training, clients who are widespread in mainly rural provinces, and a lack of proper identification documents when applying for grants.

Only 1% of the community thinks it's the lack of Identity Documents (IDs). In contrast, other communities regard lack of IDs as the main reason. For example, the Sowetan online article of 22 November 2011 reported about a family in some part of the North-West Province whose child died of starvation because the parents did not have a correct ID. As the mother is clearly quoted as follows:

"I believe that if my children and grand children were receiving social grants they would still be alive. I am even losing hope because my ID application has been rejected many times," the mother.

In terms of the reasons why some eligible children do not get Child Support Grant, most community members (39%) of Madibeng mention lack of knowledge about the application process as the main reason. The findings concur with those from the IDASA survey that "four of the respondents identified the lack of proper documentation as one of the main problems in the rolling out of grants. This problem is further compounded by the lack of access to the Department of Home Affairs to obtain identification documentations" (Van der Westhuizen. et al., 2002: 5) and the complicated process that discourage other members from either starting of

discontinuing the process as cited in the National Income Dynamics Survey (2008: 29) as indicted below (pg: 29):

"While documents problems and misunderstanding the means test represent two of the three most widely cited reasons in the 2008 National Income Dynamics Survey for poor eligible caregivers not applying for the grant, several other reasons also contributed to the resulting exclusion error. Further analysis of the survey identifies a range of other factors, including that the process is too time consuming or otherwise costly, they have a general lack of awareness of the process, or the process is too complicated".

5.6.2 The application process

The application for the Child Support Grant requires the Identity Document of the applicant, the photo of the applicant, birth certificate of all children under the age of seven living in the household, a Clinic Card/ Road to Health Card and consent of the natural parent about the care-giver. According to the IDASA survey "when applying for any social grant, applicants must be in possession of a 13-bar coded identity document, or an identity document (applicant) and a birth certificate (for the child) when applying for child grants" (Department of Social Development, 2002: 2,3).

The Madibeng community seems to lack clear knowledge regarding the process of applying for CSG and the relevant documents needed thereof. **BAR CHART 4.6.2** (in Chapter 4) exemplify that as most of the respondents (43%) seem not to have a clear idea of the process of applying for a Child Support Grant as 3% indicated that they do not know with 11% indicating that they are not sure of the process. 40% of the respondents explained that in order to apply for a Child Support Grant a parent/guardian needs to visit the SASSA office with the following documents; an Identity Document of the applicant, affidavit from the South African Police Services (SAPS), birth certificate of the child and a clinic card. Although 17% of respondents seems to have an idea they however, are not clear of the details of the process as they mention going to the SAPS then SASSA office.

These results resonate with the findings of a study conducted by CASE for the Department of Welfare (2000) who discovered that the lack of all the relevant

documents was one of the main problems facing CSG applicants. Discussions with rejected applicants, representatives from government departments as well as representatives from the NGO sector made it clear that many respondents did not have the documents needed to apply for the grant. Some also claimed that applicants often were not aware which documents were required.

5.7 HOW DO THE RECIPIENTS OF CSG USE THE GRANTS FOR?

In measuring the use of Child Support Grant, the participants were firstly asked to explain what Child Support Grant is and give reasons for the existence of CSG and lastly their opinion on the official uses of the grant.

5.7.1 Knowledge about CSG

In terms of knowledge about what Child Support Grant is, half of the Madibeng community (50%) does not know what child Support is. Those who reported to have knowledge about CSG regard it as money that is meant to support poor children or poor families. This is the same as the explanation provided by Delany, Zenobia, Graham and Ramkissoo (2008) who indicate that the primary objective of the Child Support Grant is to ensure that caregivers of young children living in extreme poverty are able to access financial assistance in the form of a cash transfer to supplement, rather than replace, household income. The grant appears to successfully target people living in poor households. The eligibility of caregivers was estimated based on reported income. The Child Support Grant (CSG) as Delany et al., 2008: 6 put is currently "the state's largest social assistance programme in terms of the number of beneficiaries reached, and is currently the key poverty alleviation strategy targeting children".

5.7.2 The use of CSG

The use of CSG varies from a household to another depending on the level of income. The report of a study done by the United Nations' Children Funds (2008) shows that where income is limited and *per capita* income is low, any grant money coming into the household, such as the CSG, is likely to be pooled to cover general household expenses rather than being spent solely to maintain the targeted child. This concurs with a growing body of evidence that indicates that CSG recipients were most likely to report increased spending on food since receiving the grant, with

school fees, uniforms and electricity also being mentioned (Delany, Zenobia, Graham & Ramkissoo, 2008).

6. RECOMMENDATIONS

The recommendations are made as follows with regard to the issues, recommendation for accessibility, use, access, awareness and recommendation for research.

6.1 Recommendation for accessibility

An integrated approach to service delivery at the Madibeng community is necessary to ensure that people receives services when they need them. It is therefore, recommended that SASSA Regional Offices at the Madibeng community should work closely with other government and non-government organizations. This should involve drafting of strategic documents together that will incorporate SWOT analysis from each organizations and have a single roadmap.

The above can also be improved by strengthening SASSA outreach programme more especially to the deep rural areas of Madibeng Municipality.

6.2 Recommendation for accessible of CSG to the eligible Orphaned and Other Vulnerable Children

Accessibility of CSG to the eligible Orphaned and Other Vulnerable Children in Madibeng community can be made better by intensifying awareness campaigns and partnerships between SASSA and other agencies directly or indirectly involved in giving documents needed to apply for grants. Such agencies include SAPS, Departments of Home Affairs, and Health Education etc.

6.3 Recommendation for use of the CSG by the Madibeng community

According to Cassiem and Streak (2001:21), "there continues to be an urgent need to reduce child poverty and deliver to children their socio-economic rights in South Africa." It will be a daunting task to accomplish this as long as there are still many eligible children whose carers are still in the dark about the reasons why social grant specifically CSG is available to the needy South African.

From the research itself was evident enough that the recipient of the grant uses to buy for various household needs and pay for children school fees and medical needs of the children in the household, however there are those recipients of the CSG who still use it for gambling, buying liquor and neglecting child needs. It is therefore, recommended that SASSA continue to embark on the awareness campaigns aimed at educating the recipient of the grants on how they can use it to the benefit of the children in the household. Community media, such as community radio could also be targeted to spread uses education on a continuous basis for members who could miss the campaigns opportunities.

6.4 Recommendation for making access to CSG better within the community

In an attempt to increase the accessibility of CSG to the eligible citizens, SASSA is introducing what they refer to as a *Biometric-based payment system*. Khumalo (2012:online: unpaginated) explains that using the *Biometric-based payment system*, beneficiaries will be issued with a SASSA-branded smart card which they can use anywhere in the country.

6.5 Recommendation for research

It has been estimated, however, that only 43 % of people eligible for grants actually receive them ...and the Child Support Grant take-up is very low at around 20 % (Samson, et. al., 2002: 1). The statistical report is based on the known cases, the findings from this study confirm that there are however, many eligible children who are not getting the CSG.

Further surveys and research need to be conducted to ascertain the actual number of eligible children who do not get the CSG. This type of studies can be carried out further by determining the reasons why some carers do not apply for the grants.

7. CONCLUSION

To summarize, this study evaluated the accessibility and the use of Child Support Grant in the Madibeng Community of the North West Province of South Africa. Overwhelmingly, the results show that most Madibeng community members still

need some information relating the process of applying for the Child Support Grant. Hard infrastructure (e.g. roads) and the long distances between the place of residence of most of the Madibeng community members and SASSA office still plays a major role impeding access to the grant. Despite this, the Child Support Grant has had the desired effect of alleviating the challenge of child poverty in Madibeng community of their.

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ANNEXTURE A

COVERING LETTER

Dear Participant

Evaluate accessibility and uses of Child Support Grant (CSG) in the Community of Madibeng, North West Province, Republic of South Africa

I am an MBA student specializing in Operation Management at the Department of Business School University of North-West. You are invited to volunteer to participate in my research.

This letter will help you to decide if you would like to participate. Before you agree to take part in the study you should fully understand what is involved. If you have any questions, which are not fully understood in this letter do not hesitate to ask me. You should not agree to take part unless you are completely happy about what is expected of you.

The purpose of the study is to evaluate the accessibility and uses of CSG in the Madibeng Community. You will be requested to complete a questionnaire (that is expected to take about 15-20 minutes), based on your understanding of the accessibility and use of CSG. Please note that there are no right and wrong answers, but you are requested to be as honest as possible.

Your participation in this study is totally voluntary and you can refuse to participate or stop your participation at time without stating any reason. Your withdrawal will involve no penalty or loss of benefits regarding your treatment in the operating theatre

This implication of completing the questionnaire is that informed consent has been obtained from you. All information or data will be treated as anonymous, you must understand that you will not be able to recall your consent, as your information will not be traceable. All information during the course of the study is strictly confidential.

Researcher: Mr. Mampuru, A.M

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ANNEXURE B

QUESTIONNAIRE

SECTION A: PERSONAL DETAILS

THIS QUESTIONNAIRE IS DESIGNED TO BE ANSWERED BY THE PARENTS AND LEGAL GUARDIANS OF THE BENEFICIARIES OF THE CHILD SUPPORT GRANTS (CSG) IN MADIBENG COMMUNITY, NORTH-WEST PROVINCE.

SECTION A:

PERSONAL DETAILS

Instructions: Please note that this is not a test. Tick [✓] or complete in the column that best suit you and write in your appropriate answers.

1. Age (In number):

2. Gender

Male	
Female	

3. Race

Black	
White	
Coloureds	
Indian	

4. Home language

English	
Afrikaans	
Setswana	
Sesotho	
Other, specify	

5. Level of Education

No schooling	
Primary school	
High school	
Tertiary	

6. Marital Status

Single	
Divorced	
Married	
Widower (ed)	
Cohabiting	
Engaged	
Separated	

SECTION B: SOCIO-ECONOMIC DETAILS

Instructions: Please note that this is not a test. Tick [✓] in the column that best suit you and write in your appropriate answers.

7. Your Employment Status

Student	
Pensioner	
Unemployed	
Self employed	
Permanent employment	
Temporary employment	

8. Number of people in the house-hold

How many adults (18 and above years of age – including yourself) live in this house? Please provide answers to all that applies. In the upper row indicate the gender of a person (Male or Female) and in the bottom row write in the age of that person.

	Adult 1	Adult 2	Adult 3	Adult 4	Adult 5
Gender					
Age					

How many young people (below 18 years of age) live in this house? Please give answers to all that applies. In the upper row indicate the gender of a person (Male or Female) and in the bottom row write in the age of that person.

	Minor 1	Minor 2	Minor 3	Minor 4	Minor 5
Gender					
Age					

9. How many children in the household are eligible to receive CSG?

10. How many children in the household receive CSG?

If not all eligible children in household do not receive CSG, why do you think is the reason that they do not get it?

11. Household income per month (including the amount received from the CSG).

Less than R1 000	
R1 001 – R5 000	
R5 001 – R10 000	
R10 000 and above	

12. Which mode of transportation do you use to travel?

Own car	
Hired car	
Taxi	
Bus	
Donkey cart	
Bicycle	
Others, specify	

13. Please indicate the social security grants the household receives?

Child Support Grant	
Disability Grant	
Old Age Grant	
War Veteran's Grant	
Care Dependency Grant	
Foster Child Grant	
Grant in Aid	

SECTION C: UNDERSTANDING OF CHILD SUPPORT GRANT

Instructions: Please note that this is not a test. Tick [✓] in the column that best suit you and write in your appropriate answers.

14. Do you receive Child Support Grant?

Yes	
No	

If YES, for how long have you been receiving Child Support Grant?

Less than 5 years	
5 – 10 years	
11 – 15 years	
16 years and above	

15. Do you know which government agency provides Child Support Grants?

Yes	
No	

If YES, give the name of the agency that provides Child Support Grants in South Africa.

What is Child Support Grant?

14. Who is eligible to receive Child Support Grant?

15. Do you know how to apply for Child Support Grant?

Yes	
No	
Not sure	

If YES, may you explain the process of applying Child Support Grant?

16. What do you think are the reasons why some eligible children do not receive Child Support Grant?

Lack of knowledge about application process	
Lack of will to apply.	
Do not know	
Others, specify:	

SECTION D: USES OF CHILD SUPPORT GRANT

Instructions: Please note that this is not a test. Tick [✓] in the column that best suit you and write in your appropriate answers.

17. Do you know the reasons why there is Child Support Grant in South Africa?

Yes	
No	

If YES, please tell us the reasons that you know:

18. What do you think are the official uses of Child Support Grant? (Tick [✓] all that applies)

Health of the child	
Grocery of the household	
Nutrition of the child	
School fees of the child	
Security of the child	
Others. Specify:	

SECTION E: ACCESS TO CHILD SUPPORT GRANT

19. How do you receive your Child Support Grant?

Bank deposit	
Cheque	
Cash	
Buying voucher	
Others, specify:	

20. How far are the nearest SASSA offices in your area?

Do not know	
Less than 5 km	
6 – 10 km	
11 – 15 km	
Above 16 km	

21. On average how much do you pay to travel to and from the nearest SASSA offices?

Less than R10	
R11 - R20	
R21- R30	
More than R31	

THANK YOU VERY MUCH FOR YOUR PARTICIPATION!
